

## Remedy HD Tickets Report

*Tickets Created Between 03/01/2004 and 03/31/2004  
Closed or Resolved*

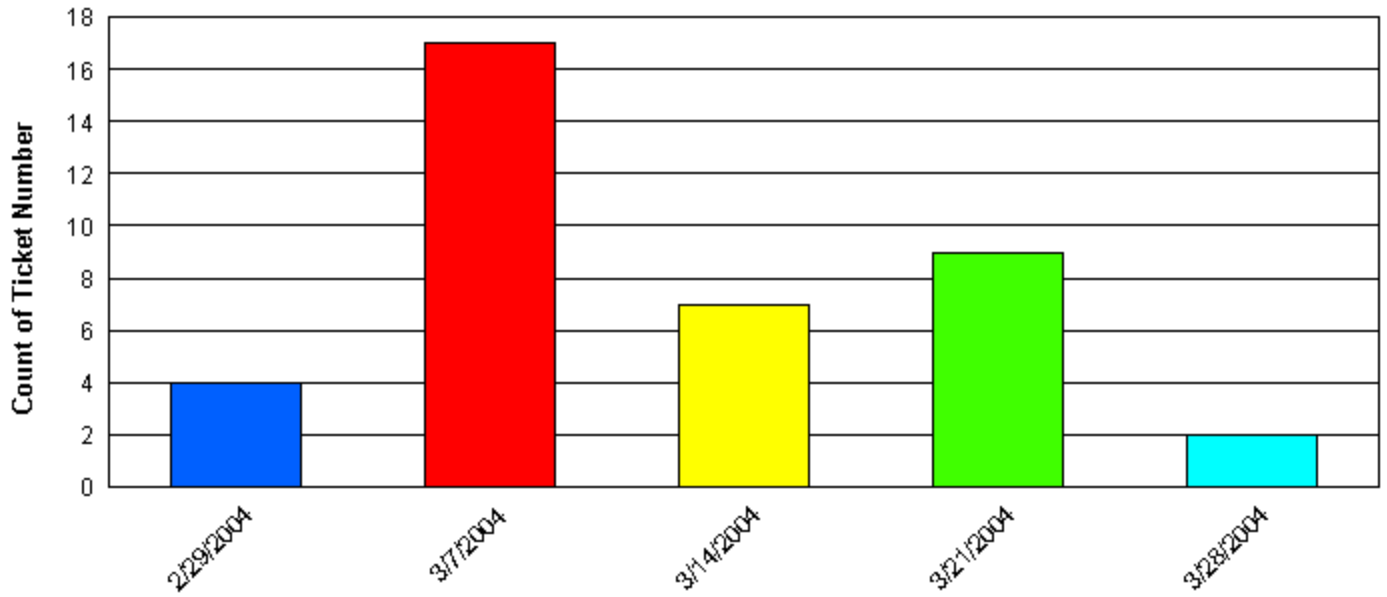
		<u>Create</u>		<u>Short Description</u>
<b>DPET</b>	<u>Total:</u>	<u>Date</u>		
		<b>39</b>		
<b>be4</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000086018	03/10/2004		computer on cart
<b>jglove1</b>		<u>Total:</u>	<b>9</b>	
<b>Closed</b>		<u>Total:</u>	<b>9</b>	
Ticket Number:	0000086019	03/10/2004		software install
Ticket Number:	0000086243	03/12/2004		Log in problems
Ticket Number:	0000086311	03/13/2004		CD?
Ticket Number:	0000086285	03/12/2004		Needs FTP login information
Ticket Number:	0000085840	03/08/2004		delayed email
Ticket Number:	0000085800	03/08/2004		Windows Update Will not Run
Ticket Number:	0000085491	03/03/2004		software install
Ticket Number:	0000085798	03/08/2004		Needs web page updated
Ticket Number:	0000085799	03/08/2004		Windows Update will not install
<b>stevenh1</b>		<u>Total:</u>	<b>27</b>	
<b>Resolved</b>		<u>Total:</u>	<b>2</b>	
Ticket Number:	0000086450	03/15/2004		Rebuild Loaner Laptop
Ticket Number:	0000086937	03/22/2004		Get Speaker Phones installed
<b>Closed</b>		<u>Total:</u>	<b>25</b>	
Ticket Number:	0000087055	03/24/2004		Potential Virus
Ticket Number:	0000087078	03/24/2004		Talk to Rice about xCatalyst
Ticket Number:	0000087378	03/30/2004		Part 3 of Cleaning Diane's Mailbox
Ticket Number:	0000087226	03/29/2004		Needs Xerox copier/printer installed to machine
Ticket Number:	0000086797	03/19/2004		Missing SAT charge
Ticket Number:	0000086798	03/19/2004		Change folder name on share
Ticket Number:	0000086857	03/19/2004		ISD FTP new login Dreamweaver
Ticket Number:	0000086800	03/19/2004		Copier printing streaks
Ticket Number:	0000086934	03/22/2004		Needs Photoshop Installed
Ticket Number:	0000086951	03/22/2004		Needs DPET Loaner Laptop
Ticket Number:	0000086993	03/23/2004		Post Class Notes on Web Server
Ticket Number:	0000086950	03/22/2004		Needs FTP access to CFP folder on web server
Ticket Number:	0000086931	03/22/2004		Part 2 of Cleaning Diane's email box
Ticket Number:	0000085709	03/05/2004		Needs Color Printer Installed
Ticket Number:	0000085951	03/09/2004		color printer at the UC
Ticket Number:	0000085802	03/08/2004		Needs computer rebuilt
Ticket Number:	0000085186	03/01/2004		Needs a loaner laptop
Ticket Number:	0000085547	03/04/2004		Loaner laptop keeps rebooting
Ticket Number:	0000086026	03/10/2004		Student Worker Computer
Ticket Number:	0000086020	03/10/2004		Needs a laptop bag
Ticket Number:	0000086275	03/12/2004		Phase 1 of cleaning up Diane's email box
Ticket Number:	0000086407	03/15/2004		Copier printing dark
Ticket Number:	0000086283	03/12/2004		Diane Needs Car Charger for cell phone
Ticket Number:	0000086267	03/12/2004		Copier in South Campus leaving lines on copies
Ticket Number:	0000086241	03/12/2004		Needs MX Studio Installed
<b>swapna1</b>		<u>Total:</u>	<b>2</b>	
<b>Resolved</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000086842	03/19/2004		Student Computer Accounts report
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000086915	03/22/2004		Student Computer Accounts

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>272</b>	
<b>Desktop</b>		<b>Total: 7</b>	
<b>Closed</b>		<b>Total: 7</b>	
Ticket Number:	0000086501	03/16/2004	Can not close out ipconfig window
Ticket Number:	0000085310	03/02/2004	Student - several laptop problems
Ticket Number:	0000085298	03/02/2004	Student - Walk in - Laptop netscape loading problem
Ticket Number:	0000085307	03/02/2004	Machine running slow
Ticket Number:	0000087362	03/30/2004	FA 542: can't log into Novell; system could not log you in check with s
Ticket Number:	0000086530	03/16/2004	SSS-Off campus
Ticket Number:	0000085965	03/09/2004	Is their any software to take out dup's
<b>afort1</b>		<b>Total: 2</b>	
<b>Closed</b>		<b>Total: 2</b>	
Ticket Number:	0000085993	03/09/2004	User reports VERY slow connection
Ticket Number:	0000086155	03/11/2004	Re: IMAP/POP Client Configuration
<b>chrism</b>		<b>Total: 16</b>	
<b>Closed</b>		<b>Total: 16</b>	
Ticket Number:	0000086167	03/11/2004	Forwarded mail....
Ticket Number:	0000086195	03/11/2004	Asset Security Alert
Ticket Number:	0000086234	03/12/2004	VPN timeout
Ticket Number:	0000086201	03/11/2004	Asset Security Alert
Ticket Number:	0000086194	03/11/2004	Asset Security Alert
Ticket Number:	0000086184	03/11/2004	Needs adobe acrobat installed on desktop to read PS reports
Ticket Number:	0000086192	03/11/2004	Asset Security Alert
Ticket Number:	0000086193	03/11/2004	Asset Security Alert
Ticket Number:	0000085405	03/03/2004	Asset Security Alert
Ticket Number:	0000085519	03/04/2004	Novell Patch error: "you do not have authority to change windows 20
Ticket Number:	0000085532	03/04/2004	Microsoft Patch
Ticket Number:	0000085557	03/04/2004	Work Order Request
Ticket Number:	0000086531	03/16/2004	test
Ticket Number:	0000086838	03/19/2004	Asset Security Alert
Ticket Number:	0000086852	03/19/2004	Asset Security Alert
Ticket Number:	0000087276	03/29/2004	Asset Security Alert

Create  
Date      Short Description

**edortiz**

**Resolved**

Total:    **77**

Total:    **1**

Ticket Number:    0000087420

03/30/2004

wireless card program prevents computer hibernating

Create

Date

Short Description

**Closed**

Total:

**76**

Ticket Number:	0000087181	03/28/2004	Trying to log onto Novell
Ticket Number:	0000087237	03/29/2004	PC Configuration
Ticket Number:	0000087366	03/30/2004	PC suspected with spyware/virus, needs removal
Ticket Number:	0000087317	03/30/2004	Pop up ads problem. ITE 325E
Ticket Number:	0000086515	03/16/2004	Warehouse 113A; Outlook not receiving
Ticket Number:	0000086536	03/16/2004	same problem as T#83428 ad715
Ticket Number:	0000086599	03/17/2004	W32/Bagle Virus rac210
Ticket Number:	0000086594	03/17/2004	: reformatted machine - now can't connect RAC 331
Ticket Number:	0000086596	03/17/2004	Virus Infection
Ticket Number:	0000086598	03/17/2004	Netscape Crashing
Ticket Number:	0000086680	03/17/2004	WMBC wants Microsoft Windows 2000 installed on computers
Ticket Number:	0000086922	03/22/2004	Admin 713 ext: 52032: Network printer driver pushdown
Ticket Number:	0000086839	03/19/2004	Matlab software.
Ticket Number:	0000086593	03/17/2004	UC 214: virus/spyware keeps installing programs
Ticket Number:	0000085531	03/04/2004	FA214f: tree or server can't be found
Ticket Number:	0000085544	03/04/2004	Chemistry 109 ext: 52522 Problems saving to Novell
Ticket Number:	0000085576	03/04/2004	Potapsco 104 ext: 51701: Problems with MS Word and Excell
Ticket Number:	0000085582	03/04/2004	PUB POLICY 320 Network Access Problem
Ticket Number:	0000085537	03/04/2004	Admin 214A ext: 51337 Problems with text wrap in Netscape.
Ticket Number:	0000085684	03/05/2004	Admin 904 ext:3922 Netscape upgrade
Ticket Number:	0000085945	03/09/2004	Need win local password resets
Ticket Number:	0000085938	03/09/2004	emergency request for repair
Ticket Number:	0000085929	03/09/2004	Netscape crash
Ticket Number:	0000085862	03/08/2004	PEOP_XEROX.People_Soft.UMBC Printer problems
Ticket Number:	0000085851	03/08/2004	University Center 112 ext 54805: Machine hangs after novell
Ticket Number:	0000085836	03/08/2004	Computer install in fine arts 437
Ticket Number:	0000085835	03/08/2004	Re: Compromised computers: Off Campus Student Services compute
Ticket Number:	0000085816	03/08/2004	Fine Arts 111 Ext: 52150 Novell: tree or server cannot be found.
Ticket Number:	0000085814	03/08/2004	Re-Install Undergraduate Secretary's Computer in Geography
Ticket Number:	0000085989	03/09/2004	Trouble updating virus definitions
Ticket Number:	0000085812	03/08/2004	AD400; re-installed Netscape 7.1
Ticket Number:	0000085803	03/08/2004	Palm not syncing.
Ticket Number:	0000087003	03/23/2004	machine and win2k running web server is not connecting to Novell
Ticket Number:	0000085685	03/05/2004	SAS install
Ticket Number:	0000085714	03/05/2004	Commons 349 ext: 3619 Problems with networked machines printing
Ticket Number:	0000085483	03/03/2004	The virus definition files are corrupted. Please reinstall the product
Ticket Number:	0000086060	03/10/2004	Novell Patch Can't install
Ticket Number:	0000085171	03/01/2004	MS Outlook does not accurately show contents of Inbox
Ticket Number:	0000085141	03/01/2004	WinXP RPC virus infected..
Ticket Number:	0000085471	03/03/2004	virus
Ticket Number:	0000085463	03/03/2004	help
Ticket Number:	0000085445	03/03/2004	Work Order Request
Ticket Number:	0000085437	03/03/2004	Infected with W32.Bagle.J
Ticket Number:	0000086498	03/16/2004	Fine Arts 453 ext: 56276 Tree or Server not found
Ticket Number:	0000085433	03/03/2004	Infected with W32/bagle.J
Ticket Number:	0000085425	03/03/2004	Erickson 118 ext: 53189: Word hangs on opening a document
Ticket Number:	0000085434	03/03/2004	SPSS 12.0 Install
Ticket Number:	0000085312	03/02/2004	User sending attachments that recipients cannot open
Ticket Number:	0000085304	03/02/2004	Blue screen of death - PC only 1 month old
Ticket Number:	0000085255	03/02/2004	Cannot Purge Trash
Ticket Number:	0000085706	03/05/2004	The Commons 309. ext: 53619:
Ticket Number:	0000085682	03/05/2004	Commons 309 ext: 53619 Problems with virus infection
Ticket Number:	0000086022	03/10/2004	Chem 274: ext: 58404: Dell Box
Ticket Number:	0000086128	03/11/2004	Work Order Request

Create			
		<u>Date</u>	<u>Short Description</u>

Ticket Number:	0000086422	03/15/2004	Social Sci 211 ext:52002: Machine was reformatted and installed
Ticket Number:	0000086397	03/15/2004	MSN Word errors ss211
Ticket Number:	0000086265	03/12/2004	Fine Arts 467B: Problems with Outlook
Ticket Number:	0000086264	03/12/2004	Lost access to folders in Shared drive
Ticket Number:	0000086254	03/12/2004	install Matlab
Ticket Number:	0000086404	03/15/2004	Windows error
Ticket Number:	0000086247	03/12/2004	Might be spyware on computer
Ticket Number:	0000086212	03/11/2004	upgrade
Ticket Number:	0000086191	03/11/2004	Cannot AutoUpdate McAfee
Ticket Number:	0000086513	03/16/2004	Networking Gestetner: Attn: Chris Molito
Ticket Number:	0000086496	03/16/2004	Tree or Server can not be found
Ticket Number:	0000086494	03/16/2004	MicroSoft Office rac324
Ticket Number:	0000086541	03/16/2004	Vocal Profiles for Individuals
Ticket Number:	0000086417	03/15/2004	Novell Drive
Ticket Number:	0000086410	03/15/2004	HP 4050 Printer Needs Setup For IP Address.
Ticket Number:	0000086180	03/11/2004	Social Sciences 211D ext: 53152: Upgrade to Netscape 7.1
Ticket Number:	0000086141	03/11/2004	UC 112 ext: 53842 Problems saving documents to Shared drives
Ticket Number:	0000086137	03/11/2004	PC Needs local username and password.
Ticket Number:	0000086090	03/10/2004	Re: OCSS Printers - The Commons 309
Ticket Number:	0000086043	03/10/2004	Work Order Request AD 717
Ticket Number:	0000086046	03/10/2004	Public Policy 421 ext: 51469: Novell Install
Ticket Number:	0000086067	03/10/2004	Novell client install (Field house 312e)

josh

Total: 26

**Resolved**

Total: 1

Ticket Number:	0000085568	03/04/2004	By Request Access
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**Closed**

Total: 25

Ticket Number:	0000087007	03/23/2004	win2003 server CD request
Ticket Number:	0000087058	03/24/2004	HP Reflections is not printing.
Ticket Number:	0000087092	03/24/2004	Novell account for Gust Mitchell
Ticket Number:	0000087405	03/30/2004	Needs Visio Installed
Ticket Number:	0000087327	03/30/2004	MP319: WP 11 changed the way files are viewed
Ticket Number:	0000087273	03/29/2004	ECS314: Printer Support
Ticket Number:	0000087217	03/29/2004	Printer problem in ECS 314.
Ticket Number:	0000086714	03/18/2004	MyUMBC SAS Liscence Files
Ticket Number:	0000086991	03/23/2004	ECS 314/ 314A Ext: 53500 Problems printing to network printer
Ticket Number:	0000086965	03/22/2004	CorpSync and Palm
Ticket Number:	0000086820	03/19/2004	Dell PDA; can send but not receive
Ticket Number:	0000086806	03/19/2004	Employees are getting errors in Outlook Express.
Ticket Number:	0000085567	03/04/2004	Several updates needed for different computers
Ticket Number:	0000085723	03/05/2004	Work Order Request
Ticket Number:	0000085686	03/05/2004	Need some software copies
Ticket Number:	0000086021	03/10/2004	ITE452; need to print to color printer
Ticket Number:	0000086202	03/11/2004	ADMIN 531
Ticket Number:	0000086659	03/17/2004	Need a copy of Mac Office v.X
Ticket Number:	0000085139	03/01/2004	Delta Init. - Signing on difficulties
Ticket Number:	0000085423	03/03/2004	folders won't display
Ticket Number:	0000085421	03/03/2004	Installing oncampus McAfee gives registry error
Ticket Number:	0000085407	03/03/2004	new laptop need config
Ticket Number:	0000085299	03/02/2004	Professor requests that Helpdesk have Maple 9
Ticket Number:	0000085360	03/02/2004	Sound devices not working properly
Ticket Number:	0000085394	03/03/2004	[Fwd: WinZip 9.0 Now Available]

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	

**lasuk**

Total: **68**

Create

Date

Short Description

**Closed**

**Total:**

**68**

Ticket Number:	0000085145	03/01/2004	Install novell client on laptop
Ticket Number:	0000085172	03/01/2004	[MAC s/w] E-mail attachments are incompatible with PC recipients
Ticket Number:	0000085277	03/02/2004	[site survey] [follow up] Activate network jack
Ticket Number:	0000085473	03/03/2004	MS Word won't save on a network driver
Ticket Number:	0000085458	03/03/2004	ITE240 needs re-imaging
Ticket Number:	0000085474	03/03/2004	Assist Paul Ciotta with migrating macs to TCPIP printing
Ticket Number:	0000085449	03/03/2004	RE: ITE 240 needs re-imaging
Ticket Number:	0000085403	03/03/2004	SAS 8.2 install request.
Ticket Number:	0000085402	03/03/2004	Eudora mail problem.
Ticket Number:	0000085356	03/02/2004	User requests Matlab install for campus machine
Ticket Number:	0000085303	03/02/2004	MAC - IP conflict
Ticket Number:	0000085300	03/02/2004	[PC s/w] Commons 308 ext: 53452: Jack newly installed; PCs not co
Ticket Number:	0000085281	03/02/2004	Problems installing SPSS from the bookstore.
Ticket Number:	0000085213	03/01/2004	005 - PC's wont load to windows
Ticket Number:	0000085219	03/01/2004	can not change view
Ticket Number:	0000085218	03/01/2004	user's printer won't print
Ticket Number:	0000085176	03/01/2004	ECS005: Instructor machine locked
Ticket Number:	0000085154	03/01/2004	Sending email generates error (admin 227)
Ticket Number:	0000086023	03/10/2004	[MAC s/w] Problems Printing PDF Documents
Ticket Number:	0000086094	03/10/2004	[PC s/w] New license SPSS files
Ticket Number:	0000086102	03/10/2004	[MAC s/w] Palm T3 won't sync after a crash & reset
Ticket Number:	0000086029	03/10/2004	Asset Security Alert
Ticket Number:	0000086036	03/10/2004	[PC s/w] Netscape 7.1 Mail setup.
Ticket Number:	0000086111	03/10/2004	[PC lab] ITE242 Desll GX270 PCs restarting due to blaster worm
Ticket Number:	0000086123	03/11/2004	[PC lab] ECS122PC29 - Linux won't start up
Ticket Number:	0000086309	03/13/2004	[PC lab] ECS122 PC05
Ticket Number:	0000086291	03/12/2004	[PC lab] reimaging ITE240
Ticket Number:	0000086227	03/11/2004	ECS122PC05 needs reimaging
Ticket Number:	0000086204	03/11/2004	[PC s/w] Visual Studio on lab PC
Ticket Number:	0000086164	03/11/2004	[MAC s/w] Replace NAV with McAfee Vriex on G4 & Powerbook
Ticket Number:	0000086125	03/11/2004	[PC lab] ECS021PC24: Xwindowing system will not start
Ticket Number:	0000086124	03/11/2004	[PC lab] ecs021pc24 : X will not start
Ticket Number:	0000086122	03/11/2004	[PC lab] ECS122PC05- Windows won't boot.
Ticket Number:	0000086554	03/16/2004	Asset Security Alert
Ticket Number:	0000086463	03/15/2004	[MAC s/w] Network Printer Configuration. acad405
Ticket Number:	0000085579	03/04/2004	Fac needs Matlab installed on machine
Ticket Number:	0000085988	03/09/2004	Re: network connection
Ticket Number:	0000085985	03/09/2004	airport base station via dial-up
Ticket Number:	0000085984	03/09/2004	PPP Script Installer Package
Ticket Number:	0000085983	03/09/2004	download the latest versions of softwar for the 2005 PPP CD
Ticket Number:	0000085982	03/09/2004	Needs printers networked for PUP 421 and PUP 441
Ticket Number:	0000085952	03/09/2004	Asset Security Alert
Ticket Number:	0000085909	03/09/2004	[site survey] Internet Connection in ECS321
Ticket Number:	0000085864	03/08/2004	What happened to linux in the library? (fwd)
Ticket Number:	0000085747	03/06/2004	[MAC s/w] Both IE & Netscape crash; PPP login script won't work.
Ticket Number:	0000085626	03/04/2004	ite242: plug the pcs into the network
Ticket Number:	0000085629	03/04/2004	Asset Security Alert
Ticket Number:	0000085630	03/04/2004	Asset Security Alert
Ticket Number:	0000085619	03/04/2004	Asset Security Alert
Ticket Number:	0000086542	03/16/2004	[MAC s/w] FA545; no email
Ticket Number:	0000086933	03/22/2004	Asset Security Alert
Ticket Number:	0000086597	03/17/2004	[PC s/w] Windows Error
Ticket Number:	0000086924	03/22/2004	[MAC s/w] Install Oracle Corp.Time
Ticket Number:	0000086764	03/18/2004	[Mac s/w] setup a Newer G3 to replace an old PowerMac

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
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Ticket Number:	0000086604	03/17/2004	[PC s/w] Outlook Express is Sending & Recieving Very Slowly.
Ticket Number:	0000086605	03/17/2004	[PC s/w] Outlook emails appear chopped up
Ticket Number:	0000086591	03/17/2004	[PC h/w] ECS122PC05 Fails to boot Win2k
Ticket Number:	0000086548	03/16/2004	[PC s/w] Visual Studio .NET install for ITE 377
Ticket Number:	0000087222	03/29/2004	[Mac s/w] Mac Printing problems
Ticket Number:	0000087431	03/31/2004	[PC lab] ECS122PC24 Stop 0x7B Inaccessible_Boot_Device
Ticket Number:	0000087430	03/31/2004	[PC lab] ECS122PC35
Ticket Number:	0000087391	03/30/2004	[Mac s/w] Internet Explorer 5.2.3 is Crashing
Ticket Number:	0000087304	03/29/2004	[PC Lab] ECS122PC24 - Needs to be reimaged
Ticket Number:	0000087290	03/29/2004	[Mac s/w] 2 iMacs crashing, install & run Virux
Ticket Number:	0000087287	03/29/2004	Mozilla mail layout
Ticket Number:	0000087265	03/29/2004	[Mac s/w] G4 will not boot
Ticket Number:	0000087256	03/29/2004	[Mac s/w] OSX PPP
Ticket Number:	0000087253	03/29/2004	eMac OS X issue.

**mhartm1**

Total: 6

**Closed**

Total: 6

Ticket Number:	0000086551	03/16/2004	Asset Security Alert
Ticket Number:	0000085652	03/05/2004	Canceled the patch update
Ticket Number:	0000085991	03/09/2004	User unable to load resnet.umbc.edu
Ticket Number:	0000086448	03/15/2004	No ip address, possble dead jack
Ticket Number:	0000085161	03/01/2004	Asset Security Alert
Ticket Number:	0000085731	03/05/2004	Customer unable to connect to resnet

**mikec**

Total: 1

**Closed**

Total: 1

Ticket Number:	0000087054	03/24/2004	Not connecting to internet
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Create

Date

Short Description

**omarn**

Total: **69**

**Resolved**

Total: **9**

Ticket Number:	0000087409	03/30/2004	Need Windows 2000 pro ite366
Ticket Number:	0000086660	03/17/2004	local Printer does not print. FA423
Ticket Number:	0000087018	03/23/2004	[Fwd: re: id #0000086660 printer does not print] fa 423
Ticket Number:	0000087387	03/30/2004	Floppy drive does not accept disks PUP 341
Ticket Number:	0000087432	03/31/2004	Lost folders rac324a
Ticket Number:	0000087199	03/29/2004	ACIV426 = tree or server can't be found acad 426
Ticket Number:	0000086607	03/17/2004	Academic IV 316 ext: 3223 Problems with Margins on printer
Ticket Number:	0000086027	03/10/2004	Office apps freeze up Potomac 103
Ticket Number:	0000085485	03/03/2004	Novell Printer Drivers PUP339

Create

Date

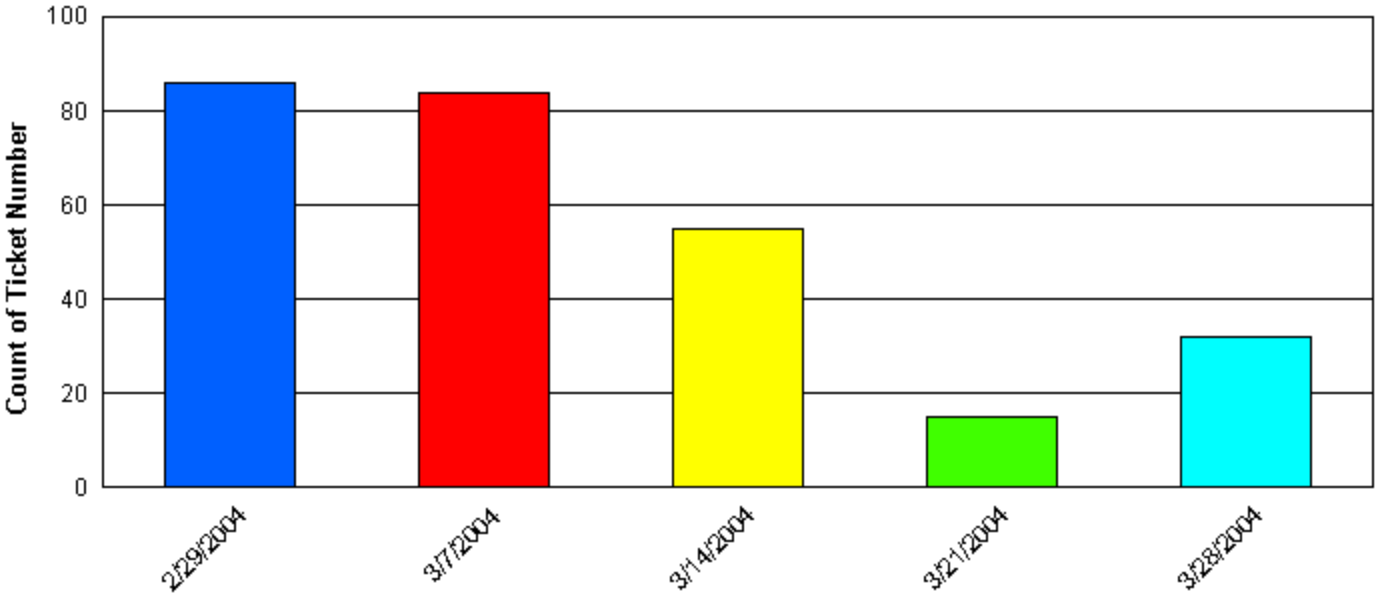
Short Description

<b>Closed</b>	<b>Total:</b>	<b>60</b>	
Ticket Number: 0000087012	03/23/2004		Network Scanner not responding MP320
Ticket Number: 0000087052	03/24/2004		PC does not boot UC112
Ticket Number: 0000087382	03/30/2004		Needs software SS 403A
Ticket Number: 0000087372	03/30/2004		updating McAfee from 4x to 7x
Ticket Number: 0000087272	03/29/2004		New computer needs novell client installed Commons 309
Ticket Number: 0000087266	03/29/2004		MS office problems in SS501 PC#3
Ticket Number: 0000087225	03/29/2004		3Work Order Request
Ticket Number: 0000087252	03/29/2004		SS 502: hard drive not powering up
Ticket Number: 0000087204	03/29/2004		not getting any data traffic PUP 312
Ticket Number: 0000087060	03/24/2004		Erickson 152 ext: 53947 Virus infection that cant be cleaned
Ticket Number: 0000086523	03/16/2004		GDI.exe errors, even after hardboot fa010g
Ticket Number: 0000086553	03/16/2004		ext:54521 Problems with machine restarting Library 216H
Ticket Number: 0000086571	03/16/2004		User needs computer to be hooked up to network printer PUP 421
Ticket Number: 0000086662	03/17/2004		Res life office computer- cannot access shared drive patapsco 104
Ticket Number: 0000086833	03/19/2004		error window inquiry ss211
Ticket Number: 0000086848	03/19/2004		: can't find tree or server PUP320
Ticket Number: 0000086998	03/23/2004		Printer does not print
Ticket Number: 0000086834	03/19/2004		added info on logon error ss211
Ticket Number: 0000086802	03/19/2004		Oracle Time update
Ticket Number: 0000085521	03/04/2004		New PC install. fa 539 Monday 03/08 9:30am
Ticket Number: 0000085522	03/04/2004		Tree or server not found ecs125
Ticket Number: 0000085937	03/09/2004		Need local password reset rac324a
Ticket Number: 0000086421	03/15/2004		not getting IP fa437
Ticket Number: 0000085922	03/09/2004		Public Policy 412 ext: 52184: Machine get fatal exception error
Ticket Number: 0000085921	03/09/2004		Workstation password reset.
Ticket Number: 0000086087	03/10/2004		Work Order Request sc1004
Ticket Number: 0000085869	03/08/2004		McAfee install help (fwd) rac
Ticket Number: 0000085842	03/08/2004		ITE 452 ext: 8432 Problems printing
Ticket Number: 0000085823	03/08/2004		ERIK64 Printing issues
Ticket Number: 0000085979	03/09/2004		mozilla mail client ad901
Ticket Number: 0000085946	03/09/2004		Reinstall of Adobe Acrobat / MS Outlook problem
Ticket Number: 0000085728	03/05/2004		Matlab not running (ECS 111)
Ticket Number: 0000085590	03/04/2004		AcServ106H; phys mem dump
Ticket Number: 0000085559	03/04/2004		Software errors related to virus? UC 205
Ticket Number: 0000085525	03/04/2004		Win2k install. Admin 512
Ticket Number: 0000085844	03/08/2004		PEOP_XEROX UC112 Delta
Ticket Number: 0000085451	03/03/2004		Netscape does not retrieve mail UC110D
Ticket Number: 0000085439	03/03/2004		Words appearing randomly on Word and Netscape. pup222
Ticket Number: 0000085411	03/03/2004		Admin 701 ext: 52961: Configure laptop for printer
Ticket Number: 0000085435	03/03/2004		Admin 532 ext: 52337: Problem with Task Manager
Ticket Number: 0000085276	03/02/2004		Need SPSS install on umbc fac PC bio106
Ticket Number: 0000085265	03/02/2004		User cannot log onto novell. pup254
Ticket Number: 0000085260	03/02/2004		Software install request. Library Room 216D.
Ticket Number: 0000085146	03/01/2004		does not print pup410
Ticket Number: 0000085487	03/03/2004		install a computer 3/4/04 appt for 3/9 9am
Ticket Number: 0000085970	03/09/2004		SAS install for ECS 111
Ticket Number: 0000085469	03/03/2004		MS Word does not function properly Chesapeake 108
Ticket Number: 0000085462	03/03/2004		Laptop shuts off randomly PUP427
Ticket Number: 0000085810	03/08/2004		Customer can not access net pup229
Ticket Number: 0000086070	03/10/2004		Work Order Request trc271
Ticket Number: 0000086078	03/10/2004		PaperPort Installation mp338
Ticket Number: 0000086249	03/12/2004		Blue Screen ad407
Ticket Number: 0000086251	03/12/2004		[Fwd: work order for computer in SS502] 3180
Ticket Number: 0000086514	03/16/2004		Customer can no longer print to peoplesoft Xerox Document Center

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000086512	03/16/2004	ext2492 3.5 in floppy disk stuck in drive Chem 109
Ticket Number:	0000086433	03/15/2004	Pub Pol 413 ext: 2180: Installation of NS7.1 on Win95
Ticket Number:	0000086445	03/15/2004	MS Office Product Reactivation LIB216d
Ticket Number:	0000086416	03/15/2004	Chemistry 129A ext 52549: Upgrade machine to NS 7.1
Ticket Number:	0000086271	03/12/2004	CTRL+ALT+DEL does not bring up login pup223
Ticket Number:	0000086150	03/11/2004	Mary Cerino E-mail Account uc207

## 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>86</b>	
<b>Financial Services:PS</b>	<b>Total:</b>	<b>1</b>	
<b>Closed</b>	<b>Total:</b>	<b>1</b>	
Ticket Number: 0000085478		03/03/2004	Retriever report
<b>cnewton</b>	<b>Total:</b>	<b>3</b>	
<b>Closed</b>	<b>Total:</b>	<b>3</b>	
Ticket Number: 0000086206		03/11/2004	healthcare charged to account 6018100
Ticket Number: 0000086766		03/18/2004	statements of payroll charges
Ticket Number: 0000087010		03/23/2004	Missing Person.
<b>mbogus1</b>	<b>Total:</b>	<b>26</b>	
<b>Closed</b>	<b>Total:</b>	<b>26</b>	
Ticket Number: 0000087025		03/23/2004	Update my PeopleSoft Access
Ticket Number: 0000087394		03/30/2004	Fall effort reporting and summer money
Ticket Number: 0000087200		03/29/2004	Change Orders
Ticket Number: 0000086517		03/16/2004	Query
Ticket Number: 0000086575		03/16/2004	universal voucher font
Ticket Number: 0000086666		03/17/2004	Visa
Ticket Number: 0000086872		03/20/2004	Non-grant report access
Ticket Number: 0000086668		03/17/2004	Correcting a grant title in PS
Ticket Number: 0000086636		03/17/2004	Re: PeopleSoft Errors
Ticket Number: 0000086550		03/16/2004	PS Support Request
Ticket Number: 0000086539		03/16/2004	PS Support Request
Ticket Number: 0000086406		03/15/2004	Change on a receipt
Ticket Number: 0000085969		03/09/2004	P-Soft Help at Tech Center
Ticket Number: 0000086093		03/10/2004	problem with retriever - SOWK
Ticket Number: 0000086505		03/16/2004	visa charge
Ticket Number: 0000086474		03/15/2004	Salary History
Ticket Number: 0000086472		03/15/2004	Access Problem
Ticket Number: 0000086396		03/15/2004	No subject
Ticket Number: 0000086245		03/12/2004	Retriever
Ticket Number: 0000086185		03/11/2004	PS Access
Ticket Number: 0000086940		03/22/2004	Security Access
Ticket Number: 0000085142		03/01/2004	Hey, dude, it's me ^_^ :P
Ticket Number: 0000085192		03/01/2004	AMO91 Reports in Peoplesoft
Ticket Number: 0000085455		03/03/2004	Can't approve proposal
Ticket Number: 0000085436		03/03/2004	Projects addition
Ticket Number: 0000085302		03/02/2004	user ID and password invalid
<b>rpreston</b>	<b>Total:</b>	<b>6</b>	
<b>Closed</b>	<b>Total:</b>	<b>6</b>	
Ticket Number: 0000085586		03/04/2004	Pd27 adjustment on grant
Ticket Number: 0000085593		03/04/2004	[Fwd: JV's]
Ticket Number: 0000085849		03/08/2004	unable to create a new requisition in Sandbox
Ticket Number: 0000086639		03/17/2004	AR accounting entries out of balance
Ticket Number: 0000086980		03/23/2004	Re: [Fwd: C/F balances from prior year revolving accounts]
Ticket Number: 0000086966		03/22/2004	PS Support Request

Create

Date

Short Description

**tkuonen**

Total: 19

**Closed**

Total: 19

Ticket Number:	0000086603	03/17/2004	Duplication
Ticket Number:	0000086812	03/19/2004	RE: statements of payroll charges
Ticket Number:	0000086860	03/19/2004	[Fwd: C/F balances from prior year revolving accounts]
Ticket Number:	0000086600	03/17/2004	Employee ID
Ticket Number:	0000087233	03/29/2004	Pcard Approvals
Ticket Number:	0000087377	03/30/2004	System slooooooow
Ticket Number:	0000087278	03/29/2004	PCard Reconciliation page
Ticket Number:	0000085527	03/04/2004	Non-Grant Prject Reports
Ticket Number:	0000085716	03/05/2004	Run-time Error
Ticket Number:	0000085819	03/08/2004	Receiving
Ticket Number:	0000085829	03/08/2004	Need Access
Ticket Number:	0000085916	03/09/2004	Finance Page Hanging
Ticket Number:	0000085857	03/08/2004	submitting a ticket
Ticket Number:	0000086994	03/23/2004	Chem 109 ext: 52522 Problems resolving card
Ticket Number:	0000085301	03/02/2004	RE: Grant Summary Report not showing entire budget
Ticket Number:	0000085606	03/04/2004	unable to do a receiving on the PO 843
Ticket Number:	0000086053	03/10/2004	Re: Emailing: tab=DEFAULT
Ticket Number:	0000086073	03/10/2004	Biology 480 ext 53667 Customer working in peoplesoft
Ticket Number:	0000086061	03/10/2004	Adding Effort Reporting view roles to userids

**weller**

Total: 31

**Closed**

Total: 31

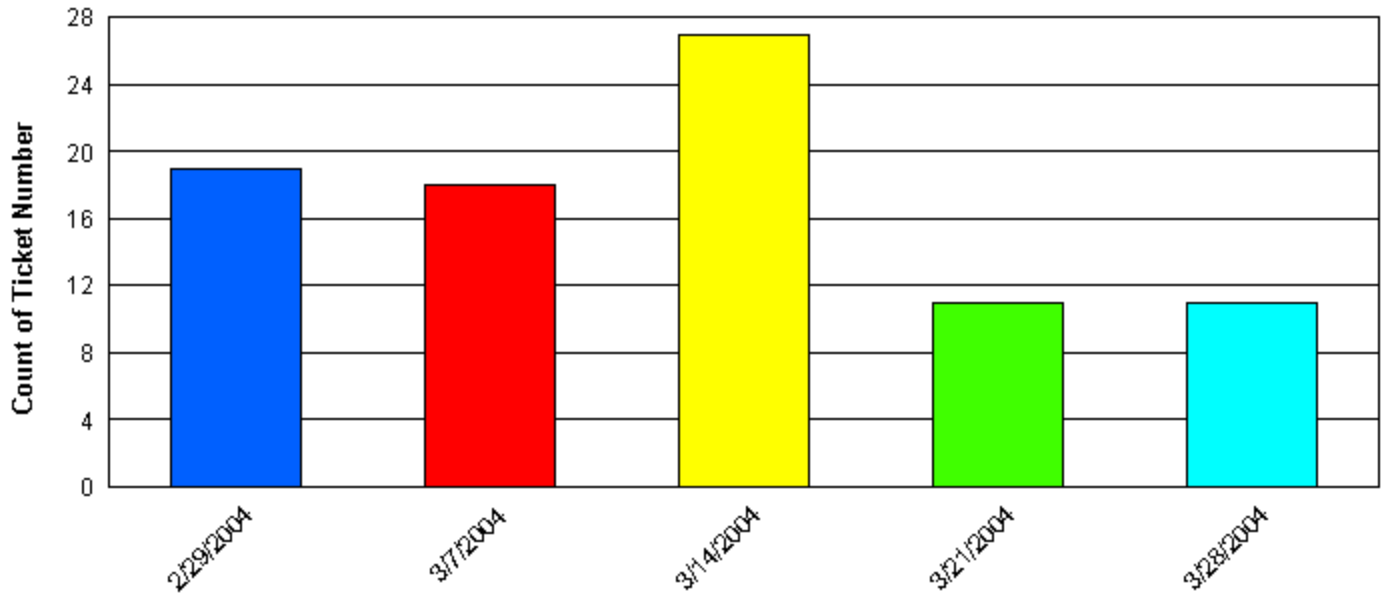
Ticket Number:	0000086840	03/19/2004	Re: PeopleSoft Receiving Report
Ticket Number:	0000086253	03/12/2004	Process scheduler problem
Ticket Number:	0000086248	03/12/2004	FW: PROBLEM: P-CARD Adjustments from RSTARS
Ticket Number:	0000086495	03/16/2004	visa charges
Ticket Number:	0000086385	03/15/2004	Re: Your text
Ticket Number:	0000086384	03/15/2004	Re: Thanks!
Ticket Number:	0000086207	03/11/2004	[Fwd: PS Financials]
Ticket Number:	0000085153	03/01/2004	Missing PCard transaction
Ticket Number:	0000085183	03/01/2004	PI doesn't have looking glass to approve grant
Ticket Number:	0000085179	03/01/2004	Changing Award PI
Ticket Number:	0000085289	03/02/2004	Lower Case username in FS
Ticket Number:	0000085502	03/03/2004	Dates on early 2005 Reqs and POs
Ticket Number:	0000085470	03/03/2004	Grant module- eye glasses not working
Ticket Number:	0000085540	03/04/2004	Retriever Summary Report - URGENT
Ticket Number:	0000086037	03/10/2004	PS Financials
Ticket Number:	0000085865	03/08/2004	3 Query Migration Request
Ticket Number:	0000087038	03/23/2004	Travel Expenses in People-Soft
Ticket Number:	0000087397	03/30/2004	Travel Expense for \$169.68 not on PS
Ticket Number:	0000087444	03/31/2004	PO. 0000000894
Ticket Number:	0000087401	03/30/2004	DBE Problems
Ticket Number:	0000087389	03/30/2004	Please add an analysis type
Ticket Number:	0000087361	03/30/2004	problems with PO #20
Ticket Number:	0000087324	03/30/2004	Budget on one project not reflected on Grant Summary Report
Ticket Number:	0000087068	03/24/2004	Combo Edit Err on Acct Value Chg made on Req
Ticket Number:	0000087076	03/24/2004	Vouchers not pulling into match process
Ticket Number:	0000086524	03/16/2004	Access to Project CV775042
Ticket Number:	0000086960	03/22/2004	Fwd: Returned mail: see transcript for details
Ticket Number:	0000086747	03/18/2004	universal voucher
Ticket Number:	0000086626	03/17/2004	No subject
Ticket Number:	0000086610	03/17/2004	UserID issue
Ticket Number:	0000087080	03/24/2004	Vouchers locked "in process"

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>827</b>		

**HelpDesk**

Total: 32

**Closed**

Total: 32

Ticket Number:	0000086532	03/16/2004	Received email about changing my email preferences.
Ticket Number:	0000086693	03/18/2004	Is TeraTerm still used
Ticket Number:	0000086780	03/19/2004	Reset Password
Ticket Number:	0000086782	03/19/2004	new adjunct faculty email account
Ticket Number:	0000086864	03/19/2004	Reset Password
Ticket Number:	0000086835	03/19/2004	faxed ID to create account
Ticket Number:	0000087203	03/29/2004	can't create local folders
Ticket Number:	0000087316	03/30/2004	trying to cleanup account
Ticket Number:	0000087402	03/30/2004	Reset password
Ticket Number:	0000087314	03/30/2004	Physics 331: DASHPLJ2080:
Ticket Number:	0000087299	03/29/2004	lab check 3/29/04 9:00pm
Ticket Number:	0000087238	03/29/2004	password reset for natfort1
Ticket Number:	0000087211	03/29/2004	subfolders under Mail directory
Ticket Number:	0000085526	03/04/2004	when she clicks on course PHIL372, yields blank page
Ticket Number:	0000085957	03/09/2004	Need pw to access far report
Ticket Number:	0000085959	03/09/2004	linux and xmacs use for home
Ticket Number:	0000085963	03/09/2004	need myumbe account
Ticket Number:	0000085549	03/04/2004	ok to install patch?
Ticket Number:	0000085550	03/04/2004	cannot delete message due to over quota
Ticket Number:	0000086504	03/16/2004	Student - Ready to have name change go in effect
Ticket Number:	0000085216	03/01/2004	PPP troubleshooting
Ticket Number:	0000085432	03/03/2004	customer at 90% quota
Ticket Number:	0000085404	03/03/2004	can't delete email; crashes machine
Ticket Number:	0000085249	03/02/2004	quota at 99%
Ticket Number:	0000086143	03/11/2004	Re: IMAP/POP Client Configuration
Ticket Number:	0000086246	03/12/2004	imap config client
Ticket Number:	0000086502	03/16/2004	Received email about changing email preferences
Ticket Number:	0000086389	03/15/2004	Cant log into Novell
Ticket Number:	0000086273	03/12/2004	changing imap and smtp configs to point to correct server
Ticket Number:	0000086263	03/12/2004	trying to access FAR
Ticket Number:	0000086200	03/11/2004	customer getting "Trash" error
Ticket Number:	0000086188	03/11/2004	Fwd: IMAP/POP Client Configuration

Create  
Date      Short Description

**akhant1**

Total:    **123**

**Resolved**

Total:    **4**

Ticket Number:	0000087180	03/28/2004	McAfee
Ticket Number:	0000087379	03/30/2004	customer will call back later; need to walk thru subscribing to Spam f
Ticket Number:	0000087302	03/29/2004	Re: Disk Server Failure -- Possible Missed email (2/20/04)
Ticket Number:	0000087263	03/29/2004	cleaning up

Create

Date

Short Description

**Closed**

**Total:**

**119**

Ticket Number:	0000087013	03/23/2004	myUMBC Account and FAR
Ticket Number:	0000087046	03/23/2004	Newsgroup access
Ticket Number:	0000087091	03/24/2004	Work Order Request
Ticket Number:	0000087100	03/24/2004	Work Order Request
Ticket Number:	0000087105	03/24/2004	Other user's files in my account
Ticket Number:	0000087130	03/26/2004	3.26.04 Office X for Mac X
Ticket Number:	0000087129	03/26/2004	03/26 Tape change.
Ticket Number:	0000087128	03/26/2004	Result
Ticket Number:	0000087125	03/26/2004	End Of March Special
Ticket Number:	0000087122	03/26/2004	Free Mortgage Quote
Ticket Number:	0000087121	03/26/2004	Free Mortgage Quote
Ticket Number:	0000087117	03/25/2004	Games 243089
Ticket Number:	0000087115	03/25/2004	Email Marketing
Ticket Number:	0000087112	03/25/2004	SPRING SALES
Ticket Number:	0000087161	03/28/2004	You have received a love compatibility test!
Ticket Number:	0000087153	03/27/2004	Phonemail 3/27/04 7 PM
Ticket Number:	0000087152	03/27/2004	03/27 Lab check 6:00pm
Ticket Number:	0000087148	03/27/2004	2:00 pm 03/27 Phone mail
Ticket Number:	0000087143	03/27/2004	Phonemail 3-27-04 11.40
Ticket Number:	0000087144	03/27/2004	Change tapes
Ticket Number:	0000087145	03/27/2004	Temp Quota Increase
Ticket Number:	0000087138	03/27/2004	Checklist 3-27-04 7.30
Ticket Number:	0000087428	03/31/2004	Lab Check 3.31.2004 6am
Ticket Number:	0000087427	03/31/2004	Lab Check 3.31.2004 3:30a
Ticket Number:	0000087423	03/31/2004	Lab check 12am 3/31/04
Ticket Number:	0000087422	03/31/2004	Lab check 10:45 3/30/04
Ticket Number:	0000087419	03/30/2004	lab chech 3/30/04 9:00pm
Ticket Number:	0000087417	03/30/2004	Phonemail 7pm 3/30/04
Ticket Number:	0000087434	03/31/2004	3/31/04 - Opening check
Ticket Number:	0000087386	03/30/2004	Phonemail 3-30-04 14.00
Ticket Number:	0000087410	03/30/2004	Labcheck 3-30-04 18.00
Ticket Number:	0000087323	03/30/2004	Quota increase request from Mary Davis.
Ticket Number:	0000087247	03/29/2004	Tape changes 3/29/04
Ticket Number:	0000087240	03/29/2004	Customer unable to create UMBC account
Ticket Number:	0000087227	03/29/2004	Purging messages from Outlook Express
Ticket Number:	0000087197	03/29/2004	7:30 am 03/29 Phone mail
Ticket Number:	0000087193	03/29/2004	Lab opening 03/29
Ticket Number:	0000087192	03/29/2004	03/29 6:00 am Lab check
Ticket Number:	0000087189	03/29/2004	3:00 am 03/29
Ticket Number:	0000087186	03/29/2004	Checklist 3-29-04 0.00
Ticket Number:	0000087312	03/30/2004	03/30 7:30am Helpdesk opening list.
Ticket Number:	0000087306	03/30/2004	Labcheck 12-30-04 12a
Ticket Number:	0000087303	03/29/2004	Labcheck 3-29-04 10:30p
Ticket Number:	0000087300	03/29/2004	Work Order Request
Ticket Number:	0000087298	03/29/2004	Phonemail check - 3/29 - 8pm
Ticket Number:	0000087267	03/29/2004	Phonemail 3/29/04
Ticket Number:	0000087184	03/28/2004	Labcheck 3-28-04 23.00
Ticket Number:	0000087183	03/28/2004	Lab Closing 3-28-04 22.30
Ticket Number:	0000087182	03/28/2004	Labcheck 3-28-04 21.00
Ticket Number:	0000087178	03/28/2004	Phonemail 3-28-04 19.00
Ticket Number:	0000087176	03/28/2004	LabCheck 3-28-04 18.00
Ticket Number:	0000087173	03/28/2004	Phonemail 3-28-04 14.00
Ticket Number:	0000087172	03/28/2004	Visionary analysis from pick to peak cz cdre
Ticket Number:	0000087169	03/28/2004	Cancel

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000087168	03/28/2004	Changing tapes 3-28-04
Ticket Number:	0000087175	03/28/2004	Quota request for Bio 428 on UMBC7.
Ticket Number:	0000087163	03/28/2004	Turn search engines into cash machines - no website needed
Ticket Number:	0000087160	03/28/2004	how to delete large e-mail
Ticket Number:	0000087159	03/28/2004	Lab check 12am 3/28/04
Ticket Number:	0000087158	03/27/2004	Lab check 11pm 3/27/04
Ticket Number:	0000087157	03/27/2004	Lab Check 3/27/04 9 PM
Ticket Number:	0000087102	03/24/2004	Disk Usage space
Ticket Number:	0000087097	03/24/2004	Cobweb Anti-Virus Software found VIRUS= Exploit.IFrame.FileDow
Ticket Number:	0000086576	03/16/2004	Disk Quota
Ticket Number:	0000086926	03/22/2004	3.22.2004 - Checklist
Ticket Number:	0000087124	03/26/2004	Stock positioned to breakout on record sales pace khm s
Ticket Number:	0000086891	03/21/2004	Lab check 12am 3/21/04
Ticket Number:	0000086936	03/22/2004	03.22.04phonemail checked
Ticket Number:	0000086971	03/22/2004	spam folder
Ticket Number:	0000086986	03/23/2004	03/23 Tape change.
Ticket Number:	0000086956	03/22/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000086930	03/22/2004	3.22.2004 All tapes changed Successfully
Ticket Number:	0000085528	03/04/2004	email failure from UMBC
Ticket Number:	0000085939	03/09/2004	11a phonemail
Ticket Number:	0000085905	03/09/2004	03/09 7:30am Helpdesk tasks.
Ticket Number:	0000085899	03/09/2004	Labcheck 3-9-04 12am
Ticket Number:	0000085897	03/08/2004	Labcheck 3-8-04 11p
Ticket Number:	0000085888	03/08/2004	7:00p Phonemail check
Ticket Number:	0000085890	03/08/2004	labcheck 3/8/04 - 9pm
Ticket Number:	0000085811	03/08/2004	Delayed emails
Ticket Number:	0000085768	03/07/2004	Delayed E-mail
Ticket Number:	0000085729	03/05/2004	Login access not granted
Ticket Number:	0000085683	03/05/2004	03/05 Tape change.
Ticket Number:	0000086004	03/10/2004	Lab Check 3.10.2004 3:45a
Ticket Number:	0000085999	03/10/2004	Lab check 12am 3/10/04
Ticket Number:	0000085998	03/10/2004	Lab check 11pm 3/9/04
Ticket Number:	0000085997	03/10/2004	Lab check 9pm 3/9/04
Ticket Number:	0000085987	03/09/2004	VM check 3/9/04 7pm
Ticket Number:	0000085986	03/09/2004	User requests refund
Ticket Number:	0000086006	03/10/2004	Lab Check 3.10.2004 6:45a
Ticket Number:	0000087167	03/28/2004	3/28 12pm Helpdesk opening check list.
Ticket Number:	0000087166	03/28/2004	3/28 12pm Labcheck.
Ticket Number:	0000086388	03/15/2004	Need help
Ticket Number:	0000086364	03/14/2004	Ambiguous Request
Ticket Number:	0000086292	03/12/2004	Customer not able to upload webpage to www
Ticket Number:	0000086173	03/11/2004	Email Client Settings
Ticket Number:	0000086013	03/10/2004	3/10 7:30am Helpdesk check list.
Ticket Number:	0000086039	03/10/2004	[Fwd: [Fwd: Re: Fwd: myNetWatchman Incident [77675556]
Ticket Number:	0000086995	03/23/2004	Work Order Request
Ticket Number:	0000085385	03/03/2004	Lab Check 3.3.2004 6:30a
Ticket Number:	0000085384	03/03/2004	Lab Check 3.3.2004 3am
Ticket Number:	0000085381	03/03/2004	Lab check 12:00am 3/3/04
Ticket Number:	0000085379	03/03/2004	Lab check 10pm 3/2/04
Ticket Number:	0000085363	03/02/2004	VM for 3/2/04 at 9pm
Ticket Number:	0000086008	03/10/2004	Email delay
Ticket Number:	0000085400	03/03/2004	email account shutdown
Ticket Number:	0000085828	03/08/2004	Mail question
Ticket Number:	0000085148	03/01/2004	Quota cleaning help.
Ticket Number:	0000086131	03/11/2004	PUB POLICY - 244 , unable to print to network printer

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000085422	03/03/2004	SFCI up 500% now LETH on the move xrdhdjuwnsdu
Ticket Number:	0000085420	03/03/2004	request
Ticket Number:	0000085410	03/03/2004	[Fwd: Email account utilization warning.]
Ticket Number:	0000085401	03/03/2004	email account
Ticket Number:	0000085398	03/03/2004	please help
Ticket Number:	0000085395	03/03/2004	going to nodatabase.html; blank page; bb-app4 manually pingable
Ticket Number:	0000085879	03/08/2004	Fw: virus found in sent message "Re: Re: Re: Re:"
Ticket Number:	0000085389	03/03/2004	3/3 7:30am Helpdesk checklist.
Ticket Number:	0000085446	03/03/2004	3/3 Borrowed Office XP 2CDs.
Ticket Number:	0000085143	03/01/2004	SCI100 webpage help

	<u>Create</u>	
	<u>Date</u>	<u>Short Description</u>

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Total: **236**

Create

Date

Short Description

**Closed**

Total:

**236**

Ticket Number:	0000085846	03/08/2004	removal
Ticket Number:	0000085918	03/09/2004	[Fwd: Rejected mail: fake]
Ticket Number:	0000086427	03/15/2004	my email box
Ticket Number:	0000085501	03/03/2004	Jobs?
Ticket Number:	0000086580	03/16/2004	lab check 7:00pm 3/16/04
Ticket Number:	0000085151	03/01/2004	Virus?
Ticket Number:	0000085144	03/01/2004	Connecting to the internet in the library
Ticket Number:	0000085349	03/02/2004	[Fwd: Email account utilization warning.]
Ticket Number:	0000085348	03/02/2004	ID#0000085347 Strange email, please help: Part 2
Ticket Number:	0000085347	03/02/2004	Strange email, please help
Ticket Number:	0000085374	03/02/2004	Email Validity?
Ticket Number:	0000085346	03/02/2004	fake adm. email?
Ticket Number:	0000085343	03/02/2004	Fw: Email account utilization warning.
Ticket Number:	0000085342	03/02/2004	Fwd: Important notify about your e-mail account.
Ticket Number:	0000085339	03/02/2004	[Fwd: Notify about using the e-mail account.]
Ticket Number:	0000085337	03/02/2004	Email account utilization warning.
Ticket Number:	0000085514	03/04/2004	tape change for 3/3/2004
Ticket Number:	0000085513	03/04/2004	Lab check 12am 3/4/04
Ticket Number:	0000085512	03/04/2004	Lab check 10pm 3/3/04
Ticket Number:	0000085510	03/03/2004	Possible Virus
Ticket Number:	0000085508	03/03/2004	Re: Virus Detected In Mail Sent From You!
Ticket Number:	0000085507	03/03/2004	E-mail from noreply@umbc.edu
Ticket Number:	0000085506	03/03/2004	Labcheck, Wednesday 3/3, 6:00pm
Ticket Number:	0000085498	03/03/2004	Virus Problem
Ticket Number:	0000085493	03/03/2004	full mailbox
Ticket Number:	0000085489	03/03/2004	Blackboard - Old Course Removal
Ticket Number:	0000085481	03/03/2004	[Fwd: Warning about your e-mail account.]
Ticket Number:	0000085454	03/03/2004	Work Order Request
Ticket Number:	0000085440	03/03/2004	disk usage:full
Ticket Number:	0000085424	03/03/2004	[Fwd: E-mail account disabling warning.]
Ticket Number:	0000085414	03/03/2004	Important notify about your e-mail account.
Ticket Number:	0000085388	03/03/2004	'umbc.edu' spam / virus
Ticket Number:	0000085386	03/03/2004	[Fwd: Email account utilization warning.]
Ticket Number:	0000085373	03/02/2004	request for removal from blackboard courses
Ticket Number:	0000085370	03/02/2004	E-mail account disabling warning.
Ticket Number:	0000085369	03/02/2004	[Fwd: E-mail account disabling warning.] Possibly a virus going
Ticket Number:	0000085358	03/02/2004	Work Order Request
Ticket Number:	0000085355	03/02/2004	[Fwd: Notify about using the e-mail account.]
Ticket Number:	0000085350	03/02/2004	E-mail account security warning.
Ticket Number:	0000085336	03/02/2004	New virus? [Fwd: Important notify about your e-mail account.]
Ticket Number:	0000085334	03/02/2004	FW: E-mail account security warning.
Ticket Number:	0000085333	03/02/2004	blackboard course removal
Ticket Number:	0000085330	03/02/2004	[Fwd: E-mail account disabling warning.]
Ticket Number:	0000085324	03/02/2004	^_^ meay-meay!
Ticket Number:	0000085317	03/02/2004	Virus in my email
Ticket Number:	0000085305	03/02/2004	odd file received on umbc account?
Ticket Number:	0000085297	03/02/2004	request for a quota increase for myUMBC account
Ticket Number:	0000085383	03/03/2004	Is this real or a threat?: FW: Notify about your e-mail account utilizati
Ticket Number:	0000085378	03/03/2004	Inquiry about my account
Ticket Number:	0000085380	03/03/2004	No subject
Ticket Number:	0000085375	03/03/2004	E-mail account security warning. (fwd)
Ticket Number:	0000085797	03/08/2004	We Need Home Workers Now !!!
Ticket Number:	0000085264	03/02/2004	Blackboard authorization for TA
Ticket Number:	0000085254	03/02/2004	Blackboard Course Deletion Request

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000085250	03/02/2004	Hey, ya! =))
Ticket Number:	0000085225	03/01/2004	help!
Ticket Number:	0000085209	03/01/2004	Work Order Request
Ticket Number:	0000085185	03/01/2004	deleting a Blackboard course
Ticket Number:	0000085181	03/01/2004	Security issue with NAI service
Ticket Number:	0000086773	03/18/2004	Lab Check 3.18.2004 10pm
Ticket Number:	0000086499	03/16/2004	Quota Warning
Ticket Number:	0000086050	03/10/2004	Issues with wireless in ITE
Ticket Number:	0000086059	03/10/2004	HP4050N; print jobs stuck in queue
Ticket Number:	0000086142	03/11/2004	=?GB2312?B?1tC157uqzaixsb6pt9a5q8u+?=-
Ticket Number:	0000087132	03/26/2004	Deleting an account
Ticket Number:	0000086066	03/10/2004	Customer does not exist in Bb DB
Ticket Number:	0000086076	03/10/2004	Spam
Ticket Number:	0000086179	03/11/2004	Re: IMAP/POP Client Configuration
Ticket Number:	0000086153	03/11/2004	course removal
Ticket Number:	0000086149	03/11/2004	IMAP/POP Client Configuration
Ticket Number:	0000086147	03/11/2004	Work Order Request
Ticket Number:	0000086144	03/11/2004	e-mail configuration
Ticket Number:	0000086139	03/11/2004	inbox
Ticket Number:	0000086135	03/11/2004	Work Order Request
Ticket Number:	0000086133	03/11/2004	Content violation
Ticket Number:	0000086127	03/11/2004	FAR Access trouble
Ticket Number:	0000086113	03/10/2004	User unable to login to webmail
Ticket Number:	0000086196	03/11/2004	Account activation needed
Ticket Number:	0000086176	03/11/2004	create research account for Jason Minnis (jason12)
Ticket Number:	0000086175	03/11/2004	How to change email settings
Ticket Number:	0000086166	03/11/2004	get the job you deserve
Ticket Number:	0000086163	03/11/2004	IMAP/POP Client Configuration
Ticket Number:	0000086157	03/11/2004	Re: IMAP/POP Client Configuration
Ticket Number:	0000086244	03/12/2004	Checklist 3-12-04 7.30
Ticket Number:	0000086099	03/10/2004	quota disk
Ticket Number:	0000086088	03/10/2004	No subject
Ticket Number:	0000086085	03/10/2004	Printers not printing
Ticket Number:	0000086489	03/16/2004	Subscribers benefit from our special stock updates tu eee keqz
Ticket Number:	0000086488	03/16/2004	Another big STOCK PICK - CNOCS (Chimera Technology Corp)
Ticket Number:	0000086487	03/16/2004	Norton Antivirus v. MacFee Antivirus
Ticket Number:	0000086470	03/15/2004	Work Order Request
Ticket Number:	0000086464	03/15/2004	university degrees for sale here
Ticket Number:	0000086435	03/15/2004	Email Marketing
Ticket Number:	0000086423	03/15/2004	Profile settings
Ticket Number:	0000086395	03/15/2004	Re: IMAP/POP Client Configuration
Ticket Number:	0000086394	03/15/2004	No subject
Ticket Number:	0000086391	03/15/2004	Re: Re: Document
Ticket Number:	0000086367	03/14/2004	subscription to MLL_NEWS
Ticket Number:	0000086312	03/13/2004	My umbc Problem
Ticket Number:	0000086308	03/13/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000086284	03/12/2004	Remove courses
Ticket Number:	0000086272	03/12/2004	remote access
Ticket Number:	0000086269	03/12/2004	News
Ticket Number:	0000086262	03/12/2004	i cant delete messages
Ticket Number:	0000086260	03/12/2004	disk quota
Ticket Number:	0000086255	03/12/2004	Tom Sullivan
Ticket Number:	0000086239	03/12/2004	Labcheck 3-12-04 6.30
Ticket Number:	0000086237	03/12/2004	Subscribe
Ticket Number:	0000086235	03/12/2004	might need increases

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000086232	03/12/2004	Labcheck 3-12-04 0.30
Ticket Number:	0000086233	03/12/2004	Labcheck 3-12-04 2.30
Ticket Number:	0000086229	03/11/2004	Lab Check 3.11.2004 11pm
Ticket Number:	0000086228	03/11/2004	Re: IMAP/POP Client Configuration
Ticket Number:	0000086226	03/11/2004	Lab Check 3.11.2004 10pm
Ticket Number:	0000086225	03/11/2004	Phonemail, Thursday 3/11, 7:00 - 9:00pm
Ticket Number:	0000086287	03/12/2004	email
Ticket Number:	0000085564	03/04/2004	File blocked - ScanMail for Lotus Notes --> Re: Here is the document
Ticket Number:	0000085566	03/04/2004	File blocked - ScanMail for Lotus Notes --> Re: Here is the document
Ticket Number:	0000085742	03/06/2004	Work Order Request
Ticket Number:	0000085578	03/04/2004	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000085598	03/04/2004	full disk
Ticket Number:	0000085617	03/04/2004	ScanMail Message: To Sender, sensitive content found and action t
Ticket Number:	0000085632	03/04/2004	Course Deletion From Blackboard
Ticket Number:	0000085638	03/04/2004	Phonemail, Thursday 3/4, 7:00pm (sort of)
Ticket Number:	0000085990	03/09/2004	User is not getting emails from non-umbc accounts
Ticket Number:	0000085980	03/09/2004	User overcharged for PD
Ticket Number:	0000085934	03/09/2004	Bb6
Ticket Number:	0000085913	03/09/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000085882	03/08/2004	Remove Courses
Ticket Number:	0000085871	03/08/2004	virus (?)
Ticket Number:	0000085838	03/08/2004	Requesting 50 MBs of E-Mail space
Ticket Number:	0000085834	03/08/2004	Disk Usage
Ticket Number:	0000085824	03/08/2004	quota warning
Ticket Number:	0000085809	03/08/2004	PUP 304: tree or server can't be found
Ticket Number:	0000085806	03/08/2004	Fwd: Warning: could not send message for past 1 day
Ticket Number:	0000085968	03/09/2004	Drop blackboard Class
Ticket Number:	0000085949	03/09/2004	remove course from my blackboard
Ticket Number:	0000085950	03/09/2004	remove course from my blackboard
Ticket Number:	0000085955	03/09/2004	Removal of Old Blackboard Course
Ticket Number:	0000085804	03/08/2004	Customer is not getting a net connection
Ticket Number:	0000085782	03/07/2004	need help
Ticket Number:	0000085773	03/07/2004	Blackboard
Ticket Number:	0000085659	03/05/2004	03/05 7:30am Labcheck.
Ticket Number:	0000085658	03/05/2004	delete course
Ticket Number:	0000085653	03/05/2004	7:30 AM Labcheck
Ticket Number:	0000085649	03/05/2004	Labcheck 3-5-04 2.30
Ticket Number:	0000085648	03/05/2004	Labcheck 3-5-04 0.00
Ticket Number:	0000085644	03/04/2004	PLEASE HELP
Ticket Number:	0000085643	03/04/2004	Lab Check 3.4.2004 10pm
Ticket Number:	0000085639	03/04/2004	Work Order Request
Ticket Number:	0000085592	03/04/2004	Tape Changes, Thursday 3/4
Ticket Number:	0000085572	03/04/2004	drop old courses
Ticket Number:	0000086528	03/16/2004	looking for Randy Phillips
Ticket Number:	0000086534	03/16/2004	Quota
Ticket Number:	0000086586	03/17/2004	Lab check 3/17/04 12am
Ticket Number:	0000086585	03/17/2004	Lab check 11pm 3/16/04
Ticket Number:	0000086647	03/17/2004	Disk Usage
Ticket Number:	0000086559	03/16/2004	webmail and imap
Ticket Number:	0000086672	03/17/2004	No subject
Ticket Number:	0000086653	03/17/2004	Problems with deleting certain files
Ticket Number:	0000086632	03/17/2004	disk quota
Ticket Number:	0000086611	03/17/2004	Email
Ticket Number:	0000087280	03/29/2004	Problems with Index options
Ticket Number:	0000086590	03/17/2004	Lab Check 3.17.2004 6 :30am

		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000086589	03/17/2004	Lab Check 3.17.2004 3am
Ticket Number:	0000086583	03/16/2004	Work Order Request
Ticket Number:	0000086582	03/16/2004	SPSS 11.0 work files open incorrectly
Ticket Number:	0000086570	03/16/2004	SPSS at home use problems
Ticket Number:	0000086853	03/19/2004	Quota increase request
Ticket Number:	0000087084	03/24/2004	Work Order Request
Ticket Number:	0000086843	03/19/2004	2úÆ±íÃæ²ÊÓ¼¼°´òÑù¼Ó¹¼öÄÁÏ°æ¶Î»È×ªÓ¼£´ÇúÃ
Ticket Number:	0000086832	03/19/2004	Quota increase request
Ticket Number:	0000086823	03/19/2004	Quota increase request for Mudd1
Ticket Number:	0000086808	03/19/2004	Selected Blackboard Courses Removed
Ticket Number:	0000086799	03/19/2004	unable to open document
Ticket Number:	0000086791	03/19/2004	Checklist 3-19-04 7.30
Ticket Number:	0000086790	03/19/2004	http://www.gl.umbc.edu
Ticket Number:	0000086781	03/19/2004	Labcheck 3-19-04 6.30
Ticket Number:	0000086778	03/19/2004	Labcheck 3-19-04 2.30
Ticket Number:	0000086776	03/19/2004	Lab Check 3.19.2004 12:15a
Ticket Number:	0000086774	03/18/2004	Lab Check 3.18.2004 11:30p
Ticket Number:	0000086750	03/18/2004	email gone!
Ticket Number:	0000086742	03/18/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000087004	03/23/2004	We encourage our readers to follow the top newsletter forecast yncf f
Ticket Number:	0000086979	03/23/2004	great diploma yxtullngx
Ticket Number:	0000086978	03/23/2004	Re: Bulk Dedicated Server & Hosting
Ticket Number:	0000086977	03/23/2004	National Standard in School Crisis Response
Ticket Number:	0000086976	03/23/2004	National Standard in School Crisis Response
Ticket Number:	0000086975	03/23/2004	PractiCalc - A New CALCULATOR
Ticket Number:	0000086974	03/22/2004	Subscribers benefit from our special stock updates d
Ticket Number:	0000086957	03/22/2004	=?GB2312?B?weOzybG+1/a547jmOsr08PIq8fyzajQxc+it6KyvMjtv
Ticket Number:	0000087216	03/29/2004	blocking junk mail
Ticket Number:	0000086953	03/22/2004	Computer Accounts for New English Language Center Spring II 2004
Ticket Number:	0000086952	03/22/2004	user houck
Ticket Number:	0000086949	03/22/2004	BEST LAB DEALS - SPRING CLEARANCE SALE ....Save 50%-7
Ticket Number:	0000086944	03/22/2004	can't send email via SMTP
Ticket Number:	0000086929	03/22/2004	I'm not receiving messages
Ticket Number:	0000086921	03/22/2004	DISK QUOTAS
Ticket Number:	0000086898	03/21/2004	Problems still with quota
Ticket Number:	0000086903	03/21/2004	Changing tapes
Ticket Number:	0000086880	03/20/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000086736	03/18/2004	Quota
Ticket Number:	0000086728	03/18/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000086762	03/18/2004	Blackboard Course Removal Request
Ticket Number:	0000086709	03/18/2004	BUSINESS PROPOSAL
Ticket Number:	0000086708	03/18/2004	No subject
Ticket Number:	0000086700	03/18/2004	BUSINESS PROPOSAL
Ticket Number:	0000086696	03/18/2004	Wireless in Academic IV
Ticket Number:	0000086694	03/18/2004	UMBC Blackboard Student Course Deletion Request
Ticket Number:	0000086689	03/18/2004	Insane M0rtg@ge rate as low as 3.25%
Ticket Number:	0000086688	03/18/2004	Lab check 12am 3/18/04
Ticket Number:	0000086686	03/18/2004	Lab check 9pm 3/17/04
Ticket Number:	0000086687	03/18/2004	Lab check 11pm 3/17/04
Ticket Number:	0000086679	03/17/2004	Remove Old BlackBoard Courses
Ticket Number:	0000086677	03/17/2004	Labcheck, Wednesday 3/17, 6:00pm
Ticket Number:	0000086584	03/17/2004	Lab check 9pm 3/16/04
Ticket Number:	0000086543	03/16/2004	Vocal Profiles for Individuals
Ticket Number:	0000087009	03/23/2004	The 2004 edition of The American Medical Directory blood pressure,
Ticket Number:	0000087029	03/23/2004	Borrowing SPSS 11 software

			<u>Create</u>
		<u>Date</u>	<u>Short Description</u>

Ticket Number:	0000087162	03/28/2004	You have received a love compatibility test!
Ticket Number:	0000087236	03/29/2004	[Fwd: a banned filename alert
Ticket Number:	0000087243	03/29/2004	Quota increase request
Ticket Number:	0000087251	03/29/2004	Work Order Request
Ticket Number:	0000087255	03/29/2004	Work Order Request
Ticket Number:	0000087381	03/30/2004	Email Account
Ticket Number:	0000087310	03/30/2004	Email Marketing
Ticket Number:	0000087301	03/29/2004	ADV: Attention All School Staff, Teachers and Students:
Ticket Number:	0000087289	03/29/2004	blackboard course removal
Ticket Number:	0000087260	03/29/2004	Spam Mail
Ticket Number:	0000087259	03/29/2004	Internet Pharmacy - Smart Prices
Ticket Number:	0000087254	03/29/2004	Deleting Email
Ticket Number:	0000087246	03/29/2004	[Fwd: [Fwd: a banned filename alert]
Ticket Number:	0000087224	03/29/2004	Re: Account info
Ticket Number:	0000087077	03/24/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000087083	03/24/2004	Color Printer in PD
Ticket Number:	0000087061	03/24/2004	Re: QUOTA WARNING for your myUMBC account

**ha2** Total: **29**

**Resolved** Total: **1**

Ticket Number:	0000086678	03/17/2004	Password reset request for student
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**Closed** Total: **28**

Ticket Number:	0000087408	03/30/2004	Password reset request
Ticket Number:	0000087411	03/30/2004	oit application
Ticket Number:	0000087414	03/30/2004	Work Order Request
Ticket Number:	0000087396	03/30/2004	Tape changes 3/30/04
Ticket Number:	0000086552	03/16/2004	Tape changes for 3/16/04
Ticket Number:	0000086685	03/17/2004	helpdesk@umbc.edu
Ticket Number:	0000086683	03/17/2004	CAN YOU HELP ?
Ticket Number:	0000085719	03/05/2004	office XP cd loan out 03/05/04
Ticket Number:	0000085958	03/09/2004	Tape changes for 3/9/04
Ticket Number:	0000085962	03/09/2004	User gets Error 619 for dialup connection
Ticket Number:	0000085981	03/09/2004	offer
Ticket Number:	0000085765	03/06/2004	Your credit card has been successfully charged for \$69.95
Ticket Number:	0000086327	03/13/2004	We Need Home Workers Now !!!
Ticket Number:	0000086328	03/13/2004	get the job you deserve with a university degree - no need to go to scho
Ticket Number:	0000086329	03/13/2004	Higher Ranking for your website equals more sales.
Ticket Number:	0000086330	03/13/2004	Higher Ranking for your website equals more sales.
Ticket Number:	0000085150	03/01/2004	No subject
Ticket Number:	0000085174	03/01/2004	virus in email
Ticket Number:	0000085329	03/02/2004	User requests Spam assistance
Ticket Number:	0000085341	03/02/2004	Notify about using the e-mail account.
Ticket Number:	0000085351	03/02/2004	Email account utilization warning.
Ticket Number:	0000085365	03/02/2004	VIRUS WARNING!!!
Ticket Number:	0000085377	03/03/2004	E-mail account disabling warning.
Ticket Number:	0000085353	03/02/2004	Notify about using the e-mail account.
Ticket Number:	0000085345	03/02/2004	Recieved Email from support@umbc.edu -- Legit?
Ticket Number:	0000085340	03/02/2004	Notify about using the e-mail account.
Ticket Number:	0000085308	03/02/2004	Tape changes for 3/2/04
Ticket Number:	0000085173	03/01/2004	Maple 7 cd loan

Create  
Date                      Short Description

<b>jperron1</b>		<u>Total:</u> <b>14</b>	
<b>Closed</b>		<u>Total:</u> <b>14</b>	
Ticket Number:	0000086771	03/18/2004	More efficient than via-gra
Ticket Number:	0000085372	03/02/2004	Get cheap via-gra
Ticket Number:	0000085387	03/03/2004	E-mail account security warning.
Ticket Number:	0000085646	03/04/2004	Check out this pick before stockbrokers pile in vjtcviulx
Ticket Number:	0000086005	03/10/2004	More efficient than via-gra
Ticket Number:	0000086003	03/10/2004	LETH from .80 to 2.50 now going to 7.00 eqaw zh
Ticket Number:	0000086001	03/10/2004	The 2004 edition of The American Medical Directory medical, pedia
Ticket Number:	0000086000	03/10/2004	I want to be your member . From matchboxfly@yahoo
Ticket Number:	0000085647	03/04/2004	Cyber Solutions
Ticket Number:	0000086587	03/17/2004	Our L0west M0rtg@ge rate ever.. 3.25%
Ticket Number:	0000086588	03/17/2004	want a university degree without going to university? uuwoon vvvhocp
Ticket Number:	0000087416	03/30/2004	Refinance TODAY- as low as 2.95%
Ticket Number:	0000087424	03/31/2004	Internet Pharmacy - Smart Prices
Ticket Number:	0000087425	03/31/2004	<+++34©´óÑ§/Çâ»ª´óÑ§>2004È«ÄêÀÑμ;Î³I±í

Create  
Date      Short Description

<b>kherna1</b>		<u>Total:</u> <b>100</b>	
<b>Resolved</b>		<u>Total:</u> <b>1</b>	
Ticket Number:	0000087407	03/30/2004	vpn and wireless access

Create

Date

Short Description

**Closed**

Total:

**99**

Ticket Number:	0000087015	03/23/2004	Slow/Dead Jack
Ticket Number:	0000086878	03/20/2004	change tapes
Ticket Number:	0000086906	03/21/2004	Checklist 3-21-04 14.00
Ticket Number:	0000086925	03/22/2004	3.22.2004 Labcheck
Ticket Number:	0000086909	03/21/2004	Checklist 3-21-04 17.00
Ticket Number:	0000086899	03/21/2004	Checklist 3-21-04 7.30
Ticket Number:	0000086886	03/20/2004	Lab check 6:00pm 03/20
Ticket Number:	0000086888	03/20/2004	Phonemail 3/20/04 7 PM
Ticket Number:	0000086904	03/21/2004	incorrect configuration
Ticket Number:	0000086890	03/20/2004	Lab check 11pm 3/20/04
Ticket Number:	0000086882	03/20/2004	Phone mail 03/20 2:00pm
Ticket Number:	0000085581	03/04/2004	HELP PLEASE
Ticket Number:	0000085631	03/04/2004	computer lab
Ticket Number:	0000085622	03/04/2004	Is this IP address for an offiicial UMBC server?
Ticket Number:	0000085724	03/05/2004	Phonemail 3/5/03 2 pm
Ticket Number:	0000085741	03/06/2004	[Fwd: Re: Reminder, Assignment 2, ART 282]
Ticket Number:	0000085743	03/06/2004	Phonemail 3/6/04 11am
Ticket Number:	0000085751	03/06/2004	Phone mail 2:00 pm 03/06
Ticket Number:	0000085793	03/08/2004	Lab check 6:00 am 03/08
Ticket Number:	0000085789	03/08/2004	Lab check 12am 3/8/04
Ticket Number:	0000085788	03/08/2004	User requests port number for CorporateTime
Ticket Number:	0000085786	03/07/2004	Lab check 3/7/04 11pm
Ticket Number:	0000085780	03/07/2004	Checklist 3-7-04 19.00
Ticket Number:	0000085778	03/07/2004	Labcheck 3-7-04 18.00
Ticket Number:	0000085777	03/07/2004	Change Tapes 3-7-04
Ticket Number:	0000085776	03/07/2004	Mail Coming in late
Ticket Number:	0000085775	03/07/2004	Checklist 3-7-04 14.00
Ticket Number:	0000085854	03/08/2004	=?ISO-8859-1?B?vHil/qzZuGe+ULDTLS2ITrDipc2kxqzsp96yo6t+L
Ticket Number:	0000085928	03/09/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000085794	03/08/2004	Lab check 7:00 am 3/8
Ticket Number:	0000085772	03/07/2004	Checklist 3-7-04 12.00
Ticket Number:	0000085766	03/07/2004	Lab check 11pm 3/6/04
Ticket Number:	0000085767	03/07/2004	Lab closing 12am 3/7/04
Ticket Number:	0000085763	03/06/2004	Lab Check 3/6/04 9 PM
Ticket Number:	0000085761	03/06/2004	Phonemail 3/6/04 7 pm
Ticket Number:	0000085758	03/06/2004	lab check 6:00pm 03/06
Ticket Number:	0000085757	03/06/2004	Tape changes 3/6/04
Ticket Number:	0000085750	03/06/2004	using dsl
Ticket Number:	0000086025	03/10/2004	"not setup for webadmin procmail filtering"
Ticket Number:	0000086381	03/15/2004	Saves files onto my actual 25 mb quota
Ticket Number:	0000085940	03/09/2004	100% disk space said to be used
Ticket Number:	0000085900	03/09/2004	Tremendous upside in the immediate future shobhb
Ticket Number:	0000085896	03/08/2004	SUPER EDUCATION SOFTWARE SAVINGS!
Ticket Number:	0000085894	03/08/2004	AWARD FINAL NOTIFICATION
Ticket Number:	0000085881	03/08/2004	Returned emails
Ticket Number:	0000085740	03/06/2004	Lab check & phonemail 3/6/04 8 am
Ticket Number:	0000085792	03/08/2004	Lab check 3:00 am 03/08
Ticket Number:	0000085175	03/01/2004	[Fwd: The Assassin's Handbook]
Ticket Number:	0000085359	03/02/2004	HELP
Ticket Number:	0000085357	03/02/2004	No subject
Ticket Number:	0000085232	03/02/2004	Problem with ssh'ing
Ticket Number:	0000085228	03/01/2004	viruses sent?
Ticket Number:	0000085226	03/01/2004	virus sent from my address
Ticket Number:	0000085220	03/01/2004	No subject

		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000085210	03/01/2004	problem
Ticket Number:	0000085207	03/01/2004	E-mail servers down?
Ticket Number:	0000085201	03/01/2004	Virus called bagel
Ticket Number:	0000085199	03/01/2004	Problem with logging into linux
Ticket Number:	0000085187	03/01/2004	melissa?
Ticket Number:	0000085368	03/02/2004	email message
Ticket Number:	0000085367	03/02/2004	No subject
Ticket Number:	0000085315	03/02/2004	Virus help??
Ticket Number:	0000085288	03/02/2004	vacation page missing
Ticket Number:	0000085796	03/08/2004	Phone mail 7:15 am 3/8
Ticket Number:	0000085280	03/02/2004	Needs 2 ethernet jacks install
Ticket Number:	0000085270	03/02/2004	Work Order Request
Ticket Number:	0000085202	03/01/2004	No subject
Ticket Number:	0000085156	03/01/2004	[Fwd: Virus Detected In Mail Sent To You!]
Ticket Number:	0000085157	03/01/2004	[Fwd: Virus Detected In Mail Sent To You!]
Ticket Number:	0000085155	03/01/2004	[Fwd: Virus Detected In Mail Sent From You!]
Ticket Number:	0000085158	03/01/2004	[Fwd: Virus Detected In Mail Sent From You!]Ticket [ID#000008515
Ticket Number:	0000085362	03/02/2004	please help
Ticket Number:	0000086154	03/11/2004	Re: IMAP/POP Client Configuration
Ticket Number:	0000086156	03/11/2004	how to update email client settings
Ticket Number:	0000086221	03/11/2004	[Fwd: IMAP/POP Client Configuration]
Ticket Number:	0000086370	03/15/2004	lab chech 12:00am 3/15/04
Ticket Number:	0000086371	03/15/2004	Emails from umbc adresses with phantom attachments
Ticket Number:	0000086366	03/14/2004	Labcheck 3-14-04 23.00
Ticket Number:	0000086365	03/14/2004	Checklist 3-14-04 22.30
Ticket Number:	0000086355	03/14/2004	Checklist 3-14-04 19.00
Ticket Number:	0000086349	03/14/2004	Labcheck 3-14-04 18.00
Ticket Number:	0000086345	03/14/2004	Checklist 3-14-04 14.00
Ticket Number:	0000086336	03/14/2004	Checklist 3-14-04 7.30
Ticket Number:	0000086302	03/13/2004	Please check account usage.....
Ticket Number:	0000086485	03/15/2004	Fwd: CARJACKING SCHEME
Ticket Number:	0000086484	03/15/2004	The 2004 edition of The American Medical Directory medical, pedia
Ticket Number:	0000086466	03/15/2004	All tapes changed successfully
Ticket Number:	0000086453	03/15/2004	disk quota
Ticket Number:	0000086452	03/15/2004	ID#0000086251
Ticket Number:	0000086399	03/15/2004	fake
Ticket Number:	0000086379	03/15/2004	Lab opening 7:00 am 03/15
Ticket Number:	0000086378	03/15/2004	Lab check 5:30 am 03/15
Ticket Number:	0000086375	03/15/2004	Lab check 03/15 3:00 am
Ticket Number:	0000086299	03/12/2004	Phonemail 3-12-04 22.00
Ticket Number:	0000086280	03/12/2004	SAS CD Loan
Ticket Number:	0000086276	03/12/2004	Checklist 3-12-04 14.00
Ticket Number:	0000086231	03/11/2004	[Fwd: File was infected with a virus]
Ticket Number:	0000086216	03/11/2004	*WILL FOLLOW UP NEXT WEEK*IMAP/POP Client Configura
Ticket Number:	0000086203	03/11/2004	please respond

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
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<b>kincaid</b>	<b>Total:</b>	<b>24</b>	
<b>Closed</b>	<b>Total:</b>	<b>24</b>	
Ticket Number: 0000086912	03/22/2004		See where your website ranks
Ticket Number: 0000086353	03/14/2004		Re: Your document
Ticket Number: 0000086356	03/14/2004		Re: Excel file
Ticket Number: 0000086352	03/14/2004		Re: Thanks!
Ticket Number: 0000086340	03/14/2004		Re: unknown
Ticket Number: 0000086339	03/14/2004		great!
Ticket Number: 0000086337	03/14/2004		E-mail account disabling warning.
Ticket Number: 0000086335	03/14/2004		Re: My details
Ticket Number: 0000085292	03/02/2004		No website is required to cash in on profits from google.com
Ticket Number: 0000085516	03/04/2004		university diplomas
Ticket Number: 0000085165	03/01/2004		Norton AntiVirus detected a virus in a message you sent. The inf
Ticket Number: 0000085650	03/05/2004		ADV: Attention All Nurses, Healthcare Workers, Teachers and S
Ticket Number: 0000085651	03/05/2004		=?GB2312?B?16Ky4cPAufq5q8u+IC0tw8C5+s3+wda5+rzK16i+qw
Ticket Number: 0000085746	03/06/2004		Account info request
Ticket Number: 0000085874	03/08/2004		Norton AntiVirus detected a virus in a message you sent. The inf
Ticket Number: 0000085876	03/08/2004		Meer bezoekers op uw site? Meer klanten?
Ticket Number: 0000085654	03/05/2004		HELLO THERE
Ticket Number: 0000086529	03/16/2004		Novell login issues
Ticket Number: 0000086913	03/22/2004		Rank Your Website in the top ten...
Ticket Number: 0000086894	03/21/2004		Special Promotion - Colon Cleaner
Ticket Number: 0000086892	03/21/2004		Score big gains on this pick with the click of a mouse q pt
Ticket Number: 0000086690	03/18/2004		Our goal is to present winning picks to our readers deblivebcixnmaak
Ticket Number: 0000087047	03/24/2004		Accumulate these shares for a significant return mxnkjdisrpdivy uftd
Ticket Number: 0000087090	03/24/2004		requisitions
<b>mdo1</b>	<b>Total:</b>	<b>4</b>	
<b>Closed</b>	<b>Total:</b>	<b>4</b>	
Ticket Number: 0000085573	03/04/2004		Printing problems related to auth problems
Ticket Number: 0000085887	03/08/2004		Asset Security Alert
Ticket Number: 0000086159	03/11/2004		[Fwd: FW: IMAP/POP Client Configuration]
Ticket Number: 0000086438	03/15/2004		Visual Studio .NET 6 discs
<b>mnolan1</b>	<b>Total:</b>	<b>21</b>	
<b>Closed</b>	<b>Total:</b>	<b>21</b>	
Ticket Number: 0000086236	03/12/2004		=?gb2312?B?venJ3LrDtcS9u9PRzfvvrj4xOM=?=
Ticket Number: 0000086342	03/14/2004		Warning about your e-mail account.
Ticket Number: 0000086350	03/14/2004		Notify from e-mail technical support.
Ticket Number: 0000086362	03/14/2004		CERTIFIED PLS.
Ticket Number: 0000086346	03/14/2004		[Fwd: E-mail account disabling warning.]
Ticket Number: 0000086295	03/12/2004		=?gb2312?B?venJ3LrDtcS9u9PRzfvvrj4xOM=?=
Ticket Number: 0000086238	03/12/2004		Easy Wiper for only \$29.95 242819
Ticket Number: 0000086306	03/13/2004		We Need Home Workers Now !!!
Ticket Number: 0000085774	03/07/2004		=?GB2312?B?MjAwNMTqM9TCt93M2Lzbu/rGsQ==?=
Ticket Number: 0000085779	03/07/2004		We Need Home Workers Now !!!
Ticket Number: 0000087136	03/27/2004		Đ₁×Ó£-îÒÖÖÓÚÖÒμ½ÄãÁËËj42388641
Ticket Number: 0000087137	03/27/2004		Our capabilities make for easy investment decisions n n lmvvsqozr
Ticket Number: 0000087165	03/28/2004		borrowing Matlab
Ticket Number: 0000087375	03/30/2004		quota increases
Ticket Number: 0000086775	03/19/2004		ÇáËËçËËË;ÄúμÄμçÄÖ
Ticket Number: 0000086867	03/19/2004		Easy to use software jhagtrrr
Ticket Number: 0000086897	03/21/2004		Hate going to the doctor?
Ticket Number: 0000086896	03/21/2004		Live Better - Clean Your Colon
Ticket Number: 0000086875	03/20/2004		=?ISO-8859-1?B?qV+px6RGLi4uLi4uLi4uLi4uLi4uLi4uLi4=?=
Ticket Number: 0000086876	03/20/2004		=?ISO-8859-1?B?vdaqusFgss6xb7K8vMawqg==?=
Ticket Number: 0000086779	03/19/2004		degrees for sale

Create

Date

Short Description

moneill

Total: 48

**Closed**

Total: 48

Ticket Number: 0000086715	03/18/2004	(no subject)
Ticket Number: 0000086581	03/16/2004	User needs more quota for class submissions
Ticket Number: 0000086772	03/18/2004	Bullet Proof Web Hosting & Server
Ticket Number: 0000086770	03/18/2004	Phonemail, Thursday 3/18, 7:00pm
Ticket Number: 0000086726	03/18/2004	Customer borrowed SPSS ver 11
Ticket Number: 0000086674	03/17/2004	=?ks_c_5601-1987?B?KLGksO0ptOvH/ENOQ7TZw+CwobD4seIo
Ticket Number: 0000086673	03/17/2004	phone mail - 3/17/04 7pm
Ticket Number: 0000086763	03/18/2004	Fwd: emails gone!
Ticket Number: 0000086665	03/17/2004	=?ISO-8859-1?B?vHil/qzZuGe+ULDTLS2ITrDipc2kxqzsp96yo6t+L
Ticket Number: 0000086663	03/17/2004	Password reset
Ticket Number: 0000086656	03/17/2004	Virus Scare (fwd)
Ticket Number: 0000086654	03/17/2004	Visual Studio 6.0 Loan
Ticket Number: 0000085585	03/04/2004	UMBC Account Password Reset for chrisl
Ticket Number: 0000085883	03/08/2004	UMBC Account Password Reset for jwestl
Ticket Number: 0000085859	03/08/2004	My imap.umbc.edu email account
Ticket Number: 0000085785	03/07/2004	MacFee Scan does not finish
Ticket Number: 0000085784	03/07/2004	User is not able to finish McAfee install
Ticket Number: 0000085677	03/05/2004	Work Order Request
Ticket Number: 0000085640	03/04/2004	Hello:
Ticket Number: 0000085637	03/04/2004	get the better job - buy a diploma today
Ticket Number: 0000085634	03/04/2004	UMBC Account Password Reset for b11
Ticket Number: 0000085624	03/04/2004	Re[5]
Ticket Number: 0000085591	03/04/2004	Email delays
Ticket Number: 0000086100	03/10/2004	Lab Check, Wednesday 3/10, 6:00pm
Ticket Number: 0000086075	03/10/2004	2:00 Phone mail check
Ticket Number: 0000086074	03/10/2004	11:00 am phonemail checked
Ticket Number: 0000086104	03/10/2004	Phonemail - 3/10 - 7pm
Ticket Number: 0000086444	03/15/2004	Re: IMAP/POP Client Configuration
Ticket Number: 0000086431	03/15/2004	McAfee CD loan
Ticket Number: 0000086222	03/11/2004	Asset Security Alert
Ticket Number: 0000086220	03/11/2004	Asset Security Alert
Ticket Number: 0000086219	03/11/2004	Asset Security Alert
Ticket Number: 0000086187	03/11/2004	Maple 7 Loan
Ticket Number: 0000086132	03/11/2004	03/11 7:30am Helpdesk check list.
Ticket Number: 0000086121	03/11/2004	Lab check 12am 3/11/04
Ticket Number: 0000086120	03/11/2004	Lab check 11pm 3/10/04
Ticket Number: 0000086119	03/11/2004	Lab check 9pm 3/10/04
Ticket Number: 0000086108	03/10/2004	=?ks_c_5601-1987?B?KLGksO0pufy/67q4tNkgwPq3xcfRIMfPwMz
Ticket Number: 0000086097	03/10/2004	Save 70 percent on Viagra 242802
Ticket Number: 0000086083	03/10/2004	Visa Security Update
Ticket Number: 0000086215	03/11/2004	UMBC Account Password Reset for geg
Ticket Number: 0000085217	03/01/2004	Can not receive email
Ticket Number: 0000085278	03/02/2004	Having problems getting sig file to show up in NS 7.0
Ticket Number: 0000085504	03/03/2004	Phonemail check 3/3/04 - 7pm
Ticket Number: 0000085382	03/03/2004	student account.
Ticket Number: 0000085248	03/02/2004	request for a quota increase for myUMBC account
Ticket Number: 0000087365	03/30/2004	3/30/04 11am Phone mail check
Ticket Number: 0000085486	03/03/2004	=?ks_c_5601-1987?B?W7GksO1dwaTHsCEhIMSzteXEtygzZCm4pi

Create  
Date                      Short Description

<b>myers</b>		<u>Total:</u> <b>12</b>	
	<b>Closed</b>	<u>Total:</u> <b>12</b>	
Ticket Number:	0000085245	03/02/2004	MVBR4025 Tape Creation
Ticket Number:	0000085294	03/02/2004	Create HP1 and HP3 account for Kristi French
Ticket Number:	0000086412	03/15/2004	Please activate Tara Carpenter
Ticket Number:	0000086430	03/15/2004	Work Order Request
Ticket Number:	0000085927	03/09/2004	Pproblems with logging into HP system.
Ticket Number:	0000086533	03/16/2004	HP Account Needed
Ticket Number:	0000086566	03/16/2004	Create HP Account for Keara Fliggins
Ticket Number:	0000086837	03/19/2004	HP Account for Wanda Byrd/Admissions
Ticket Number:	0000087198	03/29/2004	Reflections Password Reset
Ticket Number:	0000087346	03/30/2004	new HP account
Ticket Number:	0000087380	03/30/2004	Work Order Request
Ticket Number:	0000087371	03/30/2004	HP3000/Disk Array/Replace Module #11
<b>nevans1</b>		<u>Total:</u> <b>1</b>	
	<b>Closed</b>	<u>Total:</u> <b>1</b>	
Ticket Number:	0000086758	03/18/2004	[PC lab] aesthetically displeasing keyboard

Create

Date

Short Description

**nitinr1**

Total: 42

**Closed**

Ticket Number:	0000086879	03/20/2004	Work Order Request
Ticket Number:	0000086885	03/20/2004	Market cycles predict economic recovery iybsrbkncndye
Ticket Number:	0000086887	03/20/2004	Analysts have ramped up projections for growth on this winning pick p
Ticket Number:	0000087141	03/27/2004	Bullet Proof Web Hosting & Server
Ticket Number:	0000087191	03/29/2004	Internet Pharmacy - Smart Prices
Ticket Number:	0000087194	03/29/2004	Refinance rates to 2.95%
Ticket Number:	0000087190	03/29/2004	Super Viagra (Cialis) Only \$3 per dose. 243142
Ticket Number:	0000087150	03/27/2004	Gourmet Coffee Special and Complimentary Gift
Ticket Number:	0000087155	03/27/2004	Internet Pharmacy - Cheap Prices
Ticket Number:	0000087188	03/29/2004	Full Carton of Marlboros \$14.95 all other brands stocked 1K1 vE
Ticket Number:	0000085565	03/04/2004	No subject
Ticket Number:	0000085739	03/06/2004	Re: GAICBEVH, yet what remained
Ticket Number:	0000085791	03/08/2004	Our goal is to present winning picks to our readers cjbtug
Ticket Number:	0000085790	03/08/2004	LOWest M0rtg@ge rates In 40 Years- 3.25%
Ticket Number:	0000085787	03/08/2004	Get cheap via-gra
Ticket Number:	0000085783	03/07/2004	HI Shores Softwares CDS all software under 15 and 99!
Ticket Number:	0000085770	03/07/2004	email problem
Ticket Number:	0000085769	03/07/2004	Take a look at a stock poised for the next leg up h n
Ticket Number:	0000085760	03/06/2004	downloading emails
Ticket Number:	0000085759	03/06/2004	Your credit card has been successfully charged for \$69.95
Ticket Number:	0000085754	03/06/2004	Your credit card has been successfully charged for \$69.95
Ticket Number:	0000085753	03/06/2004	Re: QDNL, midnight was telling
Ticket Number:	0000085744	03/06/2004	Get cheap via-gra
Ticket Number:	0000086118	03/11/2004	Email filling up
Ticket Number:	0000086369	03/15/2004	Re: Here
Ticket Number:	0000086358	03/14/2004	Noresize
Ticket Number:	0000086357	03/14/2004	Some questions
Ticket Number:	0000086338	03/14/2004	Notify about your e-mail account utilization.
Ticket Number:	0000086334	03/14/2004	does that position require a university degree? We'll sell you a REAL o
Ticket Number:	0000086333	03/14/2004	=?GB2312?B?MjAwNMTqM9TCt93M2Lzbu/rGsQ==?=&
Ticket Number:	0000086316	03/13/2004	No subject
Ticket Number:	0000086305	03/13/2004	Revolutionary technology converts waste to energy setting this pick o
Ticket Number:	0000086303	03/13/2004	=?gb2312?B?venJ3LrDtcS9u9PRzjfVvrj4xOM=?=&
Ticket Number:	0000086376	03/15/2004	The Garden of Eden
Ticket Number:	0000086377	03/15/2004	Re: Your music
Ticket Number:	0000086373	03/15/2004	Re: Here
Ticket Number:	0000086372	03/15/2004	Re: Excel file
Ticket Number:	0000086374	03/15/2004	More efficient than via-gra
Ticket Number:	0000086199	03/11/2004	Work Order Request
Ticket Number:	0000086172	03/11/2004	RE: IMAP/POP Client Configuration
Ticket Number:	0000085149	03/01/2004	No subject
Ticket Number:	0000085366	03/02/2004	Outgoing viruses?

**pzearf01**

Total: 7

**Closed**

Ticket Number:	0000085866	03/08/2004	SAS 8.1 cd loan
Ticket Number:	0000086024	03/10/2004	3/10 Borrowed Office XP 2CDs.
Ticket Number:	0000085361	03/02/2004	SAS cd loan
Ticket Number:	0000086223	03/11/2004	SAS 8.1 CD Loan
Ticket Number:	0000087294	03/29/2004	Problem deleting messages
Ticket Number:	0000086713	03/18/2004	Customer recieves error when trying to reconcile P-Card
Ticket Number:	0000086733	03/18/2004	Customer can't remember a password

Create  
Date

Short Description

**ramosm1**

Total: **67**  
Total: **4**

**Resolved**

Ticket Number:	0000087281	03/29/2004	Jenny Hobson
Ticket Number:	0000087139	03/27/2004	Work Order Request
Ticket Number:	0000087185	03/28/2004	Work Order Request
Ticket Number:	0000087215	03/29/2004	about group website!

Create

Date

Short Description

<b>Closed</b>	<b>Total:</b>	<b>63</b>	
Ticket Number: 0000087140	03/27/2004		=?GB2312?B?MjAwNMTqM9Tct93M2Lzbu/rGsQ==?= Internet Pharmacy - Cheap Prices
Ticket Number: 0000087142	03/27/2004		chelate
Ticket Number: 0000087149	03/27/2004		This will save you Thousands!
Ticket Number: 0000087154	03/27/2004		Home Loans as low as 2.95%
Ticket Number: 0000087151	03/27/2004		Disallowed attachment type nalezeno v pøijatém mailu "Mail Deliver
Ticket Number: 0000087147	03/27/2004		More efficient than via-gra
Ticket Number: 0000086635	03/17/2004		over 200 million times a day, people use Google
Ticket Number: 0000086884	03/20/2004		Turn google.com into your own automated cash machine
Ticket Number: 0000086883	03/20/2004		phonemail 3-20-04 11.00
Ticket Number: 0000086877	03/20/2004		UNSUBSCRIBE
Ticket Number: 0000086873	03/20/2004		Checklist 3-20-04 7.30
Ticket Number: 0000086871	03/20/2004		Checklist 3-20-04 0.00
Ticket Number: 0000086870	03/20/2004		Labcheck 3-19-04 23.00
Ticket Number: 0000086869	03/19/2004		checklist 3-19-04 22.30
Ticket Number: 0000086868	03/19/2004		Labcheck 3-19-04 21.00
Ticket Number: 0000086866	03/19/2004		Lab check 3/19/04 6 PM
Ticket Number: 0000086862	03/19/2004		Phonemail 3/19/04 2 pm
Ticket Number: 0000086861	03/19/2004		phonemail 3-19-04 20.36
Ticket Number: 0000086865	03/19/2004		Tape Changes, Friday 3/19
Ticket Number: 0000086858	03/19/2004		No subject
Ticket Number: 0000086732	03/18/2004		RE:Account Deactivation Notification
Ticket Number: 0000085695	03/05/2004		Get cheap via-gra
Ticket Number: 0000085727	03/05/2004		lab check 3/5/04 11 pm
Ticket Number: 0000085735	03/05/2004		=?GB2312?B?zsDQx7XnytOwstewueO45g==?= SPAM
Ticket Number: 0000085755	03/06/2004		=?GB2312?B?zsDQx7XnytOwstewueO45g==?= lab check 3/5/04 12 midnight
Ticket Number: 0000085872	03/08/2004		Work Order Request
Ticket Number: 0000085756	03/06/2004		=?ks_c_5601-1987?B?W7GksO1dsbmzu7vqvvfDvCDD0biuvbrGriC
Ticket Number: 0000085737	03/05/2004		More efficient than via-gra
Ticket Number: 0000085748	03/06/2004		Windows Update Chem 109
Ticket Number: 0000085738	03/06/2004		[Fwd: Virus Detected In Mail Sent To You!]
Ticket Number: 0000085736	03/05/2004		Verizon Phone was found
Ticket Number: 0000085700	03/10/2004		Maple 8 CD Loan ext.53535
Ticket Number: 0000086049	03/10/2004		error 619
Ticket Number: 0000087131	03/26/2004		Phonemail 3/19/04 7 pm
Ticket Number: 0000086168	03/11/2004		Customer unable to print (Fine Arts 541)
Ticket Number: 0000086298	03/12/2004		Lab check 12am 3/14/04
Ticket Number: 0000086863	03/19/2004		Lab check 11pm 3/13/04
Ticket Number: 0000086434	03/15/2004		We Need Home Workers Now !!!
Ticket Number: 0000086332	03/14/2004		Lab Check 3/13/04 9 PM
Ticket Number: 0000086331	03/13/2004		03/13 Phone mail 7:00 pm
Ticket Number: 0000086326	03/13/2004		www.cvv2.ru - would like to thank you for your purchase on our web s
Ticket Number: 0000086325	03/13/2004		Lab check 5:40pm 03/13
Ticket Number: 0000086324	03/13/2004		Rank your Website in the top ten....
Ticket Number: 0000086322	03/13/2004		Where Does Your Website Rank.....
Ticket Number: 0000086321	03/13/2004		incorrect configuration
Ticket Number: 0000086320	03/13/2004		lab check 03/14/04 9:40
Ticket Number: 0000086319	03/13/2004		03/13 Phone mail
Ticket Number: 0000086317	03/13/2004		Chaging tapes 3-13-04
Ticket Number: 0000086315	03/13/2004		\$10 per hour PHP programming services
Ticket Number: 0000086313	03/13/2004		Checklist 3-13-04 11.00
Ticket Number: 0000086314	03/13/2004		Checklist 3-13-04 7.30
Ticket Number: 0000086307	03/13/2004		

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000086301	03/13/2004	Checklist 3-13-04 0.00
Ticket Number:	0000086300	03/12/2004	Labcheck 3-12-04 23.00
Ticket Number:	0000086296	03/12/2004	Labcheck 3-12-04 21.00
Ticket Number:	0000085166	03/01/2004	=?ISO-8859-1?B?p9qsT6/gwLCnQaq6pEg=?=
Ticket Number:	0000085417	03/03/2004	Work Order Request
Ticket Number:	0000085438	03/03/2004	Virus in my email
Ticket Number:	0000085466	03/03/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000085732	03/05/2004	Lab Check 3/5/04 9 PM
Ticket Number:	0000085167	03/01/2004	back up files

Create  
Date      Short Description

**talder1**

**Resolved**

Total:    **67**  
Total:    **3**

Ticket Number:	0000086030	03/10/2004	Potomac 151 ext: 20812: Problems accessing Resnet page
Ticket Number:	0000086468	03/15/2004	Customer getting 169 ip
Ticket Number:	0000087393	03/30/2004	User not able to connect using Resnet

Create

Date

Short Description

**Closed**

**Total:**

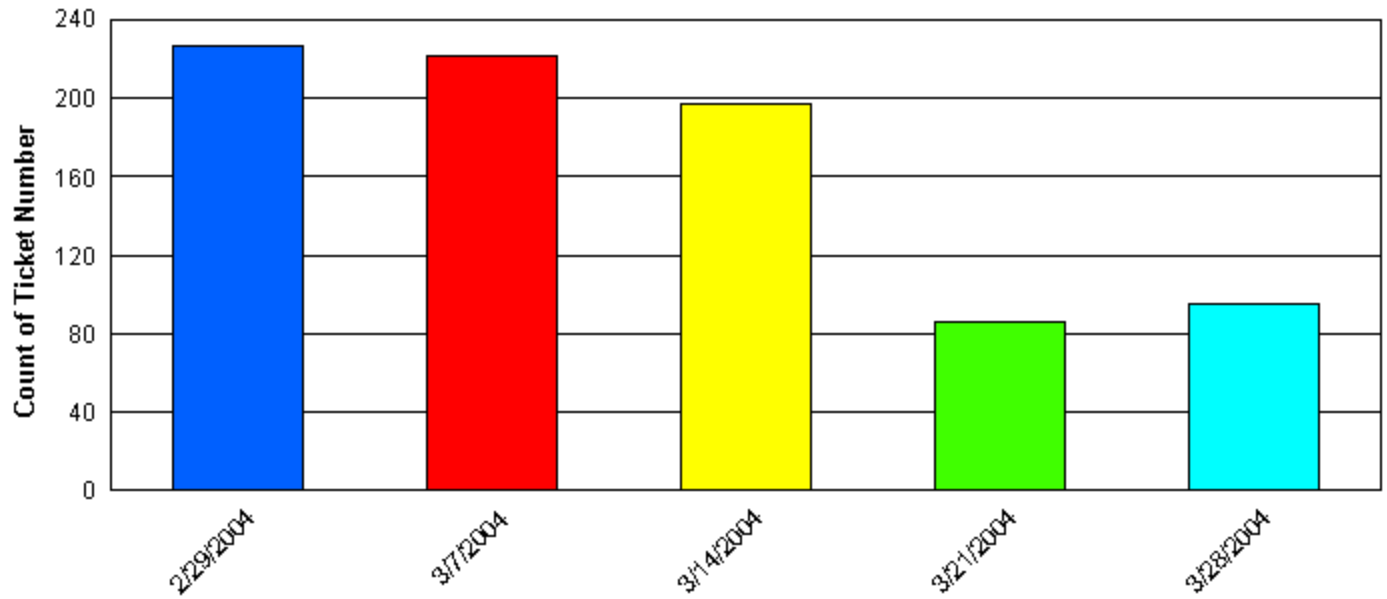
**64**

Ticket Number:	0000087221	03/29/2004	trouble setting up UMBC dialup Internet access
Ticket Number:	0000087261	03/29/2004	problems with my internet in the dorm
Ticket Number:	0000087399	03/30/2004	Need to have assigned address changed
Ticket Number:	0000087328	03/30/2004	Resnet connection.
Ticket Number:	0000086562	03/16/2004	Fwd:New, Just For Men!.....Annette
Ticket Number:	0000087002	03/23/2004	password reset
Ticket Number:	0000086578	03/16/2004	7:30 am checks
Ticket Number:	0000086579	03/16/2004	VM check 7pm 3/16/04
Ticket Number:	0000086850	03/19/2004	Matlab CD loan
Ticket Number:	0000086670	03/17/2004	quota increase
Ticket Number:	0000086671	03/17/2004	Check jack (resnet)
Ticket Number:	0000086568	03/16/2004	User needs laptop setup for UMBC on campus network
Ticket Number:	0000086567	03/16/2004	Work Order Request
Ticket Number:	0000085518	03/04/2004	Request for email solution 2
Ticket Number:	0000085953	03/09/2004	Quota increase request Faculty
Ticket Number:	0000085973	03/09/2004	more space
Ticket Number:	0000085966	03/09/2004	Maple cd checkout
Ticket Number:	0000085925	03/09/2004	Staff quota increase
Ticket Number:	0000085915	03/09/2004	Question Regarding Email messages containing viruses I have not se
Ticket Number:	0000085875	03/08/2004	email problems
Ticket Number:	0000085873	03/08/2004	request
Ticket Number:	0000085870	03/08/2004	need more space
Ticket Number:	0000085841	03/08/2004	Password reset
Ticket Number:	0000086405	03/15/2004	Customer requested increase
Ticket Number:	0000085839	03/08/2004	Email management/Squirrel mail question
Ticket Number:	0000085762	03/06/2004	McAfee 7.0 web installer not working for customer
Ticket Number:	0000085680	03/05/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000085679	03/05/2004	Password reset
Ticket Number:	0000085529	03/04/2004	Computer didnt relieve the pushdown
Ticket Number:	0000085661	03/05/2004	reset password
Ticket Number:	0000085520	03/04/2004	request to fix email -- sent from webmail
Ticket Number:	0000085705	03/05/2004	Quota increase request
Ticket Number:	0000085461	03/03/2004	Customer stated he was not recieving email
Ticket Number:	0000085460	03/03/2004	password reset
Ticket Number:	0000085448	03/03/2004	Customer needed aid installing Calendar
Ticket Number:	0000085668	03/05/2004	WinXP 828028 patch install problem.
Ticket Number:	0000085430	03/03/2004	office 2003 install access
Ticket Number:	0000085415	03/03/2004	Customer needed password reset
Ticket Number:	0000085275	03/02/2004	request
Ticket Number:	0000085272	03/02/2004	Phonemail 11a 3-2-04
Ticket Number:	0000085269	03/02/2004	Re: Letter request
Ticket Number:	0000085238	03/02/2004	3/2 7:30am Helpdesk opening list.
Ticket Number:	0000085231	03/02/2004	labcheck 12a 3-2-04
Ticket Number:	0000085227	03/01/2004	labcheck 11p 3-1-04
Ticket Number:	0000085224	03/01/2004	labcheck 9:30pm 3-1-04
Ticket Number:	0000085223	03/01/2004	RE: Returned Mail: RE: problem
Ticket Number:	0000085214	03/01/2004	labcheck 3/1/04 6:30pm
Ticket Number:	0000085212	03/01/2004	Phonemail, Monday 3/1, 7:00pm
Ticket Number:	0000085163	03/01/2004	Computer infected with Trojan
Ticket Number:	0000085825	03/08/2004	password reset needed
Ticket Number:	0000086939	03/22/2004	Customer requested increase
Ticket Number:	0000086048	03/10/2004	Netscape 7.1: large fonts when printing
Ticket Number:	0000086252	03/12/2004	password reset
Ticket Number:	0000086257	03/12/2004	reset password

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000086270	03/12/2004	Work Order Request
Ticket Number:	0000086368	03/14/2004	No subject
Ticket Number:	0000086380	03/15/2004	Phone mail 03/15 7:10 am
Ticket Number:	0000086439	03/15/2004	Customer needed to have email cleaned out
Ticket Number:	0000086359	03/14/2004	Quota Increase
Ticket Number:	0000086486	03/16/2004	labcheck -12am - 3.16.04
Ticket Number:	0000086483	03/15/2004	phonemail check 10pm
Ticket Number:	0000086481	03/15/2004	labcheck 3/15/04 - 9pm
Ticket Number:	0000086471	03/15/2004	labcheck 3/15/04 - 6:30pm
Ticket Number:	0000086460	03/15/2004	SAS 8 Software Loan

## Count of Ticket Number / Create Date

For Helpdesk



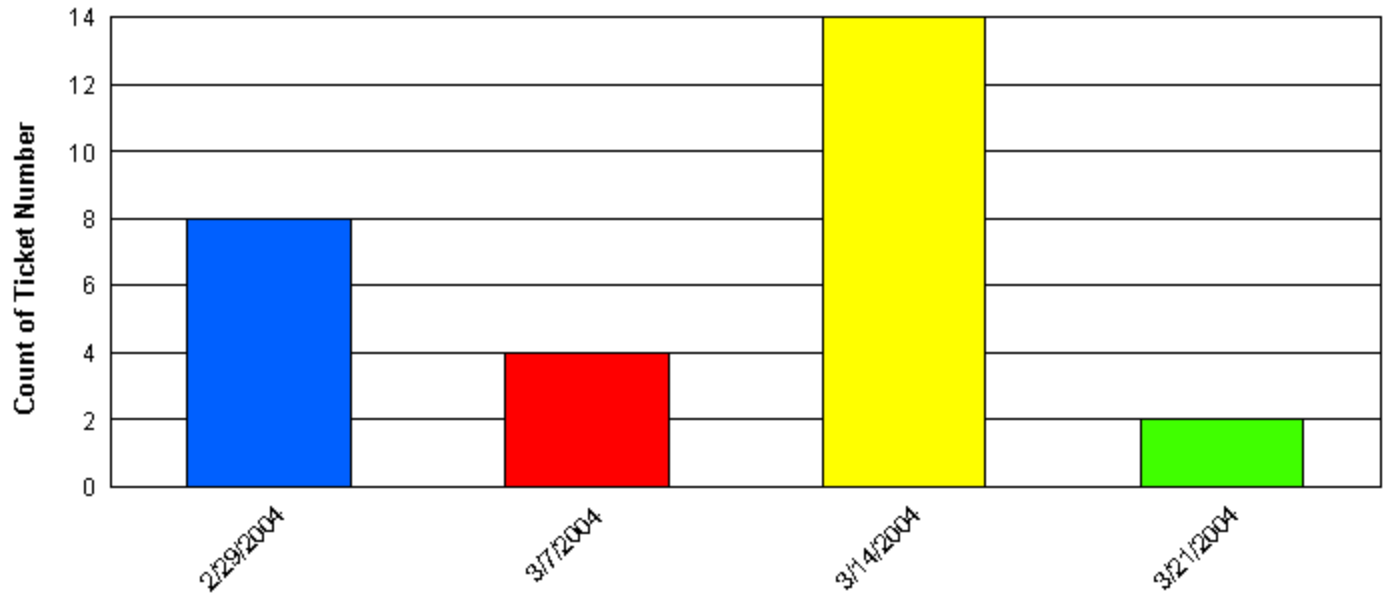
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>Human Resources</b>	<b>Total:</b>	<b>28</b>	
<b>mcnamara</b>		<b>Total: 7</b>	
<b>Resolved</b>		<b>Total: 1</b>	
Ticket Number: 0000086801		03/19/2004	Need to correct SSN
<b>Closed</b>		<b>Total: 6</b>	
Ticket Number: 0000086516		03/16/2004	Re: List of Associate Staff (Exempt) Userids (fwd)
Ticket Number: 0000086664		03/17/2004	UMPYR035
Ticket Number: 0000086638		03/17/2004	Re-activate Security Role
Ticket Number: 0000085672		03/05/2004	Multiple active primary jobs
Ticket Number: 0000085311		03/02/2004	4TH REPORT FOR LEAVE
Ticket Number: 0000085476		03/03/2004	Facutly/Staff options missing
<b>rsanders</b>		<b>Total: 21</b>	
<b>Closed</b>		<b>Total: 21</b>	
Ticket Number: 0000085542		03/04/2004	Re: Statement of Payroll Charges
Ticket Number: 0000085428		03/03/2004	Error when trying to print statement of payroll charges
Ticket Number: 0000086622		03/17/2004	Hosp code Change
Ticket Number: 0000086103		03/10/2004	EBD File and Testing
Ticket Number: 0000086432		03/15/2004	DBE problem
Ticket Number: 0000086440		03/15/2004	PS Support Request
Ticket Number: 0000086458		03/15/2004	Navigation
Ticket Number: 0000086457		03/15/2004	PS Support Request
Ticket Number: 0000086148		03/11/2004	Position Numbers
Ticket Number: 0000086274		03/12/2004	Multiple Primary jobs for Emplid 6931
Ticket Number: 0000085583		03/04/2004	Payroll
Ticket Number: 0000085611		03/04/2004	Payroll Charges-Dept. 10302
Ticket Number: 0000086213		03/11/2004	Multiple Active Primary jobs for Emplid 6965
Ticket Number: 0000085609		03/04/2004	spelling error
Ticket Number: 0000086526		03/16/2004	suggestion
Ticket Number: 0000086602		03/17/2004	Payroll training for 3/29 & 3/30
Ticket Number: 0000086712		03/18/2004	Question on Time Entry Screen
Ticket Number: 0000086901		03/21/2004	Presentation / Documentation Review
Ticket Number: 0000086905		03/21/2004	Paycalc Issue - Week of 3/15
Ticket Number: 0000086729		03/18/2004	PS Support Request
Ticket Number: 0000086702		03/18/2004	Par Change Form

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Human Resources



		<u>Create</u>	<u>Short Description</u>
<b>LAN</b>	<u>Total:</u>	<u>Date</u>	

<b>LAN:LabDesktops</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000085191	03/01/2004		ecs005pc06 was compromised just like the IFSM labs
<b>jesse</b>		<u>Total:</u>	<b>21</b>	
<b>Closed</b>		<u>Total:</u>	<b>21</b>	
Ticket Number:	0000085552	03/04/2004		Customer needs to be moved from Shriver to DPET
Ticket Number:	0000085182	03/01/2004		Novell Account Creation
Ticket Number:	0000086012	03/10/2004		Log in restriction change.
Ticket Number:	0000085406	03/03/2004		Novell password reset.
Ticket Number:	0000085180	03/01/2004		Novell Access Request
Ticket Number:	0000085168	03/01/2004		Don Velli needs Cox moved.
Ticket Number:	0000086041	03/10/2004		Access to Novell Share
Ticket Number:	0000086069	03/10/2004		H:/ Drive
Ticket Number:	0000087196	03/29/2004		change context
Ticket Number:	0000087368	03/30/2004		Novell Access Is Needed For Folder.
Ticket Number:	0000087326	03/30/2004		Multiple Novell log in request.
Ticket Number:	0000087268	03/29/2004		Space Problem On Accounting's I:\ Drive.
Ticket Number:	0000087293	03/29/2004		Novell password reset
Ticket Number:	0000085603	03/04/2004		EHS dept drive out of space
Ticket Number:	0000085974	03/09/2004		User is unable to clear print job from queue
Ticket Number:	0000085954	03/09/2004		FW: user flinchba
Ticket Number:	0000085930	03/09/2004		access to OIR drives
Ticket Number:	0000085920	03/09/2004		DRIVE ACCESS
Ticket Number:	0000085701	03/05/2004		Full H:\ drive for Athletics Dept.
Ticket Number:	0000085693	03/05/2004		Please give access to the P: drive to Jason Minnis (jason12) of OIT.
Ticket Number:	0000085674	03/05/2004		Novell Account Creation

Create  
Date                      Short Description

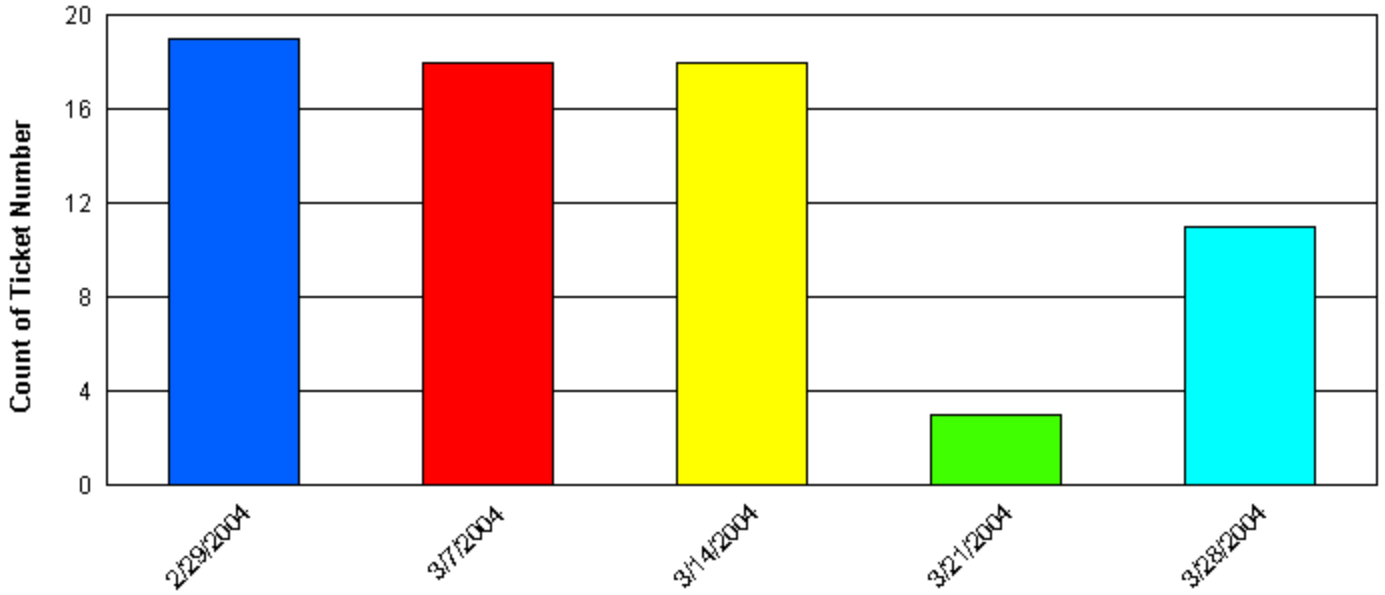
<b>ostrove</b>		<u>Total:</u> <b>35</b>	
<b>Resolved</b>		<u>Total:</u> <b>1</b>	
Ticket Number:	0000086769	03/18/2004	Recover files from I: drive
<b>Closed</b>		<u>Total:</u> <b>34</b>	
Ticket Number:	0000087028	03/23/2004	(Novell) please increase quota for either topolski or bielawsk
Ticket Number:	0000087415	03/30/2004	User is not able to load profile
Ticket Number:	0000087412	03/30/2004	ECS 025 admin privs
Ticket Number:	0000087335	03/30/2004	Work Order Request
Ticket Number:	0000087230	03/29/2004	Novell username change
Ticket Number:	0000087385	03/30/2004	Can not log out
Ticket Number:	0000087208	03/29/2004	new Help Desk FT staff
Ticket Number:	0000086544	03/16/2004	Novell Account for Individuals
Ticket Number:	0000086547	03/16/2004	Library staff account
Ticket Number:	0000086623	03/17/2004	Printer Problems Continue.....
Ticket Number:	0000086669	03/17/2004	Limited access:novell account passwords
Ticket Number:	0000086923	03/22/2004	Can't log into novell because of a non-expired session
Ticket Number:	0000086849	03/19/2004	Workstation specific novell account
Ticket Number:	0000086822	03/19/2004	delete print queue hp4-p
Ticket Number:	0000086768	03/18/2004	Customer profile is corrupted
Ticket Number:	0000086767	03/18/2004	Customer needs to have profile reset
Ticket Number:	0000086744	03/18/2004	Needs to have profile and permissions set to retrieve profile from AD
Ticket Number:	0000086756	03/18/2004	Customers unable to change autocomplete password functionality
Ticket Number:	0000086627	03/17/2004	Customer needs to have novell password reset..
Ticket Number:	0000085615	03/04/2004	Novell Account Creation
Ticket Number:	0000085673	03/05/2004	Novell Account creation
Ticket Number:	0000085678	03/05/2004	Profile is not loading
Ticket Number:	0000085641	03/04/2004	Profile not accessible - please reset
Ticket Number:	0000086082	03/10/2004	Customer can not open office documents off of blackboard
Ticket Number:	0000086171	03/11/2004	Reset pass word for user login
Ticket Number:	0000086503	03/16/2004	Novell login states that I have too many concurrent logins
Ticket Number:	0000086290	03/12/2004	Request
Ticket Number:	0000086277	03/12/2004	Unable to delete .wav files in My documents folder
Ticket Number:	0000086109	03/10/2004	Does OIT have any plans to add Remote Desktop Client to labs
Ticket Number:	0000085284	03/02/2004	Novell drive access
Ticket Number:	0000085495	03/03/2004	copy files
Ticket Number:	0000085494	03/03/2004	create directory and copy files
Ticket Number:	0000085354	03/02/2004	User unable to load S-PLUS models
Ticket Number:	0000085306	03/02/2004	User cannot load profile in lab machines
<b>vladimir</b>		<u>Total:</u> <b>12</b>	
<b>Closed</b>		<u>Total:</u> <b>12</b>	
Ticket Number:	0000086056	03/10/2004	bb6 app; page cannot be displayed; manually pingable
Ticket Number:	0000086537	03/16/2004	Randy Monroe
Ticket Number:	0000086146	03/11/2004	New novell account creation.
Ticket Number:	0000086152	03/11/2004	Novell Access Request
Ticket Number:	0000086140	03/11/2004	Acad Services 102 ext: 53697 Customer needs access to the M drive
Ticket Number:	0000086084	03/10/2004	request for Novell accounts
Ticket Number:	0000086079	03/10/2004	NOVELL - DPET Marketing Folder Permission
Ticket Number:	0000086634	03/17/2004	Need Printer Added To Novell Network.
Ticket Number:	0000086757	03/18/2004	Novell account needed for new faculty member
Ticket Number:	0000086748	03/18/2004	Employee needs Novell Context changed.
Ticket Number:	0000086859	03/19/2004	Please create a NDS printe queues for Delta
Ticket Number:	0000087056	03/24/2004	Account Password Expiring.

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For LAN



Library Computing Ser

Total: 1

LCS

Total: 1

Closed

Total: 1

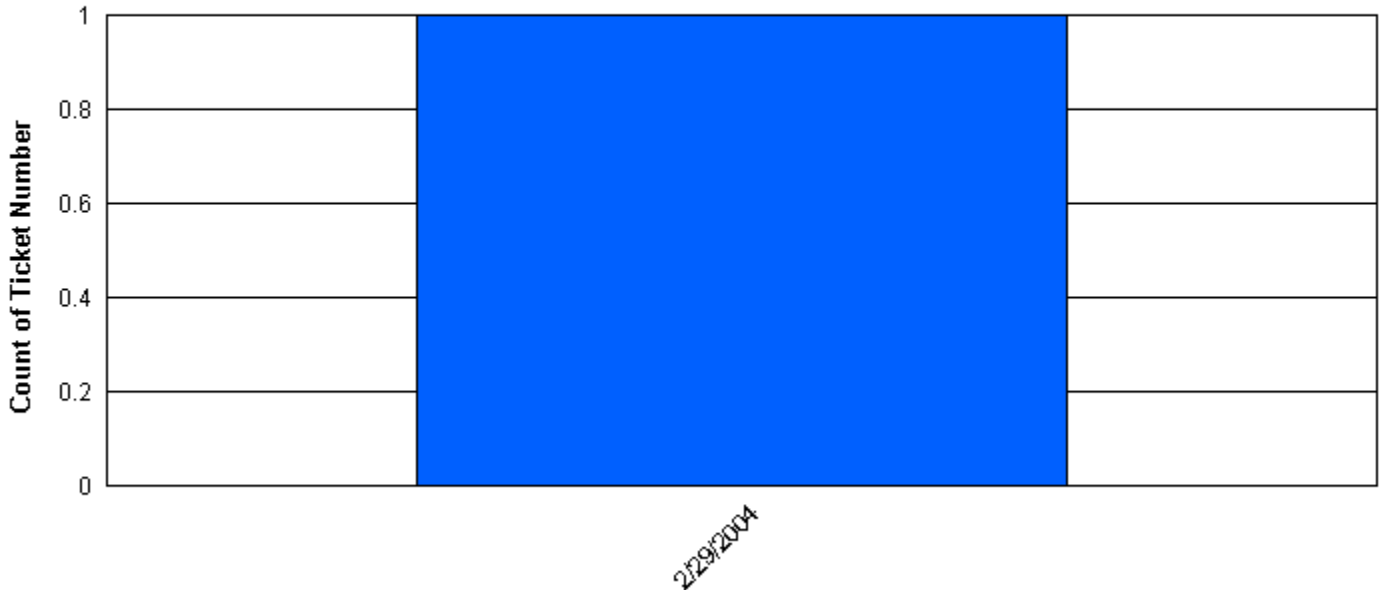
Ticket Number: 0000085314

03/02/2004

How to access library articles

## Count of Ticket Number / Create Date

For Library Computing Services



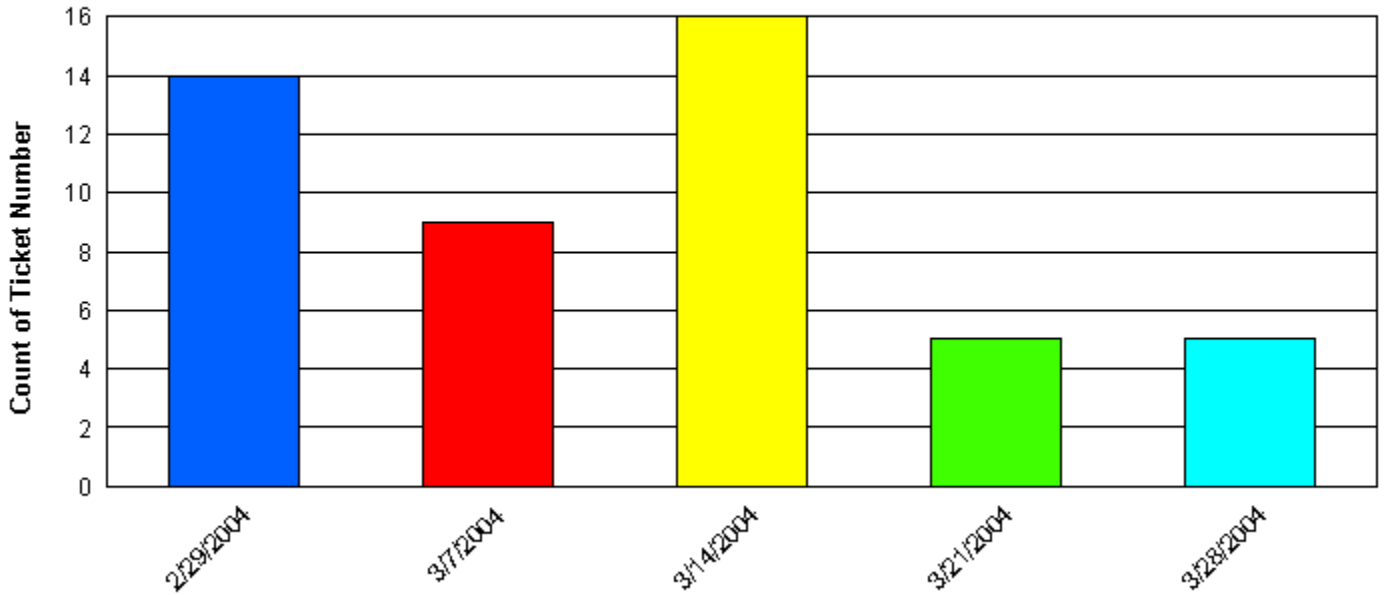
		<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>New Media</b>	<b>Total:</b>	<b>49</b>		
<b>darnold</b>		<b>Total:</b>	<b>2</b>	
<b>Closed</b>		<b>Total:</b>	<b>2</b>	
Ticket Number:	0000087320	03/30/2004		Evaluation
Ticket Number:	0000085569	03/04/2004		Cancelling a training scheduled
<b>ebenson1</b>		<b>Total:</b>	<b>14</b>	
<b>Closed</b>		<b>Total:</b>	<b>14</b>	
Ticket Number:	0000085832	03/08/2004		Request For Course
Ticket Number:	0000085996	03/09/2004		Request For Organization
Ticket Number:	0000086624	03/17/2004		[Fwd: Course 'BIOL495_0101_SP2004' quota exceeded]
Ticket Number:	0000086711	03/18/2004		Fw: Course 'CMSC491H_0101_SP2004' quota exceeded
Ticket Number:	0000086895	03/21/2004		digital drop box Bb class
Ticket Number:	0000086941	03/22/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000086945	03/22/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000085468	03/03/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000086943	03/22/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000086051	03/10/2004		Customer experiencing problems using BB6
Ticket Number:	0000086089	03/10/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000086351	03/14/2004		E-mail account disabling warning.
Ticket Number:	0000086343	03/14/2004		Site changes
Ticket Number:	0000086106	03/10/2004		Blackboard Course: Assign to New Media: Blackboard
<b>fritz</b>		<b>Total:</b>	<b>4</b>	
<b>Closed</b>		<b>Total:</b>	<b>4</b>	
Ticket Number:	0000086165	03/11/2004		Retriever Weekly interested in doing an Article on BB6
Ticket Number:	0000085338	03/02/2004		timing
Ticket Number:	0000087447	03/31/2004		BB6 Issue
Ticket Number:	0000085708	03/05/2004		Request for URL change (Assign to Webdev)
<b>rarmstro</b>		<b>Total:</b>	<b>23</b>	
<b>Closed</b>		<b>Total:</b>	<b>23</b>	
Ticket Number:	0000085645	03/04/2004		log in problems
Ticket Number:	0000087114	03/25/2004		access to blackboard site for BIOL301
Ticket Number:	0000087262	03/29/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000087264	03/29/2004		enroll a course to the blackboard
Ticket Number:	0000086522	03/16/2004		IFSM 202 101 201 301
Ticket Number:	0000086556	03/16/2004		User has many problems with Online quizzes
Ticket Number:	0000086573	03/16/2004		archiving
Ticket Number:	0000086740	03/18/2004		RE: Course 'CMSC491H_0101_SP2004' quota exceeded
Ticket Number:	0000085170	03/01/2004		Request For Course
Ticket Number:	0000085234	03/02/2004		can not access http://dvs.umbc.edu:81 directly
Ticket Number:	0000085253	03/02/2004		On "script produced no output" error
Ticket Number:	0000085548	03/04/2004		Question
Ticket Number:	0000085482	03/03/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000085511	03/03/2004		Work Order Request
Ticket Number:	0000085431	03/03/2004		need a course for Help Desk staff to use
Ticket Number:	0000085325	03/02/2004		User cannot be located with Look For Users in BB6
Ticket Number:	0000086062	03/10/2004		Work Order Request
Ticket Number:	0000086258	03/12/2004		Work Order Request
Ticket Number:	0000086400	03/15/2004		fake
Ticket Number:	0000086478	03/15/2004		Work Order Request
Ticket Number:	0000086425	03/15/2004		Issue with Blackboard - Enrolling Users
Ticket Number:	0000086361	03/14/2004		Re: Course 'MUSC322_0101_SP2004' quota exceeded
Ticket Number:	0000086348	03/14/2004		problems with bb6

Create  
Date      Short Description

<b>vergil</b>		<u>Total:</u> <b>6</b>	
	<b>Resolved</b>	<u>Total:</u> <b>2</b>	
Ticket Number:	0000086572	03/16/2004	DPET URLs & Aliases for Tracking
Ticket Number:	0000086718	03/18/2004	Request from the Shriver Center
	<b>Closed</b>	<u>Total:</u> <b>4</b>	
Ticket Number:	0000086681	03/17/2004	Request for URL change (Assign to Webdev)
Ticket Number:	0000085813	03/08/2004	WEB PAGE UPDATE
Ticket Number:	0000087404	03/30/2004	link moved
Ticket Number:	0000085416	03/03/2004	Page Update: Administrative Dept & Campus Services

## 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>	<u>Total:</u>	<b>117</b>	
<b>BSG:SA_Financials_Support</b>		<u>Total:</u>	<b>1</b>
<b>Closed</b>		<u>Total:</u>	<b>1</b>
Ticket Number:	0000085850	03/08/2004	Data Retrieval Schedules

	<u>Create</u>	
	<u>Date</u>	<u>Short Description</u>
<b>BSG:Web_Infrastructure</b>	<u>Total:</u>	<b>68</b>

Create

Date

Short Description

**Closed**

**Total:**

**68**

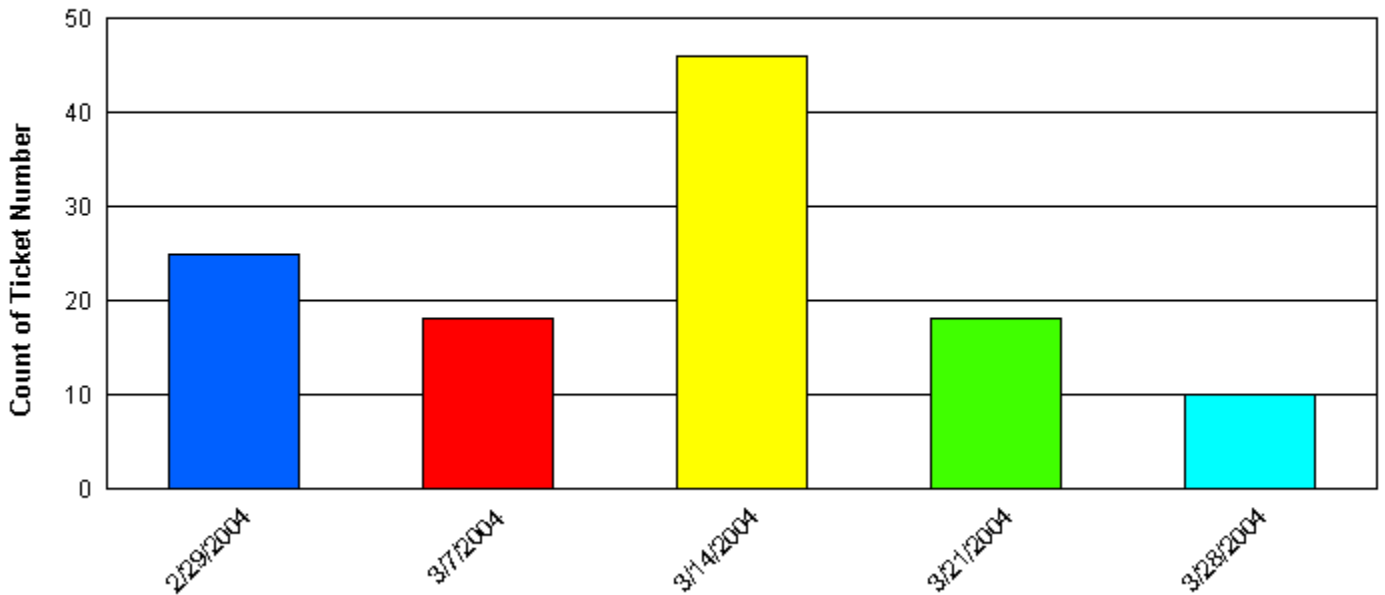
Ticket Number:	0000085589	03/04/2004	SOWK389 Dr. Okundaye
Ticket Number:	0000085604	03/04/2004	EHS345 and EHS345H Tracey Smith
Ticket Number:	0000085907	03/09/2004	chem102 - bush
Ticket Number:	0000085933	03/09/2004	PSYC 200
Ticket Number:	0000085960	03/09/2004	Geog - New prof - explain exam services
Ticket Number:	0000085908	03/09/2004	psyc306 - freiberg
Ticket Number:	0000085697	03/05/2004	PSYC 380 Exam
Ticket Number:	0000085696	03/05/2004	PSYC 100 Exam
Ticket Number:	0000085694	03/05/2004	psyc 200/401 Cindy Schaeffe
Ticket Number:	0000085698	03/05/2004	psyc 285 exam
Ticket Number:	0000086616	03/17/2004	psyc 200/201 Dr. Schultz
Ticket Number:	0000086646	03/17/2004	SOWK388 Betsy Vourlekis
Ticket Number:	0000086645	03/17/2004	SOCY 220 Kleinberg
Ticket Number:	0000086644	03/17/2004	ECON102/001 and 002 Jason Pamateer
Ticket Number:	0000086643	03/17/2004	EHS474 Dwight Polk
Ticket Number:	0000086625	03/17/2004	CMSC100/101 Henry Katz
Ticket Number:	0000086619	03/17/2004	biol 303/601 exam 2 kloetzel
Ticket Number:	0000086617	03/17/2004	SOCY 201 OHatnick
Ticket Number:	0000086613	03/17/2004	PSYC 100/101 Freiberg
Ticket Number:	0000086845	03/19/2004	PSYC 363 Zoe Warwick
Ticket Number:	0000086844	03/19/2004	PSYC 285 Lisa Jordan
Ticket Number:	0000086787	03/19/2004	biol301 - freiland
Ticket Number:	0000086786	03/19/2004	biol302L - caruso
Ticket Number:	0000086785	03/19/2004	psyc370/370H - provine
Ticket Number:	0000086784	03/19/2004	chem351 - perks
Ticket Number:	0000087050	03/24/2004	econ312 0301- ng
Ticket Number:	0000087051	03/24/2004	econ312 0401- ng
Ticket Number:	0000086753	03/18/2004	PSYC 200/301
Ticket Number:	0000086751	03/18/2004	ECAD 360 H. Cohen
Ticket Number:	0000086983	03/23/2004	stat121 - kegan
Ticket Number:	0000086982	03/23/2004	chem101 - perks
Ticket Number:	0000086741	03/18/2004	psyc332 - blass
Ticket Number:	0000086788	03/19/2004	geog105 - yesko
Ticket Number:	0000086717	03/18/2004	psyc 307 Freiberg
Ticket Number:	0000086716	03/18/2004	psyc 200/201
Ticket Number:	0000086719	03/18/2004	BIOL 302L Steve Caruso
Ticket Number:	0000087049	03/24/2004	econ312 0201- ng
Ticket Number:	0000087207	03/29/2004	psyc 382/101
Ticket Number:	0000087206	03/29/2004	ECON 101/101 and 201
Ticket Number:	0000087436	03/31/2004	Ecad210 0201 - Armor
Ticket Number:	0000087437	03/31/2004	chem101 - perks
Ticket Number:	0000087435	03/31/2004	Ecad210 0101 - Armor
Ticket Number:	0000086827	03/19/2004	psyc100 - anderson
Ticket Number:	0000085240	03/02/2004	psyc382 - schaeffe
Ticket Number:	0000085242	03/02/2004	CHEM 101 Mark Perks
Ticket Number:	0000086009	03/10/2004	Sowk260 - mcllellan
Ticket Number:	0000085419	03/03/2004	psyc100 - freiberg
Ticket Number:	0000085418	03/03/2004	psyc360 - rabin
Ticket Number:	0000085392	03/03/2004	anth211 - san antonio
Ticket Number:	0000085391	03/03/2004	psyc393b - provine
Ticket Number:	0000085393	03/03/2004	biol100/100H - sokolove
Ticket Number:	0000086824	03/19/2004	psyc380 - anderson
Ticket Number:	0000085243	03/02/2004	POLI 100 Miller
Ticket Number:	0000085241	03/02/2004	ifsm - green

		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000085239	03/02/2004	psyc200 - schultz
Ticket Number:	0000086826	03/19/2004	psyc285 - anderson
Ticket Number:	0000086825	03/19/2004	psyc380 - anderson
Ticket Number:	0000086010	03/10/2004	socy 201 - ohatnick
Ticket Number:	0000086190	03/11/2004	Econ102 /c/ Goldfarb
Ticket Number:	0000086189	03/11/2004	Econ102 /b/ Goldfarb
Ticket Number:	0000086174	03/11/2004	Problems with chem124 exam
Ticket Number:	0000086507	03/16/2004	psyc332 - blass
Ticket Number:	0000086506	03/16/2004	Psyc285 - Murphy
Ticket Number:	0000086919	03/22/2004	econ102 1101 - thomas
Ticket Number:	0000086392	03/15/2004	CHEM 102L DR. BROTHERS
Ticket Number:	0000086393	03/15/2004	BIOL 302 Lovett/Bradley
Ticket Number:	0000086918	03/22/2004	econ102 801 - thomas
Ticket Number:	0000086917	03/22/2004	chem102L-brothers
<b>blanchet</b>		<u>Total:</u>	<b>9</b>
<b>Closed</b>		<u>Total:</u>	<b>9</b>
Ticket Number:	0000086390	03/15/2004	UABM1623 Abort
Ticket Number:	0000085847	03/08/2004	OIR needed the payroll file from college park copied up.
Ticket Number:	0000087021	03/23/2004	Abort of AXBR4543
Ticket Number:	0000087202	03/29/2004	Misc. Questions and Requests - week of 3/29
Ticket Number:	0000087277	03/29/2004	Request from ORL for help on a student's housing deposit from 20010
Ticket Number:	0000086661	03/17/2004	Parking Services needs to 'downgrade' a user from gated lot and hange
Ticket Number:	0000086805	03/19/2004	Missing Retrievals/ARBR3969.USR0002.Food
Ticket Number:	0000086734	03/18/2004	Restore of file
Ticket Number:	0000085720	03/05/2004	ORL cannot access one of their student's accounts for changes
<b>dina</b>		<u>Total:</u>	<b>13</b>
<b>Closed</b>		<u>Total:</u>	<b>13</b>
Ticket Number:	0000085656	03/05/2004	ABORT: GSBM1200 JMS#9474 JOB#3120
Ticket Number:	0000085805	03/08/2004	UABM1682 Abort
Ticket Number:	0000085815	03/08/2004	Database error in reflections
Ticket Number:	0000086521	03/16/2004	Problem using Term Course program
Ticket Number:	0000086984	03/23/2004	TCBR2203 Abort
Ticket Number:	0000086803	03/19/2004	Recruit data archival
Ticket Number:	0000086754	03/18/2004	User support for SSN change issues
Ticket Number:	0000086738	03/18/2004	Student claims registration attempt
Ticket Number:	0000086535	03/16/2004	Questions about academic dismissal
Ticket Number:	0000087074	03/24/2004	Misc calls and requests
Ticket Number:	0000087388	03/30/2004	Misc questions and requests - week ending 4/2/04
Ticket Number:	0000086491	03/16/2004	ABORT: TCBR2203 JMS#835 JOB#4230 and #842/JOB#4256
Ticket Number:	0000086500	03/16/2004	TCBR2203 Abort
<b>jason12</b>		<u>Total:</u>	<b>1</b>
<b>Closed</b>		<u>Total:</u>	<b>1</b>
Ticket Number:	0000086989	03/23/2004	Install R25 client for Steven Anderson
<b>kirby</b>		<u>Total:</u>	<b>7</b>
<b>Closed</b>		<u>Total:</u>	<b>7</b>
Ticket Number:	0000086692	03/18/2004	HPUMBC3 apparently down
Ticket Number:	0000086967	03/22/2004	Prepare for upcoming Advanced Registration
Ticket Number:	0000086058	03/10/2004	HPLJ4000N Printer/Connect to HP
Ticket Number:	0000086442	03/15/2004	Create a working group for the documentation of the Retro Process
Ticket Number:	0000086065	03/10/2004	ORLHP9000DN Printer set up to handle HP Reports
Ticket Number:	0000086064	03/10/2004	ATHLHP4200 Set up to handle HP Reports
Ticket Number:	0000085177	03/01/2004	Test for Joe Kirby
<b>kjoseph</b>		<u>Total:</u>	<b>1</b>
<b>Closed</b>		<u>Total:</u>	<b>1</b>
Ticket Number:	0000086809	03/19/2004	Problem with DN UPR not saving

Create Date      Short Description

<b>paulr</b>		<u>Total:</u> <b>1</b>	
<b>Closed</b>		<u>Total:</u> <b>1</b>	
Ticket Number:    0000085704	03/05/2004		Mods to regaila ordering system for Spring '04 commencement
<b>putro</b>		<u>Total:</u> <b>16</b>	
<b>Closed</b>		<u>Total:</u> <b>16</b>	
Ticket Number:    0000085587	03/04/2004		Questions about SIS Dump/Delete
Ticket Number:    0000085594	03/04/2004		New IS acronym to replace IFSM
Ticket Number:    0000085621	03/04/2004		Correction of bad SSN change
Ticket Number:    0000085972	03/09/2004		Tracks for the INCC graduate program
Ticket Number:    0000086569	03/16/2004		Need record format for class file
Ticket Number:    0000086814	03/19/2004		Add additional datasets checks for transcript image generation
Ticket Number:    0000086959	03/22/2004		Professor does not have access to FAR....invalid PIN
Ticket Number:    0000086947	03/22/2004		List of EDUC students for spring 2004
Ticket Number:    0000087031	03/23/2004		Problems getting into TCOM9300
Ticket Number:    0000087223	03/29/2004		Misc Support Items for week of 3/29/2004
Ticket Number:    0000087179	03/28/2004		Student needs to have father's name removed from umUMBC account
Ticket Number:    0000087032	03/23/2004		Misc Support items for week of 03/22/2004
Ticket Number:    0000087062	03/24/2004		Roombook showing courses that were cancelled
Ticket Number:    0000085893	03/08/2004		Work Order Request
Ticket Number:    0000085465	03/03/2004		ADD/DROP not allowing credit change on internationals
Ticket Number:    0000085456	03/03/2004		Assist user with ssn merge questions

**Count of Ticket Number / Create Date**  
For OIT BSG Non PeopleSoft



		<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>OIT Business Systems: P</b>		<b>Total:</b>	<b>207</b>	
<b>chriss</b>		<b>Total:</b>	<b>33</b>	
<b>Closed</b>		<b>Total:</b>	<b>33</b>	
Ticket Number:	0000085551	03/04/2004		Compute Stats - GL_ACCT_CD_TBL - HRCA
Ticket Number:	0000085215	03/01/2004		User cannot edit objects via app designer
Ticket Number:	0000085322	03/02/2004		SQL Script - HRDEV, HRTST
Ticket Number:	0000086942	03/22/2004		Create PS HR Tables
Ticket Number:	0000085140	03/01/2004		Create PSBUILD File
Ticket Number:	0000086114	03/10/2004		Keep a Copy of 3/10-11/04 backup of HRTRN for Indeterminate Lon
Ticket Number:	0000086205	03/11/2004		Create PSHR View
Ticket Number:	0000086136	03/11/2004		Fix duplicate data with Script provided (FSPRD)
Ticket Number:	0000086134	03/11/2004		Sql script hrtrn
Ticket Number:	0000086115	03/10/2004		Refresh HRTRN instance from 3/10-11/04 backup of HRPRD
Ticket Number:	0000087014	03/23/2004		run view script
Ticket Number:	0000087023	03/23/2004		clear pending R25 reservations
Ticket Number:	0000087087	03/24/2004		script
Ticket Number:	0000087319	03/30/2004		sql script
Ticket Number:	0000087305	03/30/2004		Please refresh HRPRO instance from the backup of HRPRD instance t
Ticket Number:	0000087096	03/24/2004		script
Ticket Number:	0000087093	03/24/2004		Create PS Tables
Ticket Number:	0000087071	03/24/2004		Update record in EPMDEV
Ticket Number:	0000087057	03/24/2004		SCRIPT FILE
Ticket Number:	0000087045	03/23/2004		Please apply the attached SQL script to the HRDEV instance.
Ticket Number:	0000087037	03/23/2004		another script
Ticket Number:	0000086620	03/17/2004		run script
Ticket Number:	0000086794	03/19/2004		reset oracle password
Ticket Number:	0000086818	03/19/2004		No subject
Ticket Number:	0000086964	03/22/2004		Create PS HR Table
Ticket Number:	0000086962	03/22/2004		run in HRTST, HRTST2
Ticket Number:	0000086958	03/22/2004		View Script
Ticket Number:	0000086804	03/19/2004		Need Oracle Userids for E-Travel
Ticket Number:	0000085556	03/04/2004		script run in HRUAT, HRSBX and HRPRD
Ticket Number:	0000085562	03/04/2004		Need to run scripts
Ticket Number:	0000086640	03/17/2004		run in new instances
Ticket Number:	0000085584	03/04/2004		SQL Script - FSDEV, FSTST
Ticket Number:	0000085580	03/04/2004		truncate sysadm.ps_cc_trans_ec (fsprd)
<b>dharley</b>		<b>Total:</b>	<b>3</b>	
<b>Closed</b>		<b>Total:</b>	<b>3</b>	
Ticket Number:	0000085560	03/04/2004		Change due date for FAR
Ticket Number:	0000086086	03/10/2004		Add 2 more depts to drop down ( CUERE andr CASPR )
Ticket Number:	0000086281	03/12/2004		unhelpful instructions on FAR
<b>enoch</b>		<b>Total:</b>	<b>10</b>	
<b>Resolved</b>		<b>Total:</b>	<b>1</b>	
Ticket Number:	0000086031	03/10/2004		Installation of PS WLA product
<b>Closed</b>		<b>Total:</b>	<b>9</b>	
Ticket Number:	0000087019	03/23/2004		Multiple Netsaint changes
Ticket Number:	0000087069	03/24/2004		UHS Pyramid software problem.
Ticket Number:	0000086722	03/18/2004		RAID netsaint additions
Ticket Number:	0000086932	03/22/2004		Remote Terminal
Ticket Number:	0000086969	03/22/2004		IP changes
Ticket Number:	0000085596	03/04/2004		Need HRSBX instance on hr-ntps.ps.umbc.edu
Ticket Number:	0000085711	03/05/2004		machine adds
Ticket Number:	0000085599	03/04/2004		host addition.
Ticket Number:	0000087270	03/29/2004		no network in room 619 in admin bldg

Create

Date

Short Description

**haddaway**

Total: 32

**Closed**

Total: 32

Ticket Number:	0000085935	03/09/2004	Please refresh HRTST2 from last nights backup of HRPRD
Ticket Number:	0000085326	03/02/2004	Update Stats Request - ps_gl_acct_cd_tbl - HRCA
Ticket Number:	0000085293	03/02/2004	Create PSHR View
Ticket Number:	0000085285	03/02/2004	BSARS ORACLE ACCESS
Ticket Number:	0000085262	03/02/2004	HRCA errors
Ticket Number:	0000085259	03/02/2004	SQL Script - HRTST2
Ticket Number:	0000086197	03/11/2004	Create PSHR View
Ticket Number:	0000085571	03/04/2004	Create PSHR Table
Ticket Number:	0000085575	03/04/2004	Create PSHR View
Ticket Number:	0000085610	03/04/2004	SQL Script - FSPRD
Ticket Number:	0000085948	03/09/2004	sql script for hrtst2
Ticket Number:	0000085919	03/09/2004	truncate sysadm.ps_cc_trans_ec (fsprd)
Ticket Number:	0000085917	03/09/2004	Run Script to remove fix duplicates on FSPRD
Ticket Number:	0000085901	03/09/2004	Refresh HRPRO from last nights backup of HRPRD
Ticket Number:	0000085690	03/05/2004	Sql script #2
Ticket Number:	0000085687	03/05/2004	Sql script for hruat
Ticket Number:	0000086612	03/17/2004	Database Clone
Ticket Number:	0000086911	03/21/2004	Update Payroll 18 ASAP
Ticket Number:	0000086796	03/19/2004	Run script provided to fix duplicate errors on (FSPRD)
Ticket Number:	0000086830	03/19/2004	Run attached scripts
Ticket Number:	0000086981	03/23/2004	Assist Stacy with STAT issue
Ticket Number:	0000086847	03/19/2004	Creat PSHR Tables
Ticket Number:	0000086846	03/19/2004	TNS timeout to UMBC instance
Ticket Number:	0000087005	03/23/2004	Create PS View
Ticket Number:	0000087282	03/29/2004	Ed Kurilla's Access
Ticket Number:	0000087101	03/24/2004	Clone HRPRD (0323) to HRPRO
Ticket Number:	0000087022	03/23/2004	PS_UW_EMPLOYEES not loaded in EPMDEV
Ticket Number:	0000087249	03/29/2004	Need help connecting to umbc instance from PS
Ticket Number:	0000087248	03/29/2004	Need copy of PSSADMO database
Ticket Number:	0000087333	03/30/2004	Refresh FSUAT
Ticket Number:	0000087443	03/31/2004	shadow bspace
Ticket Number:	0000087011	03/23/2004	Create PS View

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
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**jeremy**

Total: 20  
Total: 20

**Closed**

Ticket Number:	0000087440	03/31/2004	RETRIEVER MOD
Ticket Number:	0000086518	03/16/2004	Grant access in EPMDEV
Ticket Number:	0000086546	03/16/2004	OIR access to PIA in EPMDEV
Ticket Number:	0000086938	03/22/2004	run script
Ticket Number:	0000086658	03/17/2004	UW Tables in DEV
Ticket Number:	0000086540	03/16/2004	Grants to UMBCDW in EPMDEV
Ticket Number:	0000085722	03/05/2004	Build PSHR Views
Ticket Number:	0000085749	03/06/2004	Retriever Load failed again
Ticket Number:	0000086209	03/11/2004	New EPMDEV userid
Ticket Number:	0000086436	03/15/2004	EPMDEV Oracle access for OIR
Ticket Number:	0000086398	03/15/2004	EPMPRD HR maps not run
Ticket Number:	0000086250	03/12/2004	move OIR ORACLE User security to EPMDEV from EPMRD
Ticket Number:	0000086240	03/12/2004	Retriever
Ticket Number:	0000085193	03/01/2004	new retriever crystal
Ticket Number:	0000085318	03/02/2004	SQL Script - HRDEV
Ticket Number:	0000085320	03/02/2004	SQL script - HRTST
Ticket Number:	0000085290	03/02/2004	Unable to signon to Informatica repository
Ticket Number:	0000085286	03/02/2004	Informatica 6.1 license
Ticket Number:	0000085230	03/01/2004	Need Crystal Report Migrated to EPM
Ticket Number:	0000085251	03/02/2004	New Access for Lance

**jgood**

Total: 4  
Total: 4

**Closed**

Ticket Number:	0000085256	03/02/2004	Patrick PRD access
Ticket Number:	0000085492	03/03/2004	Chris and Ed Accounts
Ticket Number:	0000086920	03/22/2004	Can't log into peoplesoft
Ticket Number:	0000086618	03/17/2004	Move flat files

**jking**

Total: 5  
Total: 5

**Closed**

Ticket Number:	0000086972	03/22/2004	[Fwd: ERROR - PSXFER:]
Ticket Number:	0000087111	03/25/2004	Peoplesoft Issues
Ticket Number:	0000085904	03/09/2004	Fwd: ERROR - PSXFER:
Ticket Number:	0000085273	03/02/2004	Downtime of application server for Finance
Ticket Number:	0000086162	03/11/2004	PSUNX process hung up

**jking4**

Total: 9  
Total: 9

**Closed**

Ticket Number:	0000086117	03/10/2004	Migrate Chris Minton's Time Entry programs from HRDEV to HRTR
Ticket Number:	0000086386	03/15/2004	PAYROLL PROBLEM
Ticket Number:	0000085247	03/02/2004	null dates in leave accruals
Ticket Number:	0000085452	03/03/2004	[Fwd: Pay017 Interface Errors]
Ticket Number:	0000085453	03/03/2004	[Fwd: Pay017 - Additional Errors]
Ticket Number:	0000085733	03/05/2004	Inactive code on xlat table
Ticket Number:	0000087313	03/30/2004	Re: PeopleSoft Access
Ticket Number:	0000086698	03/18/2004	TRN Database
Ticket Number:	0000086996	03/23/2004	CHANGE PAR POSITION PROBLEM

		<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>lrand</b>		<u>Total:</u>	<b>39</b>	
	<b>Resolved</b>	<u>Total:</u>	<b>1</b>	
Ticket Number:	0000085205	03/01/2004		UMF_FR_RETRO_JRNL_LIST_SINGLE
	<b>Closed</b>	<u>Total:</u>	<b>38</b>	
Ticket Number:	0000087127	03/26/2004		PS Security Modification
Ticket Number:	0000087288	03/29/2004		CHPDM Security Modification
Ticket Number:	0000086574	03/16/2004		Approver Security Modifications
Ticket Number:	0000086792	03/19/2004		Disable, or provide controlled access to new feature of Time Entry to m
Ticket Number:	0000086819	03/19/2004		Security Revisions (Approver Roles)
Ticket Number:	0000086985	03/23/2004		Security Confirmation for dept 10435 (Public Policy)
Ticket Number:	0000086946	03/22/2004		3 Rpt Mod Request - Statement of PR Chgs
Ticket Number:	0000086927	03/22/2004		Confirmation of Security Setup
Ticket Number:	0000086836	03/19/2004		Security Revision for dept 10022 (Visual Arts)
Ticket Number:	0000086821	03/19/2004		Security Confirmation
Ticket Number:	0000086810	03/19/2004		Security Revision (dept 10368)
Ticket Number:	0000086723	03/18/2004		Biological Sciences Security
Ticket Number:	0000086648	03/17/2004		Security Revision for dept 10252
Ticket Number:	0000086629	03/17/2004		Security Confirmation
Ticket Number:	0000086706	03/18/2004		IFSM Security
Ticket Number:	0000086609	03/17/2004		Security Revisions
Ticket Number:	0000085515	03/04/2004		Grant Dave Servary the same Row-Level Security As Jim Milani
Ticket Number:	0000085545	03/04/2004		REFRESH OF UAT WITH PRD
Ticket Number:	0000085665	03/05/2004		Security Revision for dept 10023
Ticket Number:	0000085941	03/09/2004		ROLE FOR SU RAPAKA
Ticket Number:	0000085912	03/09/2004		Security Revision for dept 10021
Ticket Number:	0000085662	03/05/2004		Security Revision for dept 10135
Ticket Number:	0000085616	03/04/2004		CUSTOM DISTRIBUTION LOOK-UP FOR PAYROLL PREPARE
Ticket Number:	0000085160	03/01/2004		CORRECT HISTORY STATUS FOR SU RAPAKA IN HR
Ticket Number:	0000085664	03/05/2004		Security Revisions for dept 10341
Ticket Number:	0000085203	03/01/2004		PDF ERROR
Ticket Number:	0000085488	03/03/2004		SECURITY FOR DBE
Ticket Number:	0000085426	03/03/2004		Retro Process Aborting
Ticket Number:	0000085321	03/02/2004		Statement of Payroll Charges
Ticket Number:	0000085396	03/03/2004		RE: Statement of Payroll Charges
Ticket Number:	0000085152	03/01/2004		BRC DBE table
Ticket Number:	0000086749	03/18/2004		Customer needs LDAP information updated
Ticket Number:	0000086038	03/10/2004		PREPARER STATUS FOR GINA CAVANAUGH
Ticket Number:	0000086473	03/15/2004		Shut down user for Paul LeConte
Ticket Number:	0000086476	03/15/2004		Grant user DONLAN row-level security for Physical Plant and the Pa
Ticket Number:	0000086475	03/15/2004		Grant user GINAM row-level security to access DEPTID 10010
Ticket Number:	0000086080	03/10/2004		Statement of Payroll Charges - Not the same as before- New ticket
Ticket Number:	0000086047	03/10/2004		Printing Statement of Payroll Charges
<b>preston</b>		<u>Total:</u>	<b>3</b>	
	<b>Closed</b>	<u>Total:</u>	<b>3</b>	
Ticket Number:	0000085195	03/01/2004		Billing Groups error out at the Pre-Load Process
Ticket Number:	0000085657	03/05/2004		2 Retriever
Ticket Number:	0000085675	03/05/2004		2 DEPT DETAIL REPORT RUN CONTROL
<b>psimon</b>		<u>Total:</u>	<b>6</b>	
	<b>Closed</b>	<u>Total:</u>	<b>6</b>	
Ticket Number:	0000085523	03/04/2004		1 PCard Statement Load - NO SUCCESS
Ticket Number:	0000085911	03/09/2004		"NO SUCCESS"
Ticket Number:	0000086789	03/19/2004		"No Success"
Ticket Number:	0000085447	03/03/2004		PCARD?
Ticket Number:	0000085472	03/03/2004		Visa
Ticket Number:	0000086011	03/10/2004		No Data

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
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**slong** Total: **33**

**Resolved** Total: **2**

Ticket Number: 0000086437 03/15/2004  
 Ticket Number: 0000086527 03/16/2004

Error During Invoicing  
 Fields Updated with Correct Information

**Closed** Total: **31**

Ticket Number: 0000087016 03/23/2004  
 Ticket Number: 0000087089 03/24/2004  
 Ticket Number: 0000087369 03/30/2004  
 Ticket Number: 0000087356 03/30/2004  
 Ticket Number: 0000087286 03/29/2004  
 Ticket Number: 0000087103 03/24/2004  
 Ticket Number: 0000087064 03/24/2004  
 Ticket Number: 0000087017 03/23/2004  
 Ticket Number: 0000086606 03/17/2004  
 Ticket Number: 0000086963 03/22/2004  
 Ticket Number: 0000086928 03/22/2004  
 Ticket Number: 0000086828 03/19/2004  
 Ticket Number: 0000087231 03/29/2004  
 Ticket Number: 0000086735 03/18/2004  
 Ticket Number: 0000086628 03/17/2004  
 Ticket Number: 0000085553 03/04/2004  
 Ticket Number: 0000085667 03/05/2004  
 Ticket Number: 0000085726 03/05/2004  
 Ticket Number: 0000085710 03/05/2004  
 Ticket Number: 0000085843 03/08/2004  
 Ticket Number: 0000085977 03/09/2004  
 Ticket Number: 0000085822 03/08/2004  
 Ticket Number: 0000086158 03/11/2004  
 Ticket Number: 0000086170 03/11/2004  
 Ticket Number: 0000085944 03/09/2004  
 Ticket Number: 0000085236 03/02/2004  
 Ticket Number: 0000085490 03/03/2004  
 Ticket Number: 0000085497 03/03/2004  
 Ticket Number: 0000085295 03/02/2004  
 Ticket Number: 0000085266 03/02/2004  
 Ticket Number: 0000085204 03/01/2004

FW: Linda Miller's RUMBA Problem  
 1 AP Vouchers locked in Process cannot match or pay  
 FW: RUMBA access  
 umbcmh user id expired.  
 FW: Getting better all the time  
 Access to PeopleSoft - Remote Access  
 1 Receipts cannot be entered on 65 POs that are locked  
 AR Update - No Success in UAT  
 ca\_bi\_intfc interface was run by mistake  
 Retriever Access  
 Retriever Access  
 UAT bouncing me out  
 Fw: RStars Password Reset  
 Peoplesoft Production not responding  
 PeopleSoft  
 Employee-facing registry content  
 Employee-facing registry content  
 3 GM Rpt Mod Request UMGMR005 & 007  
 Fwd: Sponsor Revenue Reclassification SQR - umgmm009.sqr  
 Aging report  
 Fw: Password Reset  
 Remedy Ticket  
 Payroll Journals  
 Payroll Ticket  
 Retriever Access  
 2 Update Journal Status  
 Retriever Access  
 Retriever Access  
 FW: Unlock Journal  
 Retriever Access  
 3 Grants Rept Mod Request UMGMR005 & UMGMR007

**stephen** Total: **10**

**Resolved** Total: **1**

Ticket Number: 0000086178 03/11/2004

Payroll

**Closed** Total: **9**

Ticket Number: 0000087376 03/30/2004  
 Ticket Number: 0000087322 03/30/2004  
 Ticket Number: 0000087441 03/31/2004  
 Ticket Number: 0000087321 03/30/2004  
 Ticket Number: 0000085608 03/04/2004  
 Ticket Number: 0000085663 03/05/2004  
 Ticket Number: 0000085734 03/05/2004  
 Ticket Number: 0000085827 03/08/2004  
 Ticket Number: 0000086116 03/10/2004

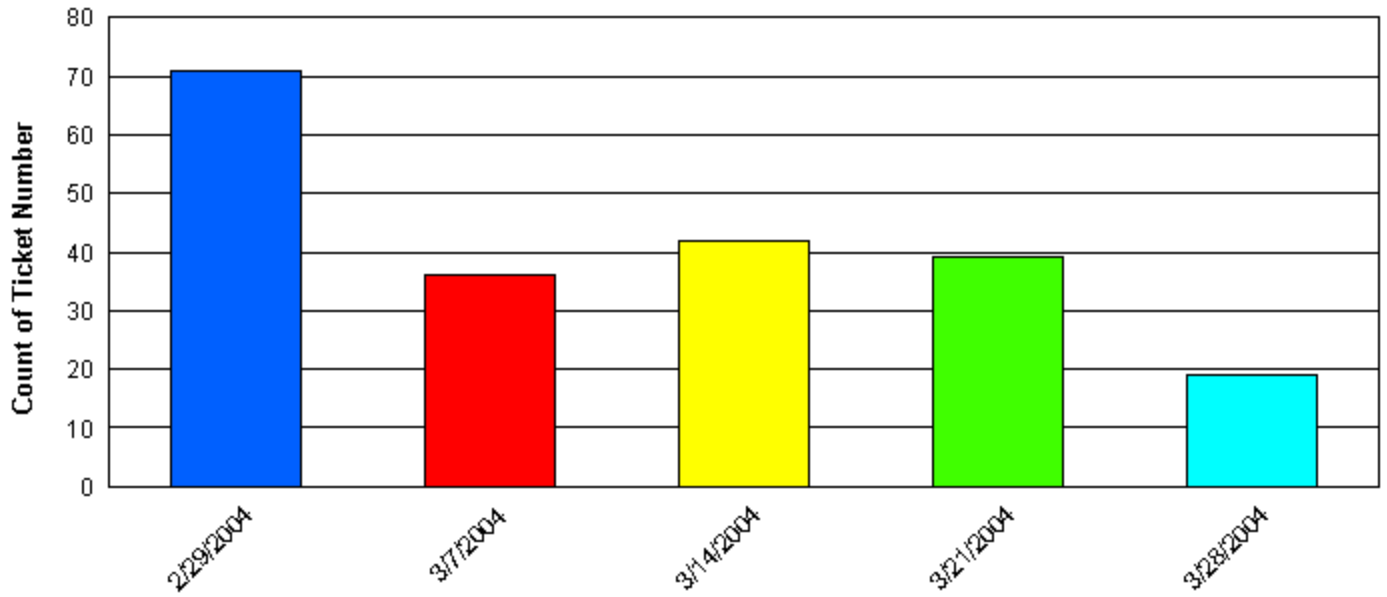
CSEE Security  
 Correction to Report  
 Security Modification for Physical Plant  
 Security Modification for CASPR (dept 10338)  
 Security Confirmation for dept 10298 (parent)  
 Security Revisions for depts 10573 and 10489  
 Remove code from Xlat Table  
 Migrate a Query from HR SBX to HR PRD  
 Refresh SQR's and Crystals in HR TRN from those in HR PRD

Create  
Date

Short Description

## Count of Ticket Number / Create Date

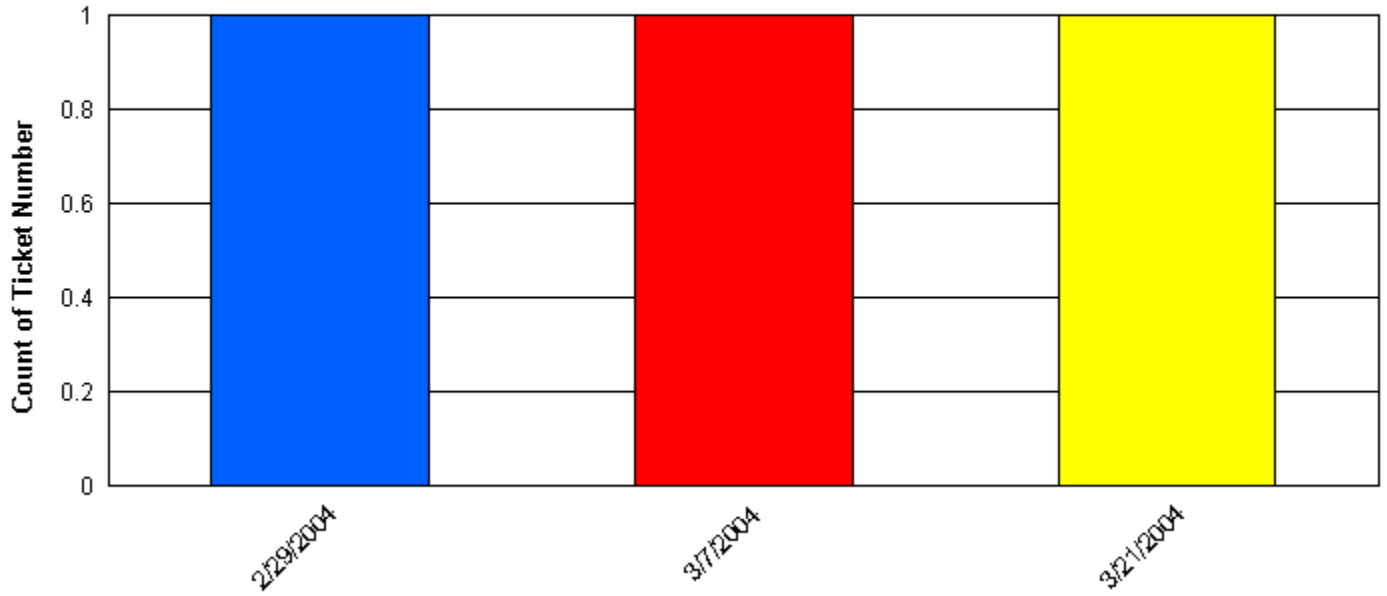
For OIT Business Systems: PeopleSoft



PC Labs		<u>Create Date</u>	<u>Short Description</u>
<b>Total:</b>		<b>3</b>	
<b>PCLabs</b>		<b>Total:</b>	<b>1</b>
<b>Closed</b>		<b>Total:</b>	<b>1</b>
Ticket Number:	0000085964	03/09/2004	Need pc with a zip drive
<b>skille1</b>		<b>Total:</b>	<b>2</b>
<b>Closed</b>		<b>Total:</b>	<b>2</b>
Ticket Number:	0000087113	03/25/2004	Updated python needed
Ticket Number:	0000085309	03/02/2004	New version of NASM needed

## Count of Ticket Number / Create Date

For PC Labs



		<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>Physical Networks</b>	<b>Total:</b>	<b>73</b>		
<b>beakja1</b>	<b>Total:</b>	<b>15</b>		
<b>Closed</b>	<b>Total:</b>	<b>15</b>		
Ticket Number:	0000085169	03/01/2004		Jack activation request
Ticket Number:	0000086057	03/10/2004		Not getting ip
Ticket Number:	0000085335	03/02/2004		Teacher can't access Netscape mail or internet
Ticket Number:	0000086268	03/12/2004		jack problems in FA 113A
Ticket Number:	0000085459	03/03/2004		Pickup device from Procurement
Ticket Number:	0000085271	03/02/2004		Warehouse network down.
Ticket Number:	0000086044	03/10/2004		[jack] Fine Arts 544: ext: 52037: Please check jack
Ticket Number:	0000086210	03/11/2004		FA 330A, 342 - No connection, 169 IP
Ticket Number:	0000087034	03/23/2004		Carlos
Ticket Number:	0000087201	03/29/2004		Jack Check
Ticket Number:	0000087126	03/26/2004		Network connection is out
Ticket Number:	0000087156	03/27/2004		Urgent: Internet jack in ECS321 not working
Ticket Number:	0000085543	03/04/2004		Dead jack, needs new install in Chester
Ticket Number:	0000085942	03/09/2004		FA 330A-C: multiple reports; Network Connectivity Problems
Ticket Number:	0000085745	03/06/2004		jack is dead needs to be activated (FA 214F)
<b>cmckin1</b>	<b>Total:</b>	<b>23</b>		
<b>Resolved</b>	<b>Total:</b>	<b>1</b>		
Ticket Number:	0000086652	03/17/2004		more lines
<b>Closed</b>	<b>Total:</b>	<b>22</b>		
Ticket Number:	0000086558	03/16/2004		Jack activation
Ticket Number:	0000086703	03/18/2004		Chester 232
Ticket Number:	0000086565	03/16/2004		not getting an internet connection.
Ticket Number:	0000086752	03/18/2004		Check if jack is active & on correct vlan
Ticket Number:	0000085534	03/04/2004		Work Order Request
Ticket Number:	0000086424	03/15/2004		Lib037 PC 18 is not getting a network connection.
Ticket Number:	0000085967	03/09/2004		Conflict with an IP being statically and dynamically assigned
Ticket Number:	0000085625	03/04/2004		multiple lines in CR
Ticket Number:	0000085563	03/04/2004		ECS234c-1; please activate
Ticket Number:	0000085707	03/05/2004		Kovai.cs.umbc.edu not getting IP
Ticket Number:	0000086177	03/11/2004		Work Order Request
Ticket Number:	0000086218	03/11/2004		2 PC in ITE 242 could not be re-imaged.
Ticket Number:	0000086278	03/12/2004		Carlos: Theater Wireless
Ticket Number:	0000086310	03/13/2004		[PC lab] FA001PC26: Kerberos domain user login attempts fail
Ticket Number:	0000086441	03/15/2004		Jack Check comm338
Ticket Number:	0000086403	03/15/2004		Wireless ITE
Ticket Number:	0000086402	03/15/2004		jack needs to be activated
Ticket Number:	0000086387	03/15/2004		Need internet to be up
Ticket Number:	0000086211	03/11/2004		Database Slowness Continues
Ticket Number:	0000086151	03/11/2004		Work Order Request
Ticket Number:	0000086214	03/11/2004		Jack Activation
Ticket Number:	0000085190	03/01/2004		Need a jack changed over
<b>damian</b>	<b>Total:</b>	<b>9</b>		
<b>Closed</b>	<b>Total:</b>	<b>9</b>		
Ticket Number:	0000085442	03/03/2004		Strange network behaviour
Ticket Number:	0000085443	03/03/2004		Dropped packets
Ticket Number:	0000086092	03/10/2004		Please find 2 FDDI cables about 30 ft long
Ticket Number:	0000085533	03/04/2004		Tuckahoe 833 r00121 critical (from NOC)
Ticket Number:	0000085820	03/08/2004		[Fwd: mxin.umbc.edu weightings...]
Ticket Number:	0000085601	03/04/2004		LB config change...
Ticket Number:	0000085936	03/09/2004		LB config change -- smtp.umbc.edu
Ticket Number:	0000086630	03/17/2004		change ip from uc ip to admin HPLJ2300 to Joe Kirby's Office ADM62
Ticket Number:	0000086854	03/19/2004		IP Request for "new" Delta Printer

Create  
Date                      Short Description

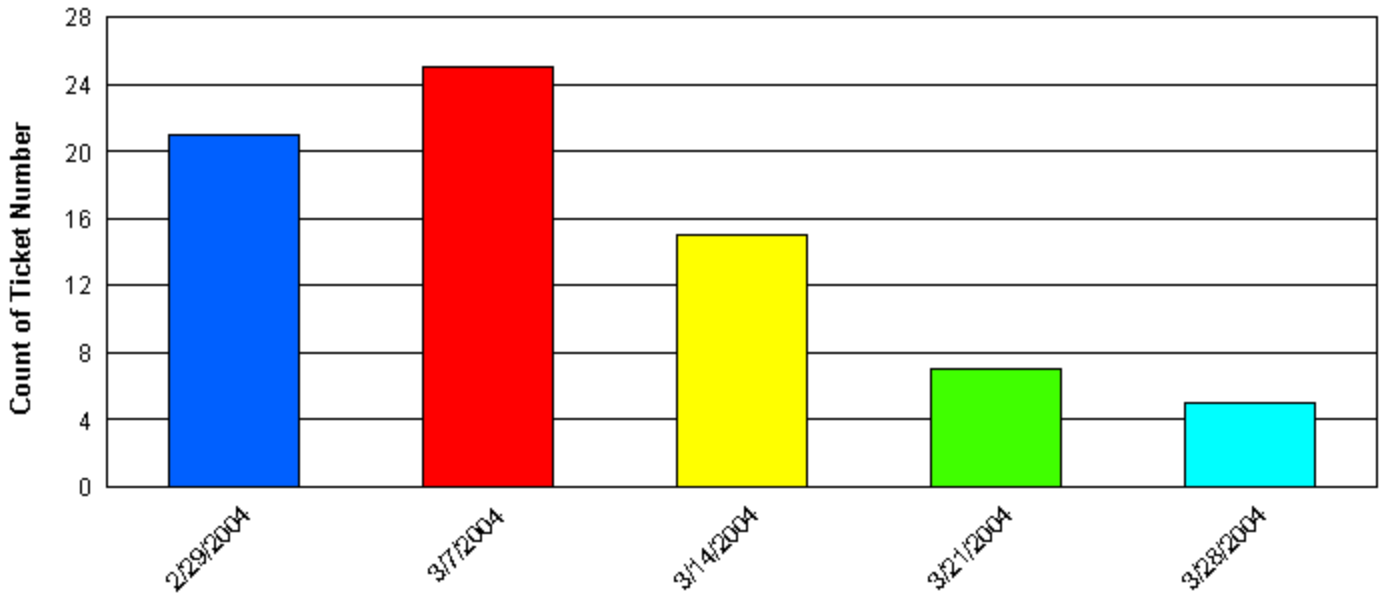
<b>markc</b>		<u>Total:</u>	<b>1</b>	
	<b>Closed</b>	<u>Total:</u>	<b>1</b>	
Ticket Number:	0000085808	03/08/2004		Public Policy 2nd floor network down.
<b>rays1</b>		<u>Total:</u>	<b>3</b>	
	<b>Resolved</b>	<u>Total:</u>	<b>1</b>	
Ticket Number:	0000087363	03/30/2004		PC not getting network connectivity
	<b>Closed</b>	<u>Total:</u>	<b>2</b>	
Ticket Number:	0000085855	03/08/2004		THTR153: Jack Check theatre 134-1
Ticket Number:	0000085713	03/05/2004		Jack Activation request (Physics 212)
<b>vicki</b>		<u>Total:</u>	<b>2</b>	
	<b>Closed</b>	<u>Total:</u>	<b>2</b>	
Ticket Number:	0000085884	03/08/2004		POTOMAC - 057 - Closet alarm going off
Ticket Number:	0000086755	03/18/2004		Static IP for a Server
<b>zicka</b>		<u>Total:</u>	<b>20</b>	
	<b>Closed</b>	<u>Total:</u>	<b>20</b>	
Ticket Number:	0000086549	03/16/2004		IP conflict / FA Bldg
Ticket Number:	0000086999	03/23/2004		need access to legato.ps.umbc.edu
Ticket Number:	0000086990	03/23/2004		Add IPs to update adtest.umbc.edu zone
Ticket Number:	0000086970	03/22/2004		New PCs for ECS025
Ticket Number:	0000087073	03/24/2004		Request
Ticket Number:	0000087442	03/31/2004		DNS Name Needed for CS...
Ticket Number:	0000087384	03/30/2004		sutherin-oracle.umbc.edu on jack#600 in rm 619 admin bldg lost netw
Ticket Number:	0000085541	03/04/2004		Need 7 DNS entries
Ticket Number:	0000085570	03/04/2004		ECS 332 ext: 53426: Customer needs to have jack installed.
Ticket Number:	0000085712	03/05/2004		Address request for a machine in Social Sciences
Ticket Number:	0000085943	03/09/2004		change of DNS entry for logos.ucs requested
Ticket Number:	0000085914	03/09/2004		Work Order Request
Ticket Number:	0000085891	03/08/2004		Work Order Request
Ticket Number:	0000085860	03/08/2004		Need IP address for printer in PeopleSoft
Ticket Number:	0000085956	03/09/2004		DHCP collision
Ticket Number:	0000085147	03/01/2004		IPs needed for Access Points in ACIV
Ticket Number:	0000085194	03/01/2004		static DHCP entry
Ticket Number:	0000086259	03/12/2004		- Matt: Chemical Engineering Department Move
Ticket Number:	0000087406	03/30/2004		DNS/DHCP change
Ticket Number:	0000086510	03/16/2004		Fine Arts 448A ext: 52152: Gets IP cant connect

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Physical Networks



Security

Total: 1

robin

Total: 1

Closed

Total: 1

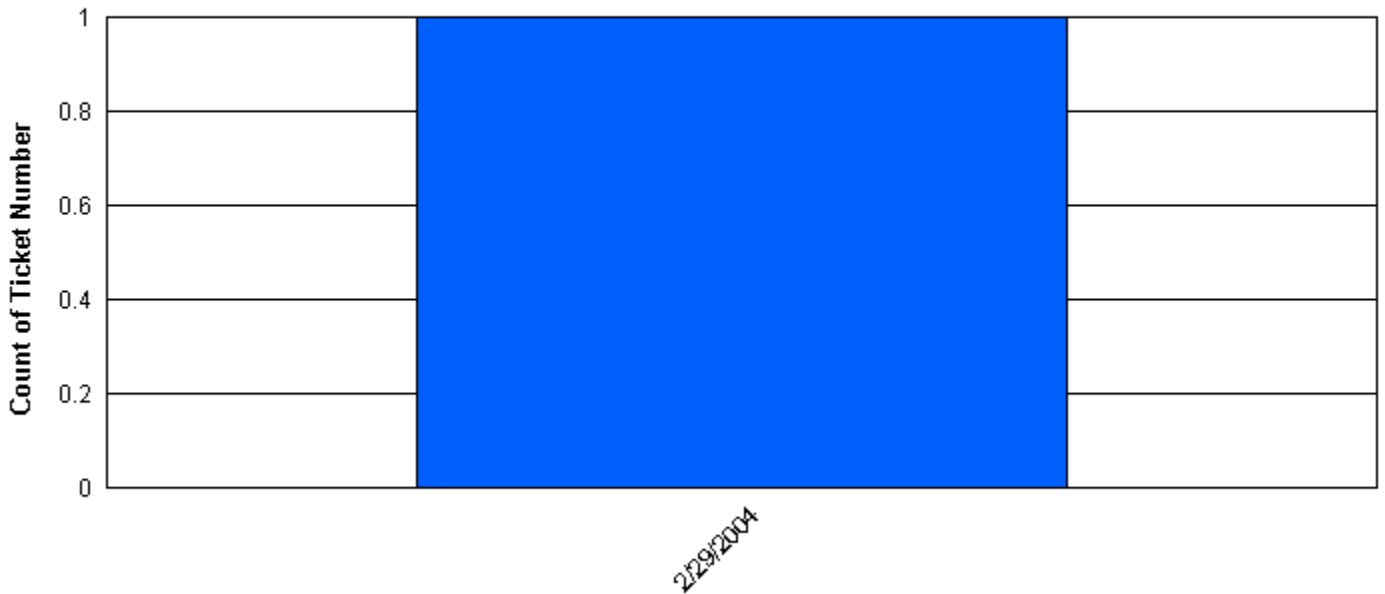
Ticket Number: 0000085364

03/02/2004

WARNING VIRUS - Fw: Important notify about your e-mail account.

## Count of Ticket Number / Create Date

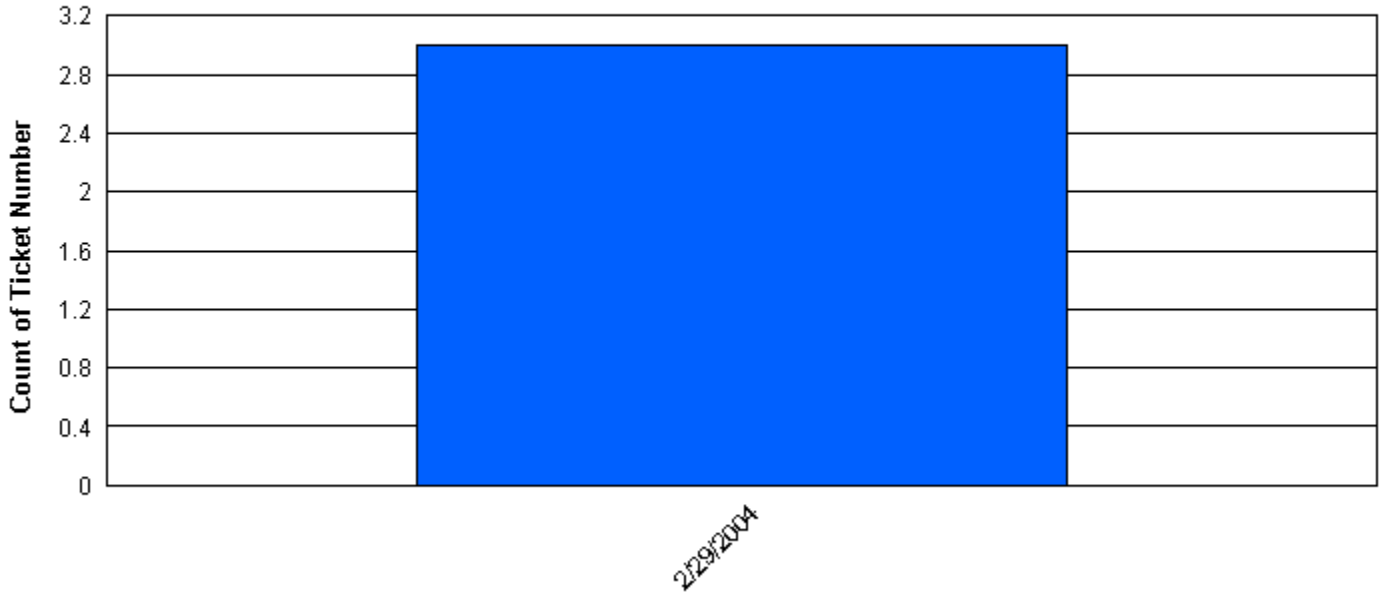
For Security



Shriver Center		<u>Create</u>	<u>Short Description</u>
psscott		<u>Date</u>	
<b>Total:</b>		<b>3</b>	
<b>Closed</b>		<b>Total:</b>	<b>3</b>
Ticket Number:	0000085261	03/02/2004	Fwd: Break down of filemaker's
Ticket Number:	0000085457	03/03/2004	Judith's computer
Ticket Number:	0000085721	03/05/2004	Printers

## Count of Ticket Number / Create Date

For Shriver Center



		<u>Create</u>	
<u>SysCore</u>	<u>Total:</u>	<u>Date</u>	<u>Short Description</u>
<b>SysCore:Calendar</b>		<u>Total:</u> 1	
<b>Closed</b>		<u>Total:</u> 1	
Ticket Number: 0000087349		03/30/2004	calendar config
<b>banz</b>		<u>Total:</u> 15	
<b>Closed</b>		<u>Total:</u> 15	
Ticket Number: 0000087250		03/29/2004	HFS5: customers not able to access file
Ticket Number: 0000087297		03/29/2004	Student account is locked
Ticket Number: 0000086701		03/18/2004	titan account
Ticket Number: 0000085618		03/04/2004	Re: Account Deactivation Notification
Ticket Number: 0000085715		03/05/2004	Re: Account Deactivation Notification
Ticket Number: 0000085725		03/05/2004	Temporary Account Reactivation
Ticket Number: 0000085863		03/08/2004	Re: Account Deactivation Notification
Ticket Number: 0000085867		03/08/2004	Deactivated account, customer needs access to get files.
Ticket Number: 0000085845		03/08/2004	Re: Account Deactivation Notification
Ticket Number: 0000085807		03/08/2004	Re: Account Deactivation Notification
Ticket Number: 0000085717		03/05/2004	userpages.umbc.edu permission error
Ticket Number: 0000085376		03/03/2004	linux1 and linux2 unavailable
Ticket Number: 0000085479		03/03/2004	webauth -> operation timed out; webauth.umbc.edu manually pingabl
Ticket Number: 0000085500		03/03/2004	Deactivate account
Ticket Number: 0000086354		03/14/2004	Account on umbc7..... (fwd)
<b>dave</b>		<u>Total:</u> 1	
<b>Closed</b>		<u>Total:</u> 1	
Ticket Number: 0000087174		03/28/2004	Blackboard Problem

Create  
Date                      Short Description

<b>jcgriego</b>		<u>Total:</u> <b>46</b>	
<b>Resolved</b>		<u>Total:</u> <b>3</b>	
Ticket Number:	0000087000	03/23/2004	Account Reactivation
Ticket Number:	0000087426	03/31/2004	Reactivate account
Ticket Number:	0000087373	03/30/2004	Needs account to be active
<b>Closed</b>		<u>Total:</u> <b>43</b>	
Ticket Number:	0000087082	03/24/2004	Corporate Calendar
Ticket Number:	0000087383	03/30/2004	request
Ticket Number:	0000087229	03/29/2004	Name change
Ticket Number:	0000087279	03/29/2004	First name/Last name transposal
Ticket Number:	0000087234	03/29/2004	Batch enroll users into community
Ticket Number:	0000087228	03/29/2004	NEW EMPLOYEE
Ticket Number:	0000087195	03/29/2004	change groups and group list
Ticket Number:	0000087210	03/29/2004	new Remedy Account Request
Ticket Number:	0000087209	03/29/2004	new Calendar account
Ticket Number:	0000086525	03/16/2004	Work Order Request
Ticket Number:	0000086555	03/16/2004	New Employees
Ticket Number:	0000086560	03/16/2004	New Calendar Account
Ticket Number:	0000086961	03/22/2004	oracle problem
Ticket Number:	0000086731	03/18/2004	No write access to Remedy
Ticket Number:	0000086705	03/18/2004	File transfer completed
Ticket Number:	0000086695	03/18/2004	PeopleSoft, Campus News and OIT FAQ/What's New Sites All Dow
Ticket Number:	0000086720	03/18/2004	[Fwd: Staff change: CONFIDENTIAL]
Ticket Number:	0000086637	03/17/2004	new Help Desk staff
Ticket Number:	0000086614	03/17/2004	Corporate time account kjoy
Ticket Number:	0000086608	03/17/2004	Corporate time accounts needed
Ticket Number:	0000086601	03/17/2004	on-line directory
Ticket Number:	0000085555	03/04/2004	new calendar account
Ticket Number:	0000085635	03/04/2004	Temporary Account Reactivation
Ticket Number:	0000085895	03/08/2004	User would like to reactivate account temporarily
Ticket Number:	0000085994	03/09/2004	ORACLE problem
Ticket Number:	0000085655	03/05/2004	Fwd: Coporate calendar... (fwd)
Ticket Number:	0000086071	03/10/2004	Customer cannot log into oracle
Ticket Number:	0000086095	03/10/2004	request
Ticket Number:	0000086341	03/14/2004	Corp. Time accounts request
Ticket Number:	0000086428	03/15/2004	Calendar account creation
Ticket Number:	0000086401	03/15/2004	corporate time
Ticket Number:	0000086297	03/12/2004	Activate my email account
Ticket Number:	0000086426	03/15/2004	Remedy Account Creation
Ticket Number:	0000085499	03/03/2004	Temporary Account Reactivation
Ticket Number:	0000085467	03/03/2004	Calender Account Creation
Ticket Number:	0000085444	03/03/2004	MFLA account reactivation
Ticket Number:	0000087275	03/29/2004	Employee Needs A Corporate Time Account.
Ticket Number:	0000085222	03/01/2004	FW: FW: Inquiries
Ticket Number:	0000085801	03/08/2004	Disable a Remedy Account
Ticket Number:	0000085429	03/03/2004	Account Deactivated
Ticket Number:	0000085409	03/03/2004	Account activation request.
Ticket Number:	0000085268	03/02/2004	Work Order Request
Ticket Number:	0000085188	03/01/2004	test

	<u>Create</u>	
	<u>Date</u>	<u>Short Description</u>

**sbrown7**

Total: **158**

Create

Date

Short Description

**Closed**

Total:

**158**

Ticket Number:	0000087001	03/23/2004	Listserv and e-mail file size
Ticket Number:	0000085450	03/03/2004	discussion lists
Ticket Number:	0000085614	03/04/2004	Poor credit re-fi-nancing
Ticket Number:	0000085427	03/03/2004	(freedom-board)Web List Request
Ticket Number:	0000085399	03/03/2004	Try some Xan/ax while you still can
Ticket Number:	0000085397	03/03/2004	Need quota increased on gl
Ticket Number:	0000085371	03/02/2004	UMBC Chinese Bible Study Group Website
Ticket Number:	0000085328	03/02/2004	(umbc-singles)Web List Request
Ticket Number:	0000085296	03/02/2004	[Fwd: mass e-mail to survey sample]
Ticket Number:	0000085291	03/02/2004	Webmail not connecting to engr
Ticket Number:	0000085283	03/02/2004	Please subscribe arabella foray to Leonenet
Ticket Number:	0000085229	03/01/2004	(brothers)Web List Request
Ticket Number:	0000085517	03/04/2004	Certain messages not received in email account inbox
Ticket Number:	0000085189	03/01/2004	Customer can not login to gl or webmail
Ticket Number:	0000085164	03/01/2004	permissions for MIPAR site
Ticket Number:	0000085319	03/02/2004	Customer is having trouble with webmail
Ticket Number:	0000085197	03/01/2004	Customer can not log into gl or squirrelmail
Ticket Number:	0000085509	03/03/2004	(teaempire)Web List Request
Ticket Number:	0000085313	03/02/2004	Customer cannot delete nor exit pine
Ticket Number:	0000087271	03/29/2004	MPI array service
Ticket Number:	0000085524	03/04/2004	Email forwarding request.
Ticket Number:	0000086042	03/10/2004	AFS install (326 public policy)
Ticket Number:	0000086304	03/13/2004	More efficient than via-gra
Ticket Number:	0000086266	03/12/2004	mp3 player without any wire comes out with a very good price!
Ticket Number:	0000086256	03/12/2004	using POP on Mail Mac OS 10.2
Ticket Number:	0000086160	03/11/2004	STA afs pub space need quota increase
Ticket Number:	0000086138	03/11/2004	Cannot delete list
Ticket Number:	0000086129	03/11/2004	Please help!
Ticket Number:	0000086126	03/11/2004	Re: PEYL, the strangely dressed
Ticket Number:	0000086107	03/10/2004	No subject
Ticket Number:	0000086105	03/10/2004	cooperations
Ticket Number:	0000086098	03/10/2004	(tbpinitiates)Web List Request
Ticket Number:	0000086110	03/10/2004	Core file in home dir after logging out of 104a
Ticket Number:	0000086091	03/10/2004	No subject
Ticket Number:	0000086511	03/16/2004	[Fwd: Re: FTP down]
Ticket Number:	0000086509	03/16/2004	(psyc695c)Web List Request
Ticket Number:	0000086508	03/16/2004	Delete group list
Ticket Number:	0000086480	03/15/2004	listproc question
Ticket Number:	0000086467	03/15/2004	(cycling_racing)Web List Request
Ticket Number:	0000086456	03/15/2004	CGI scripting help request
Ticket Number:	0000086454	03/15/2004	(payroll-approver)Web List Request
Ticket Number:	0000086409	03/15/2004	No subject
Ticket Number:	0000086323	03/13/2004	Customers cannot access CS services
Ticket Number:	0000086294	03/12/2004	CALL FOR HELP
Ticket Number:	0000086282	03/12/2004	Permissions for Geography site
Ticket Number:	0000086182	03/11/2004	CALL FOR HELP
Ticket Number:	0000086169	03/11/2004	55-Refinance today at our premium low rate
Ticket Number:	0000086161	03/11/2004	create biochem_majors, chem_majors list
Ticket Number:	0000086045	03/10/2004	Stop forwarding emails.
Ticket Number:	0000086072	03/10/2004	(umbcswm)Web List Request
Ticket Number:	0000085597	03/04/2004	AFS Web Space Request - Pfizer Undergraduate Research Program at
Ticket Number:	0000085947	03/09/2004	need web redirect
Ticket Number:	0000085932	03/09/2004	I wnat to be your member
Ticket Number:	0000085924	03/09/2004	I want to join

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000085923	03/09/2004	I want to be your member
Ticket Number:	0000085910	03/09/2004	I want to be your member
Ticket Number:	0000085898	03/09/2004	Proven Tips and Tactics To Get The Loan You've Been Wanting
Ticket Number:	0000085781	03/07/2004	today's low rates
Ticket Number:	0000085771	03/07/2004	Get meds from Canada
Ticket Number:	0000085764	03/06/2004	User cannot find mail messages
Ticket Number:	0000085718	03/05/2004	Customer gets error when sending a messages from webmail
Ticket Number:	0000086032	03/10/2004	Lost Inbox restore.
Ticket Number:	0000085691	03/05/2004	Customer is requesting URL/AFS space
Ticket Number:	0000085676	03/05/2004	LISTPROC Management
Ticket Number:	0000085670	03/05/2004	ITE 404 I ext: 3795 Problems with slow email
Ticket Number:	0000085669	03/05/2004	(wc)Web List Request
Ticket Number:	0000086002	03/10/2004	(craftclub)Web List Request
Ticket Number:	0000085978	03/09/2004	Department would like email account to bounce emails
Ticket Number:	0000085976	03/09/2004	User needs to know who owns records@umbc alias
Ticket Number:	0000085975	03/09/2004	Request for web alias to homepage
Ticket Number:	0000085906	03/09/2004	I want to be your member
Ticket Number:	0000085861	03/08/2004	(sports-economics)Web List Request
Ticket Number:	0000085931	03/09/2004	subscribe<Kelly Chen>
Ticket Number:	0000085852	03/08/2004	Customers email returned to sender with mailbox full but she is under q
Ticket Number:	0000085833	03/08/2004	Web space needed for Food Services/Communication Services
Ticket Number:	0000085892	03/08/2004	i want to join
Ticket Number:	0000085666	03/05/2004	Question
Ticket Number:	0000085642	03/04/2004	(enes101sect102)Web List Request
Ticket Number:	0000085636	03/04/2004	University special on toner cartridges.
Ticket Number:	0000085633	03/04/2004	Not receiving random emails
Ticket Number:	0000085623	03/04/2004	Owner of OIA Listproc?
Ticket Number:	0000085620	03/04/2004	(nsse_survey_sample)Web List Request
Ticket Number:	0000085613	03/04/2004	User unable to see lists of which you are owner
Ticket Number:	0000086545	03/16/2004	Re: URPCWYFX, last prisoners were
Ticket Number:	0000087079	03/24/2004	(umbccbs)Web List Request
Ticket Number:	0000086561	03/16/2004	Question
Ticket Number:	0000086948	03/22/2004	More efficient than v i a g r a
Ticket Number:	0000086968	03/22/2004	De-activate Carl Paroby's umbc email account (paroby)
Ticket Number:	0000086955	03/22/2004	Please Check Her Mail Client, Lost Inbox
Ticket Number:	0000087214	03/29/2004	special request: move child directory outside 'Mail' parent
Ticket Number:	0000086954	03/22/2004	RE: Toner supplies.
Ticket Number:	0000086914	03/22/2004	Get cheap v i a g r a
Ticket Number:	0000086910	03/21/2004	More efficient than via-gra
Ticket Number:	0000086893	03/21/2004	Email Marketing
Ticket Number:	0000086889	03/20/2004	(harborcab)Web List Request
Ticket Number:	0000087088	03/24/2004	Re: element
Ticket Number:	0000086841	03/19/2004	(chemnews)Web List Request
Ticket Number:	0000086829	03/19/2004	Auto-generated Spam Filter
Ticket Number:	0000086739	03/18/2004	staff changes: Arpit Misra
Ticket Number:	0000086855	03/19/2004	EMS Continuing Ed course
Ticket Number:	0000086721	03/18/2004	Qy/Req
Ticket Number:	0000086699	03/18/2004	GREETINGS FROM MR. ROBERT WINPOE
Ticket Number:	0000086684	03/17/2004	(igert)Web List Request
Ticket Number:	0000086682	03/17/2004	CAN YOU HELP ?
Ticket Number:	0000086675	03/17/2004	Get cheap via-gra
Ticket Number:	0000086631	03/17/2004	(chemistrybiochemistrymajors2004)Web List Request
Ticket Number:	0000086577	03/16/2004	User having troubles emailing to list Meyerhoff
Ticket Number:	0000086874	03/20/2004	UNSUBSCRIBE REQUEST
Ticket Number:	0000086783	03/19/2004	Re: ZYACSP, contracts major family

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000086777	03/19/2004	Get cheap via-gra
Ticket Number:	0000086765	03/18/2004	Hate going to the doctor?
Ticket Number:	0000086746	03/18/2004	Get a new M0rtg@ge at great rates while they last.
Ticket Number:	0000086745	03/18/2004	Employee needs email folder restored.
Ticket Number:	0000086743	03/18/2004	User account freezing
Ticket Number:	0000087020	03/23/2004	Address Change
Ticket Number:	0000087220	03/29/2004	Name change request.
Ticket Number:	0000087212	03/29/2004	please modify ACL
Ticket Number:	0000087205	03/29/2004	(umbcbbb)Web List Request
Ticket Number:	0000087171	03/28/2004	Addition of class cmsc481
Ticket Number:	0000087170	03/28/2004	Refinance today, as low as 2.95%
Ticket Number:	0000087164	03/28/2004	My inbox was overwhelmed with junk mail
Ticket Number:	0000087135	03/27/2004	LOCK IN YOUR IN_TEREST rate of 3.25%
Ticket Number:	0000087134	03/27/2004	Out of Office AutoReply: information
Ticket Number:	0000087133	03/27/2004	Symantec AVF detected an unrepairable virus in a message you sent
Ticket Number:	0000087123	03/26/2004	Get pharmaceuticals online.
Ticket Number:	0000087120	03/26/2004	ENLARGE YOUR PE NS orthant Lennox
Ticket Number:	0000087119	03/26/2004	saleslady
Ticket Number:	0000087118	03/25/2004	Get pharmaceuticals online.
Ticket Number:	0000087116	03/25/2004	(ccboardofdirectors)Web List Request
Ticket Number:	0000087109	03/25/2004	Get pharmaceuticals online.
Ticket Number:	0000087448	03/31/2004	(freedom-transupport)Web List Request
Ticket Number:	0000087445	03/31/2004	Home Loans as low as 2.95%
Ticket Number:	0000087433	03/31/2004	Friends get together. ubcvbcyqbdn
Ticket Number:	0000087413	03/30/2004	mailbox locked out
Ticket Number:	0000087392	03/30/2004	New Email Account for RSVPs
Ticket Number:	0000087309	03/30/2004	Don't waste money on health insurance!
Ticket Number:	0000087295	03/29/2004	bittern
Ticket Number:	0000087291	03/29/2004	Tired of being fat? FDA diet meds prescribed online free fbzuvc
Ticket Number:	0000087308	03/30/2004	Refinance to 2.95%
Ticket Number:	0000087269	03/29/2004	(mamasboys)Web List Request
Ticket Number:	0000087258	03/29/2004	parents@umbc.edu
Ticket Number:	0000087239	03/29/2004	(brothers)Web List Request
Ticket Number:	0000087241	03/29/2004	Customer requests account deletion
Ticket Number:	0000087146	03/27/2004	SUBMIT request
Ticket Number:	0000087374	03/30/2004	wow your friends with a rolex for only 160
Ticket Number:	0000087370	03/30/2004	e-mail
Ticket Number:	0000087345	03/30/2004	mailing list issues
Ticket Number:	0000087311	03/30/2004	psfinanceusers@listproc.umbc.edu
Ticket Number:	0000087108	03/25/2004	List Deletion Request: MCC
Ticket Number:	0000087106	03/25/2004	Get pharmaceuticals online.
Ticket Number:	0000087104	03/24/2004	air
Ticket Number:	0000087066	03/24/2004	Quadmania Web Link
Ticket Number:	0000087065	03/24/2004	attempt
Ticket Number:	0000087063	03/24/2004	Email restore.
Ticket Number:	0000087024	03/23/2004	David Yager Lost Mail Needs Restored
Ticket Number:	0000087027	03/23/2004	Major spam problem
Ticket Number:	0000087044	03/23/2004	trying to join a list
Ticket Number:	0000087059	03/24/2004	Get cheap v i a g r a

Create

Date

Short Description

tim

Total: 31

**Closed**

Total: 31

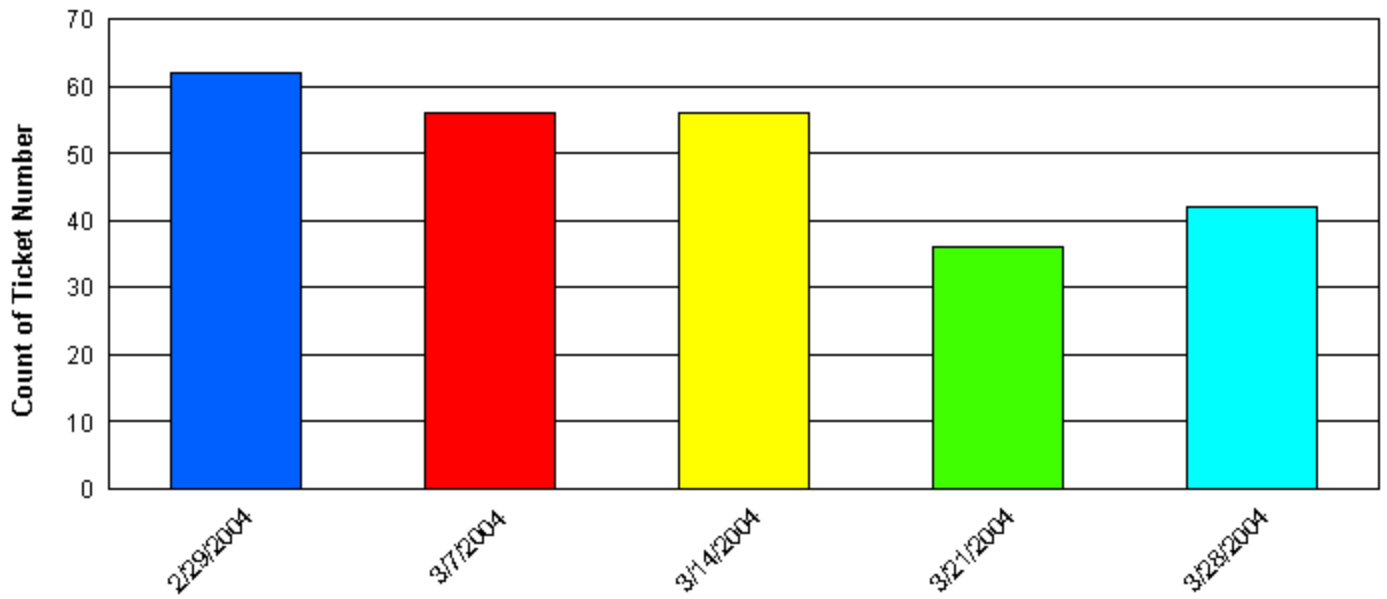
Ticket Number:	0000086519	03/16/2004	Re: Oracle problems-IFSM410
Ticket Number:	0000086642	03/17/2004	M0rtg@ge rates are still d0wn...3.25%
Ticket Number:	0000086760	03/18/2004	No subject
Ticket Number:	0000086724	03/18/2004	OIT :: Oracle Server Status
Ticket Number:	0000086667	03/17/2004	Question about MySQL
Ticket Number:	0000087033	03/23/2004	Can not disable custom rule
Ticket Number:	0000087244	03/29/2004	logon problem
Ticket Number:	0000087348	03/30/2004	User cannot log on to the Oracle server
Ticket Number:	0000087048	03/24/2004	STOP PAYING FOR YOUR Pay Per View Channels, Wed, 24 Mar 2
Ticket Number:	0000085546	03/04/2004	Oracle account for CMSC466/666
Ticket Number:	0000085992	03/09/2004	Oracle Login problems
Ticket Number:	0000085878	03/08/2004	Login to oracle account
Ticket Number:	0000085600	03/04/2004	lpUMBC Feedback: List Problem
Ticket Number:	0000085628	03/04/2004	CMSC 461 Section 0201 Oracle Account
Ticket Number:	0000085561	03/04/2004	More efficient than via-gra
Ticket Number:	0000086055	03/10/2004	Get cheap via-gra
Ticket Number:	0000086081	03/10/2004	Re: oracle project login error
Ticket Number:	0000086493	03/16/2004	Get cheap via-gra
Ticket Number:	0000086490	03/16/2004	More efficient than via-gra
Ticket Number:	0000086479	03/15/2004	Oracle problems
Ticket Number:	0000086469	03/15/2004	Re: Oracel account
Ticket Number:	0000086455	03/15/2004	Student ORACLE accounts
Ticket Number:	0000086112	03/10/2004	No subject
Ticket Number:	0000086077	03/10/2004	Re: ZHEJMSV, then i regretted
Ticket Number:	0000085211	03/01/2004	Re: Ticket : oracle login and PW
Ticket Number:	0000085332	03/02/2004	User getting error messages when sending in webmail
Ticket Number:	0000085503	03/03/2004	Re: VDQ, complete edition came
Ticket Number:	0000085413	03/03/2004	access to Tim Craig's Inventory system
Ticket Number:	0000085279	03/02/2004	More efficient than via-gra
Ticket Number:	0000085287	03/02/2004	Re: FLHCYQ, the business with
Ticket Number:	0000085258	03/02/2004	Automatic signature

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For SysCore



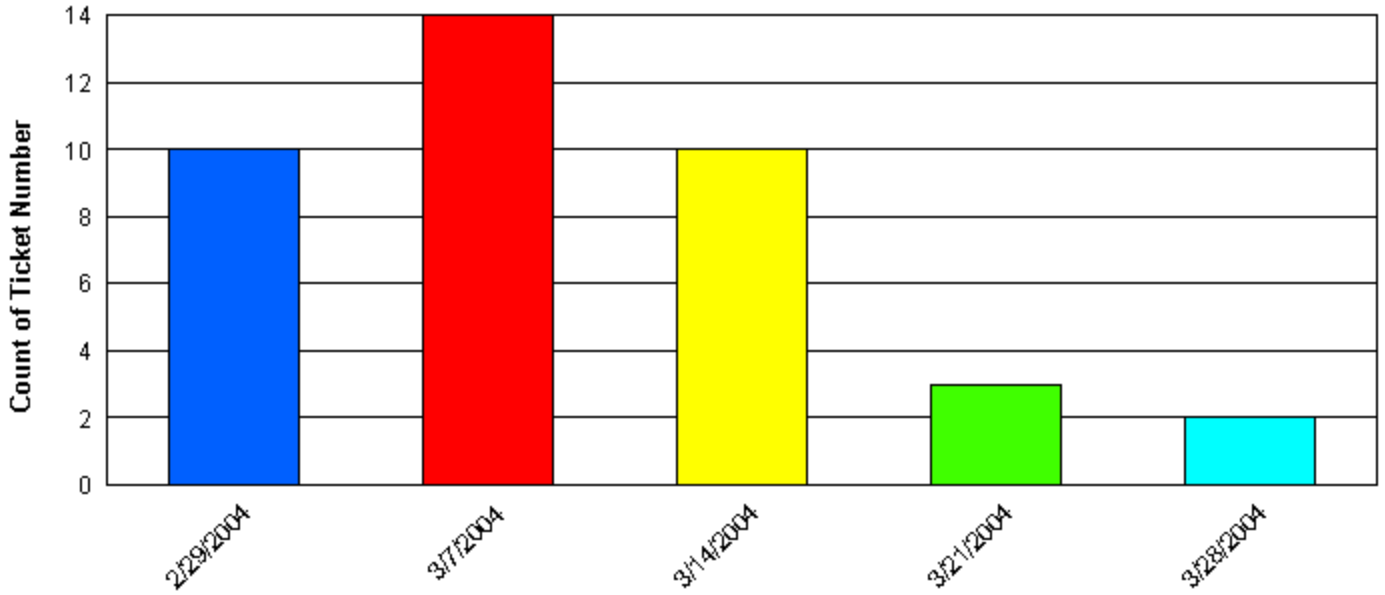
<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
<b>champ</b>		<u>Total:</u> 20	
<b>Closed</b>		<u>Total:</u> 20	
Ticket Number: 0000085159		03/01/2004	Ideas asks for license code when trying
Ticket Number: 0000085200		03/01/2004	my office laptop computer
Ticket Number: 0000085475		03/03/2004	Install Office XP in L. Zhu lab
Ticket Number: 0000085441		03/03/2004	[Fwd: SAMPE - Newsletter]
Ticket Number: 0000085344		03/02/2004	[Fwd: Email account utilization warning.]
Ticket Number: 0000085327		03/02/2004	March-temp
Ticket Number: 0000086224		03/11/2004	My PC (fwd)
Ticket Number: 0000086293		03/12/2004	Question about my account
Ticket Number: 0000086992		03/23/2004	Software installs for Muneer
Ticket Number: 0000086761		03/18/2004	[Fwd: FW: P/P/S Synopsis]
Ticket Number: 0000086538		03/16/2004	Problem with my engr account
Ticket Number: 0000086615		03/17/2004	No subject
Ticket Number: 0000085886		03/08/2004	ENES 101 student profile problem
Ticket Number: 0000085831		03/08/2004	[Fwd: IT Training meeting for STI 2004]
Ticket Number: 0000086420		03/15/2004	Cant access e-mail
Ticket Number: 0000085885		03/08/2004	No subject
Ticket Number: 0000087067		03/24/2004	[Fwd: Transition of ABAQUS Academic License]
Ticket Number: 0000087232		03/29/2004	Engr Account creation - Reg
Ticket Number: 0000087242		03/29/2004	Re: ENGR servers back online
Ticket Number: 0000087099		03/24/2004	Re: Server reconfigurations and downtime
<b>laura</b>		<u>Total:</u> 14	
<b>Closed</b>		<u>Total:</u> 14	
Ticket Number: 0000086130		03/11/2004	patches groupG and groupF sgi's
Ticket Number: 0000085795		03/08/2004	klssgi1 current patches, reboot, check
Ticket Number: 0000085903		03/09/2004	patch lager in groupG
Ticket Number: 0000085880		03/08/2004	Tape Changes, Monday 3/8
Ticket Number: 0000086208		03/11/2004	Tape Changes, Thursday 3/11
Ticket Number: 0000086492		03/16/2004	groupB linux patches, kern/afsd
Ticket Number: 0000086344		03/14/2004	Change tapes
Ticket Number: 0000086289		03/12/2004	Tape Changes, Friday 3/12
Ticket Number: 0000086595		03/17/2004	Finally you can get valium online!
Ticket Number: 0000086759		03/18/2004	Tape Changes, Thursday 3/18
Ticket Number: 0000086691		03/18/2004	patch physics.umbc.edu
Ticket Number: 0000085237		03/02/2004	carbo.chem crashing (bad disk most likely)
Ticket Number: 0000085408		03/03/2004	model account
Ticket Number: 0000086007		03/10/2004	patch, kern update, afsd and check porter (server)
<b>randy</b>		<u>Total:</u> 5	
<b>Closed</b>		<u>Total:</u> 5	
Ticket Number: 0000085826		03/08/2004	Creation of Generic Accounts for Dr. Gobbert
Ticket Number: 0000085703		03/05/2004	Gravity Down at JCET South Campus
Ticket Number: 0000085926		03/09/2004	Problem with a Client Machine at TRC
Ticket Number: 0000085538		03/04/2004	MPEG Viewers for the Math Cluster
Ticket Number: 0000086730		03/18/2004	New account on Gravity(fwd)

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For SysDept



Total Remedy Tickets Closed or Resolved between 03/01/2004 and 03/31/2004 : 2066

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

