

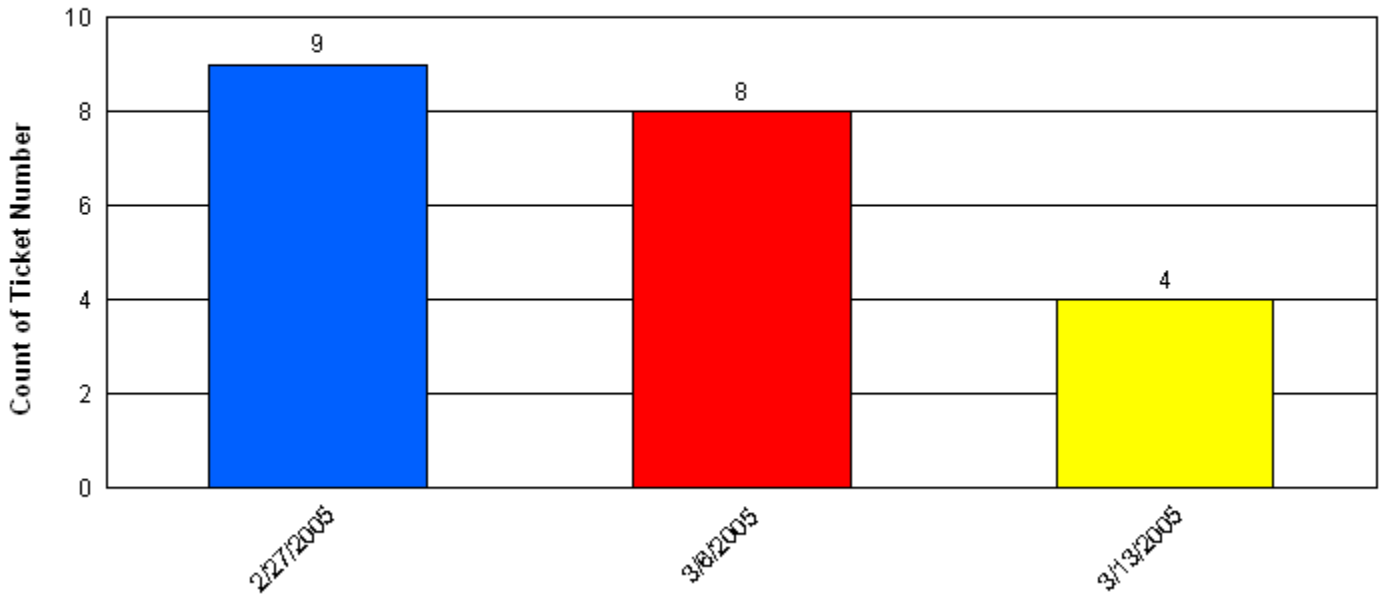
Closed/Resolved Tickets by OIT Section

Tickets Created Between 03/01/2005 and 03/31/2005

COE	Total:	Create Date	Short Description
champ	21		
Closed	21		
Ticket Number:	0000112533	03/08/2005	projector
Ticket Number:	0000111978	03/01/2005	[Fwd: Fluent Inc. Renewal Quotation - U of Maryland - 12]
Ticket Number:	0000112213	03/03/2005	New printer in ITE238
Ticket Number:	0000112273	03/04/2005	Urgent Problem
Ticket Number:	0000111976	03/01/2005	linux boxes
Ticket Number:	0000112120	03/02/2005	program list
Ticket Number:	0000112249	03/04/2005	Please register this asap
Ticket Number:	0000112284	03/04/2005	fluent installed
Ticket Number:	0000112200	03/03/2005	color printer
Ticket Number:	0000112124	03/02/2005	[Fwd: Computer Software]
Ticket Number:	0000112401	03/07/2005	[Fwd: FLUENT 6.2.16 is now available]
Ticket Number:	0000112491	03/08/2005	Installation Matlab 7.0 on windows and copy the abaqus document.
Ticket Number:	0000112534	03/08/2005	ITE rm 238 students cannot login to several machine (atleast 6). Also c
Ticket Number:	0000112530	03/08/2005	ITE 238
Ticket Number:	0000112727	03/10/2005	MixSim CD
Ticket Number:	0000112716	03/10/2005	Projector friday march 11th
Ticket Number:	0000113021	03/16/2005	can not log in...
Ticket Number:	0000112664	03/10/2005	new account semi-urgent
Ticket Number:	0000112881	03/14/2005	projector
Ticket Number:	0000112932	03/15/2005	[Fwd: Virus found: "Shocking document"]
Ticket Number:	0000112945	03/15/2005	Reserve Projector

Count of Ticket Number / Create Date

For COE

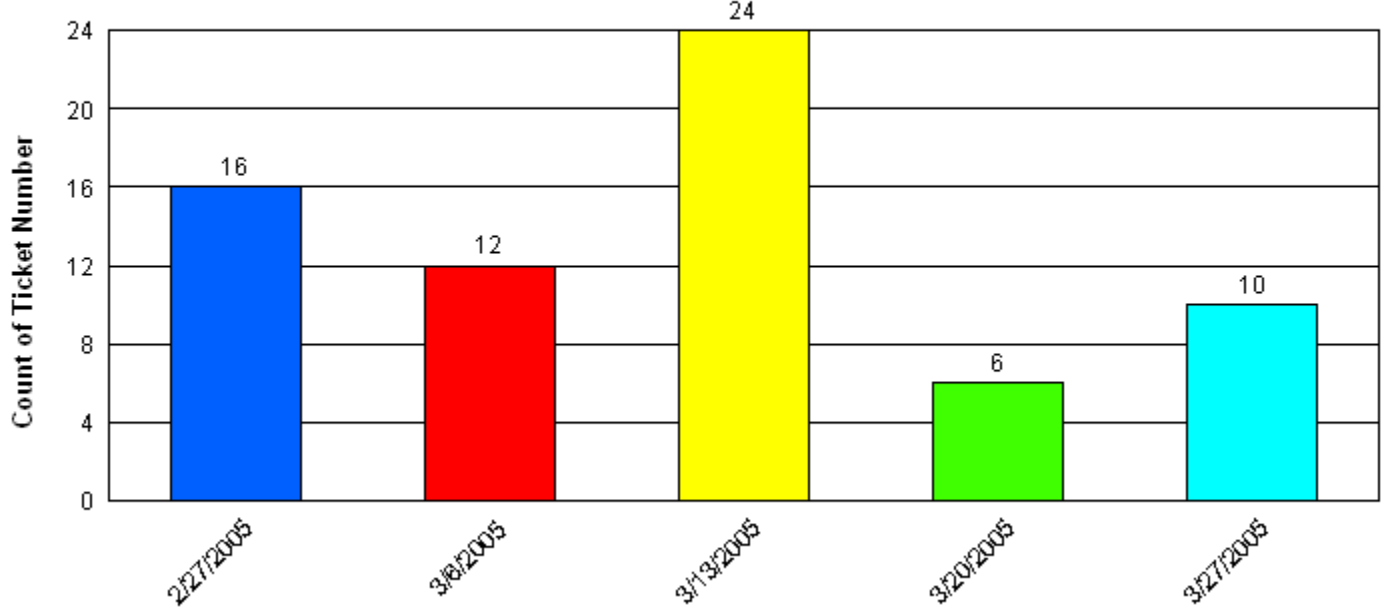


<u>DPET</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
gluo1	68		
Resolved	Total: 8		
Ticket Number: 0000113410	03/25/2005	1	Reformat Laptop
Closed	Total: 7		
Ticket Number: 0000113383	03/24/2005		Replace DVD drive
Ticket Number: 0000113404	03/25/2005		Change DNS settings on computers
Ticket Number: 0000113406	03/25/2005		Clean up ELC Lab
Ticket Number: 0000112293	03/04/2005		Install macromedia on Ginny's laptop
Ticket Number: 0000111986	03/01/2005		ACIV B Xerox Phaser Cyan Toner Low
Ticket Number: 0000112079	03/02/2005		Inventory Bev's Office
Ticket Number: 0000112630	03/09/2005		the computer is not booting
jglove1	Total: 38		
Resolved	Total: 4		
Ticket Number: 0000113555	03/29/2005		ELC Computer Lab - Install Additional Computers
Ticket Number: 0000113574	03/29/2005		Xerox Copier gives message Dry Ink bottle is empty
Ticket Number: 0000113629	03/30/2005		ELC Xerox Copier
Ticket Number: 0000113683	03/30/2005		Changes to "Contact Us" page on the summer web site.
Closed	Total: 34		
Ticket Number: 0000113382	03/24/2005		Summer Web Site - K12 info
Ticket Number: 0000112168	03/03/2005		Reflections Software
Ticket Number: 0000112007	03/01/2005		Label Computers in ELC Lab
Ticket Number: 0000112262	03/04/2005		VPN Client Software
Ticket Number: 0000112241	03/04/2005		No internet connection
Ticket Number: 0000112084	03/02/2005		Summer Session 2005 Website
Ticket Number: 0000112073	03/02/2005		Summer Website FAQ
Ticket Number: 0000112380	03/07/2005		Computer Not Working
Ticket Number: 0000112051	03/01/2005		Re: following up
Ticket Number: 0000112037	03/01/2005		Summer Web Site - Study Travel Page
Ticket Number: 0000112029	03/01/2005		Summer Session Schedule Updates
Ticket Number: 0000111975	03/01/2005		Retention page
Ticket Number: 0000112369	03/07/2005		copier needs dry ink
Ticket Number: 0000112918	03/15/2005		SSFACULTY W-4 forms
Ticket Number: 0000112688	03/10/2005		Summer Scholarships
Ticket Number: 0000112705	03/10/2005		[Fwd: Summer Catalog Updates - FINANCIAL SECTION
Ticket Number: 0000112687	03/10/2005		Special Sessions Faculty Web Site - Need to add a link
Ticket Number: 0000112391	03/07/2005		Camera
Ticket Number: 0000112930	03/15/2005		The Rosetta Stone software
Ticket Number: 0000112878	03/14/2005		DPET ORDERS FORM
Ticket Number: 0000112879	03/14/2005		Replace Laptop
Ticket Number: 0000112956	03/15/2005		printers
Ticket Number: 0000112975	03/15/2005		frozen computer
Ticket Number: 0000113037	03/16/2005		Alternate Delivery Program
Ticket Number: 0000113567	03/29/2005		Link to information about SkillSoft FAQ
Ticket Number: 0000113052	03/17/2005		Course descriptions for SE webpage
Ticket Number: 0000113051	03/17/2005		Material for Systems Engineering web site
Ticket Number: 0000113039	03/16/2005		Re: Alternate Delivery Program
Ticket Number: 0000113013	03/16/2005		Xerox Copier Issue
Ticket Number: 0000112957	03/15/2005		Please add Gilberto to Oracle Calendar
Ticket Number: 0000112949	03/15/2005		Alternate Delivery Document
Ticket Number: 0000112944	03/15/2005		data projector
Ticket Number: 0000112917	03/15/2005		Payroll Forms Webpage
Ticket Number: 0000112880	03/14/2005		Docking Station Power Cord

	<u>Create</u>	<u>Short Description</u>
stevenh1	<u>Date</u>	
	<u>Total:</u> 12	
Resolved	<u>Total:</u> 2	
Ticket Number: 0000113628	03/30/2005	Printing problems at the ELC
Ticket Number: 0000113644	03/30/2005	ACIV copier jamming
Closed	<u>Total:</u> 10	
Ticket Number: 0000113475	03/28/2005	elc lab
Ticket Number: 0000113490	03/28/2005	Palm Software on my Desktop
Ticket Number: 0000112192	03/03/2005	Printing in Drop in Lab
Ticket Number: 0000113275	03/23/2005	Active Directory Push
Ticket Number: 0000113097	03/17/2005	Inquire about Macromedia Breeze
Ticket Number: 0000112457	03/08/2005	Re: Sean Lin (2nd request)
Ticket Number: 0000112581	03/09/2005	Copier isn't working
Ticket Number: 0000112580	03/09/2005	Replace CD- Drive
Ticket Number: 0000113506	03/28/2005	Cannot log into SkillSoft
Ticket Number: 0000112513	03/08/2005	Creating RETREAT folder
swapna1	<u>Total:</u> 10	
Closed	<u>Total:</u> 10	
Ticket Number: 0000112417	03/07/2005	Projector and other equipment setup
Ticket Number: 0000112846	03/14/2005	USB
Ticket Number: 0000112855	03/14/2005	word to excel
Ticket Number: 0000113167	03/18/2005	Crystal Reports
Ticket Number: 0000113164	03/18/2005	Missing drives
Ticket Number: 0000113080	03/17/2005	Set up projector in 201B on Friday, Mar 18
Ticket Number: 0000113059	03/17/2005	new mouse for Josie
Ticket Number: 0000112963	03/15/2005	RosettaStone not working
Ticket Number: 0000112053	03/01/2005	licensed software
Ticket Number: 0000112314	03/04/2005	Create scanning instructions for the copier

Count of Ticket Number / Create Date

For DPET



	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Desktop Support	Total: 200	
Desktop	Total: 3	
Closed	Total: 3	
Ticket Number: 0000112910	03/15/2005	PP employee - want word software for home use
Ticket Number: 0000112911	03/15/2005	rduff1 - need access to spss in psych lab
Ticket Number: 0000113004	03/16/2005	vera / where is ie on machine
chrism	Total: 1	
Closed	Total: 1	
Ticket Number: 0000112875	03/14/2005	McAfee won't update and system is very slow
edortiz	Total: 43	
Resolved	Total: 10	
Ticket Number: 0000112835	03/14/2005	Cannot connect to Resnet
Ticket Number: 0000113187	03/19/2005	customer needs MS Visual Studio installed on UMBC machine.
Ticket Number: 0000113765	03/31/2005	ADMIN 503: Computer acting very strangely
Ticket Number: 0000113755	03/31/2005	ADMIN 531 : CD drive not recognized
Ticket Number: 0000113676	03/30/2005	Laptop Will Not Power Up
Ticket Number: 0000113613	03/29/2005	Check to see if infected system is clean
Ticket Number: 0000113479	03/28/2005	Reinstall corporate calendar
Ticket Number: 0000113377	03/24/2005	Rec rm 300. x52125. Would like tech over to help him download out
Ticket Number: 0000113185	03/19/2005	need help with squirrel mail
Ticket Number: 0000113136	03/18/2005	Computer needs to have Novell installed
Closed	Total: 33	
Ticket Number: 0000113476	03/28/2005	Reset Novell / AD passwords
Ticket Number: 0000113494	03/28/2005	NIC failure on a PC (fwd)
Ticket Number: 0000112103	03/02/2005	Service Request
Ticket Number: 0000112319	03/04/2005	Computer Startup
Ticket Number: 0000112282	03/04/2005	Urgent Request - OIA Computer Setups
Ticket Number: 0000112252	03/04/2005	Trailer between Sus and Cheasapeak, dept University Counseling Sevi
Ticket Number: 0000112250	03/04/2005	Bio rm 207. x53295. Win XP machine doesn't have virusScan install
Ticket Number: 0000112163	03/03/2005	Computer makes loud vibrating sound.
Ticket Number: 0000112148	03/03/2005	printing problems
Ticket Number: 0000112147	03/03/2005	BIO 480 - zip drive not recognized
Ticket Number: 0000112116	03/02/2005	User is moving from rm 532 to rm 513 admin, machines will be swappe
Ticket Number: 0000111968	03/01/2005	Dell laptop runs really slow
Ticket Number: 0000112041	03/01/2005	Needs a comptuer install at PUP 225
Ticket Number: 0000112396	03/07/2005	Printing problems; local HP officejet
Ticket Number: 0000111990	03/01/2005	Admin rm 301. x52273. Got new HPcolor laserjet 2550LN that needs t
Ticket Number: 0000112486	03/08/2005	Admin rm 717. x52091. User's outlook will not reply or sent. It gives e
Ticket Number: 0000112842	03/14/2005	Everytime I do a search on IE it shuts down
Ticket Number: 0000113125	03/18/2005	Commons : 031 - Computer unable to use IE
Ticket Number: 0000113326	03/24/2005	Netscape 7.0 mail comes up with need to enter password to login but n
Ticket Number: 0000113157	03/18/2005	User wants software installed on laptop
Ticket Number: 0000113106	03/17/2005	Updating office
Ticket Number: 0000112510	03/08/2005	mcafee antivirus reinstall request
Ticket Number: 0000112601	03/09/2005	Admin rm 511. x56724. When user logs into machine (just got repla
Ticket Number: 0000112616	03/09/2005	Social Sciences rm 408. x53138. Dell Computer in room by itself wit
Ticket Number: 0000112761	03/11/2005	PC Setup
Ticket Number: 0000112734	03/11/2005	OUtlook keeps freezing upon opening
Ticket Number: 0000112719	03/10/2005	Service Request
Ticket Number: 0000112675	03/10/2005	SPSS v12 installation request for Chincoteague 711B (front desk)
Ticket Number: 0000112603	03/09/2005	User get tree and server can not be found
Ticket Number: 0000112599	03/09/2005	Work Order Request-Can not run any reports in PS
Ticket Number: 0000112569	03/09/2005	Reinstall PROgrams
Ticket Number: 0000112558	03/09/2005	UC: Delta Room : McAfee Reinstall
Ticket Number: 0000112584	03/09/2005	User needs help setup on wireless

	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>		
josh	<u>Total:</u>	19	
Resolved	<u>Total:</u>	5	
Ticket Number: 0000113339	03/24/2005		Install New Desktop for Dr. Johnson
Ticket Number: 0000112882	03/14/2005		Installation assistance
Ticket Number: 0000113654	03/30/2005		ADMIN 1011: Customer needs printer added
Ticket Number: 0000113645	03/30/2005		Machine not Connecting to Active Directory
Ticket Number: 0000113687	03/30/2005		VPN account password not working-pw works for email
Closed	<u>Total:</u>	14	
Ticket Number: 0000112385	03/07/2005		Would like mail setup for encryption/certificate like Chris Tkacik
Ticket Number: 0000112304	03/04/2005		Admin rm 623. x58677. PC in rm 614 cannot be logged in, Need lo
Ticket Number: 0000112080	03/02/2005		Incorrect / duplicate drive mapping
Ticket Number: 0000112009	03/01/2005		[PC h/w] MP218: Dead hard drive
Ticket Number: 0000112757	03/11/2005		Shuvo Dutta is not able to call up Excel files from PeopleSoft.
Ticket Number: 0000112758	03/11/2005		Linda cannot print to networked printer.
Ticket Number: 0000112831	03/14/2005		Sherrell McNamara is experiencing problems running Crystal Reports
Ticket Number: 0000113156	03/18/2005		VLAN request
Ticket Number: 0000112909	03/15/2005		Novell password reset
Ticket Number: 0000112866	03/14/2005		Reflections connection not establishing
Ticket Number: 0000113065	03/17/2005		customer is unable to log into Novell
Ticket Number: 0000113090	03/17/2005		unable to sync Tungsten T with desktop
Ticket Number: 0000113077	03/17/2005		request
Ticket Number: 0000113002	03/16/2005		VPN Problem
kirkley1	<u>Total:</u>	5	
Resolved	<u>Total:</u>	3	
Ticket Number: 0000112811	03/13/2005		User is getting 169 IP
Ticket Number: 0000113464	03/28/2005		User can not get on to Resnet
Ticket Number: 0000113519	03/28/2005		User cannot log onto resnet from campus building or to the internet.
Closed	<u>Total:</u>	2	
Ticket Number: 0000112126	03/02/2005		printer jack 47 (ECS 003) dead
Ticket Number: 0000112899	03/14/2005		User can get on to Resnet but cant view any sites

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
lasuk		<u>Total:</u>	48	
Resolved		<u>Total:</u>	9	
Ticket Number:	0000112611	03/09/2005		[PC s/w] AD824: install AFS client
Ticket Number:	0000113658	03/30/2005		[net] MP322: Xerox DC 470 - network scanning and printing are dow
Ticket Number:	0000113616	03/29/2005		[lab] ECS333PC20: try to re-image;
Ticket Number:	0000113652	03/30/2005		ADMIN 10th floor : LaserJet needs networked
Ticket Number:	0000113653	03/30/2005		[site survey] AD 10th floor: Install 1 data jack
Ticket Number:	0000113573	03/29/2005		CHEM549E: Please verify printer vlan setting for jack# 549e-2-T5N
Ticket Number:	0000113541	03/29/2005		ENGR 333: BSOD
Ticket Number:	0000112605	03/09/2005		[site survey] SS502: Install 2 new jacks
Ticket Number:	0000113509	03/28/2005		[PC s/w] ACIV215: PC boots into safe mode
Closed		<u>Total:</u>	39	
Ticket Number:	0000113481	03/28/2005		[PC s/w] ACIV467: Trust relationship between workstation & primar
Ticket Number:	0000113485	03/28/2005		[PC s/w] RAC324: Trust relationship between workstation & primary
Ticket Number:	0000113524	03/28/2005		AD Login
Ticket Number:	0000112694	03/10/2005		[Mac s/w] FA434: problem sending attachments
Ticket Number:	0000112292	03/04/2005		[Mac s/w] TRC102: Peoplesoft won't work on mac
Ticket Number:	0000112172	03/03/2005		Dell computer needs WinXP reinstallation
Ticket Number:	0000112164	03/03/2005		[PC s/w] FA542 : Setup Novell Printing
Ticket Number:	0000112110	03/02/2005		IP conflict
Ticket Number:	0000112058	03/01/2005		[PC s/s] PP100: Install new PC @ parking services
Ticket Number:	0000112043	03/01/2005		[PC s/w] PUP255: SPSS install
Ticket Number:	0000112042	03/01/2005		[PC s/w] BS364: PC crashes
Ticket Number:	0000112006	03/01/2005		[PC s/w] CHEM549C: repartition NTFS
Ticket Number:	0000111991	03/01/2005		[PC s/w] AD811: installation request
Ticket Number:	0000111977	03/01/2005		[Mac s/w] BS478: Mac Reformat
Ticket Number:	0000111972	03/01/2005		Ticket #000111035
Ticket Number:	0000111946	03/01/2005		CHEM 100: Office installation problem
Ticket Number:	0000112278	03/04/2005		[Mac s/w] PHSY419: G4 to G5 Transfer Problems
Ticket Number:	0000112489	03/08/2005		Calendar account for emosely
Ticket Number:	0000112310	03/04/2005		[Security] PUP255: hacked PC needs to be re-installed
Ticket Number:	0000112091	03/02/2005		[PC s/w] Erikson 184: PC has an IP, but can't access any websites
Ticket Number:	0000112085	03/02/2005		[Mac s/w] FA519: Mac Mail Program - Address Book
Ticket Number:	0000112075	03/02/2005		[PC s/w] PP105: McAfee Reinstall
Ticket Number:	0000112427	03/07/2005		[net] ITE233: Network problem
Ticket Number:	0000112502	03/08/2005		Setup Parking Services AD accounts
Ticket Number:	0000112484	03/08/2005		[PC s/w] ENG125: Broken cdrom drive
Ticket Number:	0000112744	03/11/2005		[unsupported s/w] Please help me help the BIOL 302 students
Ticket Number:	0000112651	03/10/2005		[PC s/w] PUP105: Install SPSS on Lecture Hall 9 PC.
Ticket Number:	0000112632	03/09/2005		[Mac s/w] AD222: Setup G5 OS X networking - App't Mon
Ticket Number:	0000112574	03/09/2005		[PC s/w] Chem125: User needs a printer installed on two computers
Ticket Number:	0000112537	03/08/2005		AD824: User can't access computer
Ticket Number:	0000112573	03/09/2005		UC112: PC not connecting to network drives
Ticket Number:	0000112501	03/08/2005		[Mac s/w] ITE308: Install MS Office 2004
Ticket Number:	0000112451	03/07/2005		[Mac s/w] ACIV414: Printer is not printing blue ink
Ticket Number:	0000112446	03/07/2005		[PC s/w] Chem475A: Setup new GX280; transfer data; format old pc
Ticket Number:	0000112829	03/14/2005		[PC s/w] AD302: User can't print
Ticket Number:	0000112863	03/14/2005		[unsupported s/w] SS507a: Request MS Office for Macos 9
Ticket Number:	0000113195	03/19/2005		[PC s/w] Boiler Room: customer encountered a Trojan on office PC
Ticket Number:	0000113082	03/17/2005		PUP221: attachments not opening in Netscape
Ticket Number:	0000112920	03/15/2005		[PC s/w] AD509: Install MS FrontPage

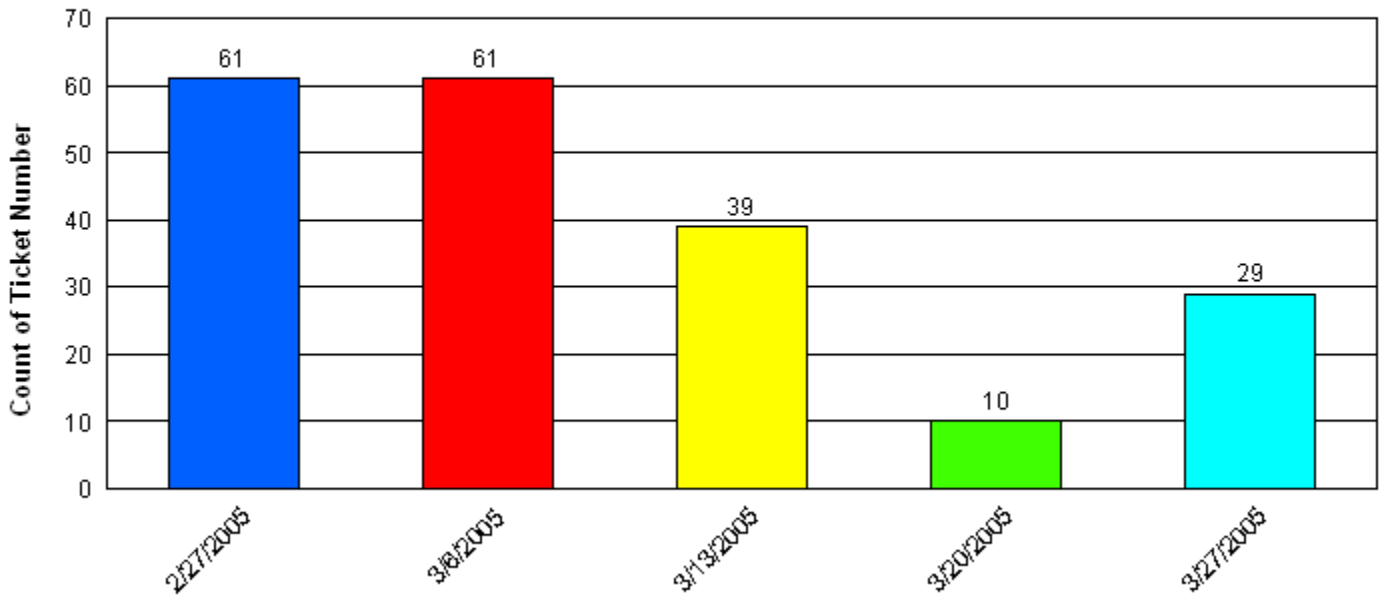
maboone1		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		<u>Total:</u> 16	
Ticket Number:	0000113480	03/28/2005	Install OIT Linux in ITE 210
Closed		<u>Total:</u> 15	
Ticket Number:	0000113417	03/25/2005	SOCY698
Ticket Number:	0000111971	03/01/2005	ENGR005: Can't log in
Ticket Number:	0000112099	03/02/2005	Question
Ticket Number:	0000112183	03/03/2005	students having a problem logging in in ECS005
Ticket Number:	0000112225	03/04/2005	PC 34 in ECS021 is having a Windows problem
Ticket Number:	0000112196	03/03/2005	User gets an error when logging in to a lab machine
Ticket Number:	0000112161	03/03/2005	Mathematica license problem
Ticket Number:	0000112092	03/02/2005	Mathematica License
Ticket Number:	0000112001	03/01/2005	Re: PCs in ITE240
Ticket Number:	0000112062	03/01/2005	Profile needs to be reloaded
Ticket Number:	0000112025	03/01/2005	ITE240 Lab machines need re-imaging
Ticket Number:	0000112928	03/15/2005	RealPlayer not functioning on dell images
Ticket Number:	0000112967	03/15/2005	user needs profile for lab wiped because it got too large, Freezes on lo
Ticket Number:	0000112512	03/08/2005	Problems logging in to ECS005
Ticket Number:	0000112754	03/11/2005	Problems With New OIT Image

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
omarn		<u>Total:</u>	49	
Resolved		<u>Total:</u>	9	
Ticket Number:	0000112689	03/10/2005		Access/Database Error
Ticket Number:	0000113400	03/25/2005		Work Order Request
Ticket Number:	0000113570	03/29/2005		adding equation editor to Word
Ticket Number:	0000113514	03/28/2005		ADDITIONAL SIGN-IN WHEN SENDING E-MAILS
Ticket Number:	0000113510	03/28/2005		BB log in page blank on computer.
Ticket Number:	0000113500	03/28/2005		User cannot log into reflection HP while using VPN
Ticket Number:	0000113478	03/28/2005		Desktop comes up; programs don't run
Ticket Number:	0000113399	03/25/2005		Erickson Hall Reslife across from rm 180. x56349. McAfee won't upd
Ticket Number:	0000113310	03/23/2005		Computer Crashing
Closed		<u>Total:</u>	40	
Ticket Number:	0000112477	03/08/2005		computer freezing difficulties
Ticket Number:	0000112311	03/04/2005		x35594. User cannot arrange contacts in alphabetical order. Outlook 2
Ticket Number:	0000112299	03/04/2005		Appointment for Computer Install - History u
Ticket Number:	0000112255	03/04/2005		Work Order Request
Ticket Number:	0000112205	03/03/2005		request for MS Access installation u
Ticket Number:	0000112170	03/03/2005		Blue screen of death
Ticket Number:	0000112762	03/11/2005		FA 455:Acrobat Locking up
Ticket Number:	0000112112	03/02/2005		Erickson 079; spitting out extra pages
Ticket Number:	0000112381	03/07/2005		Printed text is minuscule compared to text on screen
Ticket Number:	0000112083	03/02/2005		Printer is stuck on warming up
Ticket Number:	0000112072	03/02/2005		Update
Ticket Number:	0000112165	03/03/2005		New machine install
Ticket Number:	0000111979	03/01/2005		Commons 027: 2 computers.
Ticket Number:	0000111967	03/01/2005		Room 829-A
Ticket Number:	0000112074	03/02/2005		user needs to have AD installed on to the computer
Ticket Number:	0000112377	03/07/2005		PC keeps shutting down
Ticket Number:	0000112742	03/11/2005		Monitor is making a popping/clicking sound
Ticket Number:	0000112732	03/11/2005		ADMIN 812 : Computer keeps shutting down
Ticket Number:	0000112701	03/10/2005		Administrative bld rm 911. x55513. Windows XP machine. can see "
Ticket Number:	0000112696	03/10/2005		Warehouse B office. Win 2000 machine. User cannot find internet e
Ticket Number:	0000112656	03/10/2005		UC 112: Wired Ethernet Setup u
Ticket Number:	0000112604	03/09/2005		Work Order Request u
Ticket Number:	0000112521	03/08/2005		Computer might have a viruse
Ticket Number:	0000112478	03/08/2005		Re: computer freezing difficulties
Ticket Number:	0000112499	03/08/2005		xerox in academic iv room 316
Ticket Number:	0000112578	03/09/2005		Word2002 - Can not open a new doc or anyother doc..
Ticket Number:	0000112480	03/08/2005		Need corporate time installed and setup
Ticket Number:	0000112439	03/07/2005		ECS 304, 410-419-9551, Computer starts up and hangs once its up. W
Ticket Number:	0000112434	03/07/2005		User needs printer installed in lab rm 413 social sciences. The lab is n
Ticket Number:	0000112828	03/14/2005		Printer says unavailable
Ticket Number:	0000112837	03/14/2005		Several issues with backup pc
Ticket Number:	0000113254	03/22/2005		ATTN: Omar; computer freezing problem continues, more informa
Ticket Number:	0000113328	03/24/2005		User says none of office suite software is working. Needs it reinstalle
Ticket Number:	0000113270	03/23/2005		Computer keeps crashing
Ticket Number:	0000113115	03/17/2005		USB drive not recognized properly
Ticket Number:	0000113062	03/17/2005		ACSVCS : Blue Screen errors
Ticket Number:	0000112958	03/15/2005		customer is unable to log in to a Novell machine
Ticket Number:	0000112877	03/14/2005		REFORMAT OF COMPUTER
Ticket Number:	0000112916	03/15/2005		Work Order Request
Ticket Number:	0000112874	03/14/2005		MP310A - sorting issues with Excel

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
talder1	Total:	13	
Resolved	Total:	3	
Ticket Number: 0000112545	03/08/2005		Work Order Request-may have virus on pc
Ticket Number: 0000113484	03/28/2005		On-site service
Ticket Number: 0000112711	03/10/2005		Manokin rm 321C. Jack# B321-C. Jack is dead. Checked already by e
Closed	Total:	10	
Ticket Number: 0000112266	03/04/2005		Work Order Request
Ticket Number: 0000112130	03/02/2005		User needs Security Restriction unblocked
Ticket Number: 0000112128	03/02/2005		User needs Security Check
Ticket Number: 0000112101	03/02/2005		User can get to the resnet page but no where else
Ticket Number: 0000111949	03/01/2005		RESNET On-site: Virus removal for fee
Ticket Number: 0000112887	03/14/2005		Power Surge May Have Knocked Out Jack
Ticket Number: 0000112352	03/06/2005		Work Order Request
Ticket Number: 0000112553	03/08/2005		user might have a viruse
Ticket Number: 0000112551	03/08/2005		User might have a viruse
Ticket Number: 0000112366	03/07/2005		User can not pull up resnet
unaveed1	Total:	3	
Closed	Total:	3	
Ticket Number: 0000112362	03/06/2005		User cannot get through login page
Ticket Number: 0000112495	03/08/2005		Potomac rm 228. x20756. User keeps getting dropped from resnet con
Ticket Number: 0000112046	03/01/2005		User is not getting an IP

Count of Ticket Number / Create Date

For Desktop Support



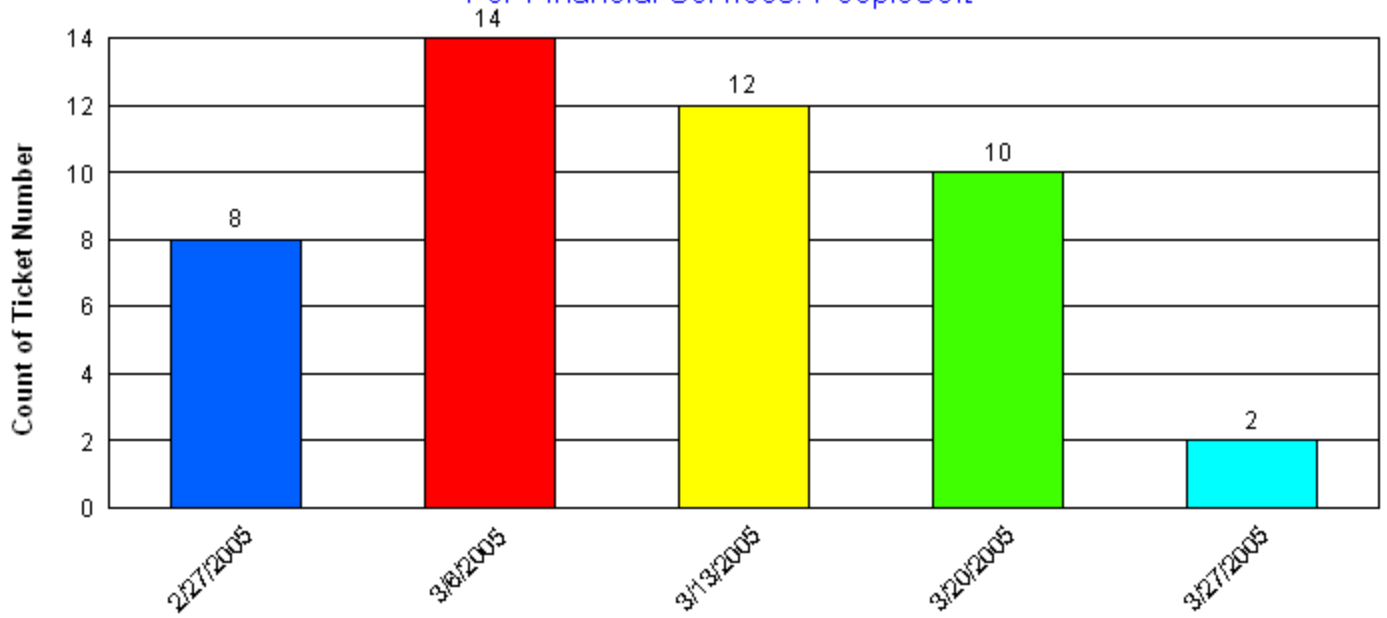
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Financial Services: Peo	Total:	46	
tkuonen		Total: 29	
Closed		Total: 29	
Ticket Number:	0000112100	03/02/2005	Retriever returns no data
Ticket Number:	0000112253	03/04/2005	autorization
Ticket Number:	0000112298	03/04/2005	Retriever error message
Ticket Number:	0000113361	03/24/2005	[Fwd: Retriever]
Ticket Number:	0000113433	03/25/2005	Grant Summary Report
Ticket Number:	0000113428	03/25/2005	Report Posting
Ticket Number:	0000113386	03/24/2005	Re: {Virus?} Re: Re: Thanks!
Ticket Number:	0000113600	03/29/2005	P-card reallocation
Ticket Number:	0000113589	03/29/2005	error messages when trying to generate an award
Ticket Number:	0000113403	03/25/2005	Role Changes
Ticket Number:	0000113415	03/25/2005	PS will not generate award
Ticket Number:	0000112467	03/08/2005	Requisition Approval
Ticket Number:	0000112794	03/12/2005	remedy
Ticket Number:	0000112465	03/08/2005	Authorization Error in PeopleSoft
Ticket Number:	0000112466	03/08/2005	Requisition Approval
Ticket Number:	0000112661	03/10/2005	Security Profile not correct
Ticket Number:	0000112629	03/09/2005	don't have submit proposal or award capability
Ticket Number:	0000112496	03/08/2005	Security Access Form
Ticket Number:	0000112954	03/15/2005	Security Access to Retriever
Ticket Number:	0000113320	03/23/2005	People Soft access
Ticket Number:	0000113301	03/23/2005	Dot Weller's PeopleSoft account needs to be disabled.
Ticket Number:	0000113287	03/23/2005	Missing menu selection
Ticket Number:	0000113151	03/18/2005	PS Support Request
Ticket Number:	0000113150	03/18/2005	Pop-up Screen in PeopleSoft
Ticket Number:	0000113074	03/17/2005	URGENT: Problem running reports...
Ticket Number:	0000112964	03/15/2005	Changing access
Ticket Number:	0000112897	03/14/2005	Peoplesoft financial system access to add Department Civil
Ticket Number:	0000113376	03/24/2005	PS Support Request
Ticket Number:	0000112873	03/14/2005	Testing - Please Ignore
weller		Total: 17	
Closed		Total: 17	
Ticket Number:	0000112856	03/14/2005	Information In General Ledger
Ticket Number:	0000112891	03/14/2005	question on general ledger
Ticket Number:	0000112868	03/14/2005	Need HELP!
Ticket Number:	0000113020	03/16/2005	Adding information to a Query
Ticket Number:	0000112893	03/14/2005	PO 1638 - Cannot enter Receipts
Ticket Number:	0000112383	03/07/2005	Receiving problem PO1913
Ticket Number:	0000112772	03/11/2005	Receipt
Ticket Number:	0000112702	03/10/2005	remedy
Ticket Number:	0000112468	03/08/2005	Requisition Approval
Ticket Number:	0000112492	03/08/2005	Resource Types/Categories
Ticket Number:	0000112038	03/01/2005	STATEMENT OF PAYROLL CHARGES
Ticket Number:	0000112184	03/03/2005	error on the Retriever chart string 1111-10225-041-7110711
Ticket Number:	0000112431	03/07/2005	Log In name has changed
Ticket Number:	0000112031	03/01/2005	TST-1-AP Split PO Distribs not carrying over to Vouchers
Ticket Number:	0000111954	03/01/2005	Security for Receipts in PS
Ticket Number:	0000112511	03/08/2005	1 Project ID not valid.
Ticket Number:	0000111970	03/01/2005	SARSD Journal IDs

Create
Date

Short Description

Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



Helpdesk	Total:	<u>Create</u> <u>Date</u>	<u>Short Description</u>
HD:Tape_Changes	502		
Closed	Total:	13	
Ticket Number: 0000112376		03/07/2005	3/7/05: HD Tape Change
Ticket Number: 0000112151		03/03/2005	tape change for March 3rd
Ticket Number: 0000112334		03/05/2005	3/5/05 2:00pm tape change
Ticket Number: 0000113444		03/26/2005	3/26/05 2:00pm tape change
Ticket Number: 0000113454		03/27/2005	3/27/05 2:00pm tape change
Ticket Number: 0000113757		03/31/2005	3/31 tape change
Ticket Number: 0000112612		03/09/2005	3/9/05: HD Tape Change
Ticket Number: 0000112816		03/14/2005	Tape changes for 3/13/05
Ticket Number: 0000112666		03/10/2005	3/10 - Thursdays tape change
Ticket Number: 0000112850		03/14/2005	HD Tape C hange
Ticket Number: 0000113286		03/23/2005	3/23/05: Tape change
Ticket Number: 0000113192		03/19/2005	3/19/05 2:00pm tape change
Ticket Number: 0000113054		03/17/2005	3/17 - tape change
HelpDesk	Total:	25	
Closed	Total:	25	
Ticket Number: 0000113055		03/17/2005	Instructor-how do i edit and send back a word doc
Ticket Number: 0000112998		03/16/2005	webmail - was sent zip files and quota went over 101
Ticket Number: 0000113705		03/30/2005	quota increase needed
Ticket Number: 0000112992		03/16/2005	beck-trash folder missing
Ticket Number: 0000113274		03/23/2005	I used imap@umbc.edu for spam filter....
Ticket Number: 0000112993		03/16/2005	cohen - how do i rename a file
Ticket Number: 0000113273		03/23/2005	m.marten/looking into large files in afs....
Ticket Number: 0000112961		03/15/2005	quota increase
Ticket Number: 0000112365		03/07/2005	BB problem
Ticket Number: 0000112914		03/15/2005	ruiz - email/would like to change user id from student to staff
Ticket Number: 0000112674		03/10/2005	need pw reset / rosenfeld
Ticket Number: 0000112769		03/11/2005	Quota increase for "pholmes"
Ticket Number: 0000112570		03/09/2005	need email account
Ticket Number: 0000112559		03/09/2005	Password reset for kim36
Ticket Number: 0000112464		03/08/2005	Increase behm's mail quota
Ticket Number: 0000113355		03/24/2005	Password Reset for Kevin Heinz
Ticket Number: 0000113708		03/30/2005	Password Reset
Ticket Number: 0000113784		03/31/2005	Changed Password, kdavis5
Ticket Number: 0000113655		03/30/2005	need quota increased for mail/dir of behavioral psyc analysis
Ticket Number: 0000113561		03/29/2005	Need bus sys VPN access for grants db
Ticket Number: 0000113649		03/30/2005	Student-email won't let me delete
Ticket Number: 0000113560		03/29/2005	Need email pw reset
Ticket Number: 0000112052		03/01/2005	Reset password for llee1
Ticket Number: 0000112328		03/05/2005	password reset request for myUMBC
Ticket Number: 0000112219		03/03/2005	User having problems getting connected to wireless

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
anna	<u>Total:</u>	23	
Resolved	<u>Total:</u>	15	
Ticket Number: 0000112504	03/08/2005		Some messages not going to inbox in mozilla mail
Ticket Number: 0000113153	03/18/2005		User is registered in continuing education and would like account rea
Ticket Number: 0000113245	03/22/2005		Work Order Request-Quota at 89%
Ticket Number: 0000113792	03/31/2005		Error when trying to delete an email
Ticket Number: 0000113790	03/31/2005		disk usage
Ticket Number: 0000113763	03/31/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000113623	03/30/2005		Mac OSX Entourage SMTP Server
Ticket Number: 0000113563	03/29/2005		quota usage
Ticket Number: 0000113568	03/29/2005		No subject
Ticket Number: 0000113767	03/31/2005		Patapsco rm 277. x20648. Wants onsite virus removal for \$20 fee.
Ticket Number: 0000113518	03/28/2005		files not deleting
Ticket Number: 0000113345	03/24/2005		Problems accessing Blackboard
Ticket Number: 0000113313	03/23/2005		User upgraded to adobe 7.0 and now pdf won't open in I.E
Ticket Number: 0000113257	03/22/2005		RE: QUOTA WARNING for your myUMBC account
Ticket Number: 0000113248	03/22/2005		Spam filters?
Closed	<u>Total:</u>	8	
Ticket Number: 0000113473	03/28/2005		No subject-Email problems
Ticket Number: 0000112145	03/03/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000112307	03/04/2005		Help on WinScp/Website
Ticket Number: 0000112251	03/04/2005		Test Message
Ticket Number: 0000112217	03/03/2005		ID#0000111971J ENGR005: Can't log in
Ticket Number: 0000112119	03/02/2005		Isabel Garrido needs more Email quota space.
Ticket Number: 0000112102	03/02/2005		No subject
Ticket Number: 0000112077	03/02/2005		PHYS 311: mathematica licence key
egabril	<u>Total:</u>	3	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000112805	03/13/2005		SAS v.9 checkout
Closed	<u>Total:</u>	2	
Ticket Number: 0000112796	03/12/2005		3/12/05 2:00pm tape change
Ticket Number: 0000113119	03/18/2005		FA building no connectivity

<u>ha2</u>	<u>Create</u>	<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	
	<u>Total:</u> 24	
	<u>Total:</u> 24	
Ticket Number: 0000113439	03/26/2005	=?utf-8?q?Lone our firm can de?=-
Ticket Number: 0000112357	03/06/2005	acrobat reader
Ticket Number: 0000112360	03/06/2005	Problems with logging in and out of webmail and blackboard
Ticket Number: 0000112807	03/13/2005	Get a head start on a new computer career
Ticket Number: 0000112799	03/12/2005	[Fwd: IS 413 (Power Point)]
Ticket Number: 0000112788	03/12/2005	virus found in sent message "I cannot forget you!"
Ticket Number: 0000112783	03/11/2005	Another CGI script failure
Ticket Number: 0000112778	03/11/2005	Thank you for visiting our booth at Pittcon
Ticket Number: 0000112676	03/10/2005	[net]TRC107: Printer moved - Test Jack - App't Fri 10:30a
Ticket Number: 0000112641	03/09/2005	Staff quota increase
Ticket Number: 0000112450	03/07/2005	Ticket 112386
Ticket Number: 0000112447	03/07/2005	Re: Tickets 112386 & 112387
Ticket Number: 0000112375	03/07/2005	Work Order Request
Ticket Number: 0000112361	03/06/2005	Fwd: Oracle Account
Ticket Number: 0000113436	03/25/2005	DDrugs: 75-93
Ticket Number: 0000113701	03/30/2005	Forwarding Email Not Working
Ticket Number: 0000113804	03/31/2005	Borrowing SPSS V.12
Ticket Number: 0000113727	03/30/2005	Job application
Ticket Number: 0000113437	03/25/2005	opening on sat
Ticket Number: 0000112763	03/11/2005	Photoshop in 021
Ticket Number: 0000112226	03/04/2005	Re: Internet Sites
Ticket Number: 0000112283	03/04/2005	internet
Ticket Number: 0000112296	03/04/2005	Tape changes for 3/4/05
Ticket Number: 0000112327	03/05/2005	Work Order Request

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
kherna1				
Resolved				
Ticket Number:	0000113680	03/30/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000113684	03/30/2005		quota increase
		<u>Total:</u>	2	
Closed				
Ticket Number:	0000113348	03/24/2005		mailbox is full
Ticket Number:	0000113535	03/28/2005		Work Order Request
Ticket Number:	0000113533	03/28/2005		I cannot delete my mails
Ticket Number:	0000113529	03/28/2005		Work Order Request-Quota @ 100%
Ticket Number:	0000113536	03/28/2005		Labcheck 3-28-05 23.00
Ticket Number:	0000112020	03/01/2005		request for a quota increase
Ticket Number:	0000112150	03/03/2005		quota increase
Ticket Number:	0000112159	03/03/2005		cadence login problem
Ticket Number:	0000112341	03/05/2005		Service Pack 2 problem
Ticket Number:	0000112780	03/11/2005		FW: Certifying our legitimacy
Ticket Number:	0000112132	03/03/2005		UMBC Storage
Ticket Number:	0000112063	03/01/2005		(no subject) (fwd)
Ticket Number:	0000112045	03/01/2005		quota increase request
Ticket Number:	0000112620	03/09/2005		Need outgoing mail server name
Ticket Number:	0000112810	03/13/2005		directory access permissions
Ticket Number:	0000112803	03/13/2005		disk space- urgent!!
Ticket Number:	0000113229	03/21/2005		Work Order Request-Error when trying to access purchase page
Ticket Number:	0000112660	03/10/2005		myUMBC account creation for Nicole Hu
Ticket Number:	0000113130	03/18/2005		Com Store computer in front of store gives error, "out of memory". x
Ticket Number:	0000113223	03/21/2005		VM Check 3-21-05 11.00
Ticket Number:	0000113235	03/21/2005		VM Check 3-21-05 14.00
Ticket Number:	0000113240	03/21/2005		Notification from LaSalle Site (#6437-000209-8595\2098595)
Ticket Number:	0000113385	03/24/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000113246	03/22/2005		Re: Pharmacy[87:5]
Ticket Number:	0000113241	03/21/2005		Notification from LaSalle Site (#6437-000209-8595\2098595)
Ticket Number:	0000113236	03/21/2005		Checklist 3-21-05 14.00
Ticket Number:	0000113234	03/21/2005		Labcheck 3-21-05 14.00
Ticket Number:	0000113349	03/24/2005		student user needs AD access

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
kincaid			42	
Resolved		<u>Total:</u>	9	
Ticket Number:	0000113642	03/30/2005		quota increase
Ticket Number:	0000113438	03/26/2005		problem deleting emails
Ticket Number:	0000113647	03/30/2005		Bowers needs his email quota increased.
Ticket Number:	0000113811	03/31/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000113816	03/31/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000113785	03/31/2005		ID#0000112896
Ticket Number:	0000113449	03/26/2005		Work Order Request-Quota @ 101%
Ticket Number:	0000112896	03/14/2005		SAS CD checkout
Ticket Number:	0000113643	03/30/2005		quota increase
Closed		<u>Total:</u>	33	
Ticket Number:	0000113619	03/29/2005		Get recognition for your innovative work.
Ticket Number:	0000113578	03/29/2005		thomas / econ102 0301
Ticket Number:	0000113577	03/29/2005		thomas / econ102 0201
Ticket Number:	0000113620	03/29/2005		LaSalle Online Banking - Urgent account verification!
Ticket Number:	0000113729	03/30/2005		Update And Verify Your PayPal Account
Ticket Number:	0000113717	03/30/2005		0000113484
Ticket Number:	0000113621	03/29/2005		LaSalle Online Banking - Urgent account verification!
Ticket Number:	0000112628	03/09/2005		Request for quota increase
Ticket Number:	0000112199	03/03/2005		Computer blocking
Ticket Number:	0000112326	03/05/2005		Work Order Request
Ticket Number:	0000112339	03/05/2005		Email Problems
Ticket Number:	0000112330	03/05/2005		Work Order Request
Ticket Number:	0000112474	03/08/2005		Work Order Request-can not receive mail
Ticket Number:	0000112111	03/02/2005		[Fwd: Re: Question about New Faculty PIN numbers]
Ticket Number:	0000112263	03/04/2005		HP Security Password Request
Ticket Number:	0000112179	03/03/2005		blackboard
Ticket Number:	0000112476	03/08/2005		dan min. error with email. please call if you need ss number
Ticket Number:	0000112827	03/14/2005		Re: [HR:19] Phha:rmacyy
Ticket Number:	0000112833	03/14/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000112987	03/16/2005		Photoshop Video Training
Ticket Number:	0000112871	03/14/2005		SIS Log-in info
Ticket Number:	0000112364	03/06/2005		No subject
Ticket Number:	0000112923	03/15/2005		Cancel Accounts
Ticket Number:	0000112766	03/11/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000112733	03/11/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000112725	03/10/2005		Re: /6-61/Meddications
Ticket Number:	0000112693	03/10/2005		Request for quota increase
Ticket Number:	0000112682	03/10/2005		Work Order Request-Wireless/keeps dropping every 30min
Ticket Number:	0000112659	03/10/2005		Quota warning
Ticket Number:	0000112821	03/14/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000112594	03/09/2005		Add to Q: Drive
Ticket Number:	0000112625	03/09/2005		increase mail quota
Ticket Number:	0000112652	03/10/2005		Work Order Request-Unable to log into bb
mcs pads1		<u>Total:</u>	7	
Closed		<u>Total:</u>	7	
Ticket Number:	0000112349	03/06/2005		Not connecting from a resnet jack or internal server error on attempte
Ticket Number:	0000112356	03/06/2005		user needed a password reset
Ticket Number:	0000112428	03/07/2005		User needed a password reset.
Ticket Number:	0000112209	03/03/2005		sas 9.0 checkout due back 3/3
Ticket Number:	0000112345	03/06/2005		Used comcast at home and now laptop won't connect
Ticket Number:	0000112344	03/06/2005		11:00 a.m. phonemail 3/6/05
Ticket Number:	0000113513	03/28/2005		User cannot connect to the internet on resnet in dorm room. All other u

mnolan1		<u>Create</u>	
Resolved		<u>Date</u>	<u>Short Description</u>
		<u>Total:</u>	55
		<u>Total:</u>	6
Ticket Number:	0000113242	03/22/2005	dial-up connection
Ticket Number:	0000113196	03/19/2005	Wireless in ITE
Ticket Number:	0000113230	03/21/2005	warnings
Ticket Number:	0000113664	03/30/2005	Net-Temps Career News
Ticket Number:	0000113768	03/31/2005	Work Order Request
Ticket Number:	0000113250	03/22/2005	quota max...can't get emails

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000113440	03/26/2005	49	3/26/05 11:00am phone mail check
Ticket Number: 0000113445	03/26/2005		3/26/05 2:00pm phone mail check
Ticket Number: 0000113448	03/26/2005		3/26/05 5:00pm phone mail check
Ticket Number: 0000113446	03/26/2005		3/26/05 2:00pm lab check
Ticket Number: 0000113451	03/27/2005		3/27/05 12:00pm phone mail check
Ticket Number: 0000113453	03/27/2005		3/27/05 2:00pm lab check
Ticket Number: 0000113461	03/27/2005		3/27/05 8:00pm lab check
Ticket Number: 0000113538	03/29/2005		User can not log into Resent
Ticket Number: 0000113463	03/28/2005		Lab check 10p 3/27
Ticket Number: 0000113457	03/27/2005		3/27/05 5:00pm phone mail check
Ticket Number: 0000113452	03/27/2005		3/27/05 2:00pm phone mail check
Ticket Number: 0000113450	03/27/2005		8:00/11:00 Lab Check 3/26
Ticket Number: 0000113401	03/25/2005		3/25/2005: opening phonemail
Ticket Number: 0000112348	03/06/2005		Sending HTML e mails without using attachments
Ticket Number: 0000112347	03/06/2005		Dial-up connection problems
Ticket Number: 0000112173	03/03/2005		Disk Usage Red still after purging everything from account
Ticket Number: 0000112040	03/01/2005		Sas 9.0 check out due back 3/2
Ticket Number: 0000113402	03/25/2005		3/25/2005: opening checklist
Ticket Number: 0000112818	03/14/2005		help
Ticket Number: 0000112452	03/07/2005		Email Disk Usage
Ticket Number: 0000112951	03/15/2005		All tapes for 3/15 changed except big engr big since tim has a tape in.
Ticket Number: 0000112566	03/09/2005		Net-Temps Career News
Ticket Number: 0000112520	03/08/2005		3/8 all tapes changed.
Ticket Number: 0000112565	03/09/2005		help with calendar access
Ticket Number: 0000112575	03/09/2005		quota increase request
Ticket Number: 0000112595	03/09/2005		Work Order Request
Ticket Number: 0000112813	03/13/2005		No subject
Ticket Number: 0000112721	03/10/2005		User having problems logging in to BB
Ticket Number: 0000113590	03/29/2005		Tape Change 3-29-05
Ticket Number: 0000112680	03/10/2005		Question
Ticket Number: 0000112668	03/10/2005		Question
Ticket Number: 0000112662	03/10/2005		SAS Cd loan
Ticket Number: 0000112812	03/13/2005		Work Order Request
Ticket Number: 0000112589	03/09/2005		Social Sciences rm 402. x52414. Laptop in lab needs spss installed on
Ticket Number: 0000112567	03/09/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000112955	03/15/2005		needs a quota increase
Ticket Number: 0000113003	03/16/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000112977	03/15/2005		McAfee Antivirus Software
Ticket Number: 0000113118	03/17/2005		100%Used
Ticket Number: 0000113133	03/18/2005		Work Order Request-Novell acct needed
Ticket Number: 0000113144	03/18/2005		Forwarding Email
Ticket Number: 0000113219	03/21/2005		quota
Ticket Number: 0000113285	03/23/2005		User needs quota increase
Ticket Number: 0000113237	03/21/2005		library access
Ticket Number: 0000113233	03/21/2005		Tape change 3-21-05
Ticket Number: 0000113231	03/21/2005		French tutors
Ticket Number: 0000113221	03/21/2005		Work Order Request-Need auto vacation reply
Ticket Number: 0000113145	03/18/2005		myUMBCname
Ticket Number: 0000113132	03/18/2005		S P E C I A L O F F E R ON SCALES & BALANCES

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
myers		<u>Total:</u>	32	
	Resolved	<u>Total:</u>	10	
Ticket Number:	0000113778	03/31/2005		EHS200/101 Stephen Dean
Ticket Number:	0000113777	03/31/2005		Labels for UADM/GADM
Ticket Number:	0000113796	03/31/2005		PSYC 200/101 Schultz
Ticket Number:	0000113797	03/31/2005		CHEM 124 Bojas
Ticket Number:	0000113781	03/31/2005		HP Reports for Registrar's Office
Ticket Number:	0000113776	03/31/2005		HPUMBC1,2,3 Tape Change
Ticket Number:	0000113614	03/29/2005		No subject
Ticket Number:	0000113615	03/29/2005		more space
Ticket Number:	0000113780	03/31/2005		PHYS112 Dymski
Ticket Number:	0000113779	03/31/2005		PHYS111 Dymski
	Closed	<u>Total:</u>	22	
Ticket Number:	0000113347	03/24/2005		student user needs VPN access
Ticket Number:	0000112018	03/01/2005		Work Order Request-Can not get inti bb
Ticket Number:	0000112059	03/01/2005		Problems using squirrelmail
Ticket Number:	0000112315	03/04/2005		Ability to Delete Messages
Ticket Number:	0000112320	03/04/2005		Work Order Request
Ticket Number:	0000112324	03/05/2005		query
Ticket Number:	0000112323	03/05/2005		Work Order Request
Ticket Number:	0000113220	03/21/2005		Can't login to reflections
Ticket Number:	0000112990	03/16/2005		3/16/05: HD Tape Change
Ticket Number:	0000113213	03/20/2005		Incoming Student: Computer ?s
Ticket Number:	0000113300	03/23/2005		Dot Weller's HP account needs to be disabled.
Ticket Number:	0000113155	03/18/2005		HP from off campus
Ticket Number:	0000112373	03/07/2005		hp 1
Ticket Number:	0000112684	03/10/2005		Labels for UADM/GADM/Advisement
Ticket Number:	0000112703	03/10/2005		Computer accounts
Ticket Number:	0000112679	03/10/2005		New employee needs hp acct
Ticket Number:	0000112481	03/08/2005		Disk Array #20 - Disk Drive #6
Ticket Number:	0000112623	03/09/2005		vpn client
Ticket Number:	0000112615	03/09/2005		HP Account creation for Anna Gosden
Ticket Number:	0000112449	03/07/2005		Disk Quota
Ticket Number:	0000112422	03/07/2005		Create computer accounts
Ticket Number:	0000112418	03/07/2005		User needs a quota increase

<u>myo</u>	<u>Resolved</u>	<u>Create</u> <u>Date</u>	<u>Total:</u> 228	<u>Short Description</u>
			<u>Total:</u> 14	
Ticket Number:	0000112442	03/07/2005		SAS 9 CD Checkout
Ticket Number:	0000113805	03/31/2005		No subject
Ticket Number:	0000113772	03/31/2005		No subject
Ticket Number:	0000113732	03/31/2005		opening phonemail 3.31.05
Ticket Number:	0000113730	03/31/2005		Lab Check/Open 3/31/2005 6:30
Ticket Number:	0000113672	03/30/2005		VM Check 3-30-05 11.00
Ticket Number:	0000113656	03/30/2005		request
Ticket Number:	0000113622	03/29/2005		Lab Check 3-29-05 23.00
Ticket Number:	0000113617	03/29/2005		Labcheck 3-29-05 20.00
Ticket Number:	0000113612	03/29/2005		VM check 3-29-05 17.00
Ticket Number:	0000113534	03/28/2005		User is not able to load resnet
Ticket Number:	0000113591	03/29/2005		Checklist 3-29-05 14.00
Ticket Number:	0000112536	03/08/2005		Wireless access
Ticket Number:	0000113599	03/29/2005		Email Error to Help Desk OIT

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000113369	03/24/2005	214	Quota increase
Ticket Number: 0000113391	03/25/2005		3/25/05: HD Tape Change
Ticket Number: 0000113425	03/25/2005		VM Check 3-25-05 14.00
Ticket Number: 0000113427	03/25/2005		Checklist 3-25-05 14.00
Ticket Number: 0000113587	03/29/2005		Labcheck 3-29-05 14.00
Ticket Number: 0000113585	03/29/2005		3/29/05 2:00pm phone mail check
Ticket Number: 0000113543	03/29/2005		opening phonemail 3.29
Ticket Number: 0000113542	03/29/2005		3.29 opening labcheck
Ticket Number: 0000113539	03/29/2005		3/29/2005: Phonemail 5:00am
Ticket Number: 0000113468	03/28/2005		Checklist 3-28-05 7.30
Ticket Number: 0000113465	03/28/2005		Labcheck 3-28-05 2.30am
Ticket Number: 0000113442	03/26/2005		Work Order Request
Ticket Number: 0000113426	03/25/2005		Labcheck 3-25-05 14.00
Ticket Number: 0000113422	03/25/2005		question...
Ticket Number: 0000113397	03/25/2005		Disk Usage Overun
Ticket Number: 0000113553	03/29/2005		quota increase
Ticket Number: 0000113380	03/24/2005		Need Novell access and email account for new employee
Ticket Number: 0000113564	03/29/2005		3/29/05 11:00am phone mail check
Ticket Number: 0000112386	03/07/2005		HELP - Office 2003 Install
Ticket Number: 0000112069	03/02/2005		Checklist 3-2-05 0.00
Ticket Number: 0000112068	03/01/2005		Labcheck 3-1-05 23.00
Ticket Number: 0000112133	03/03/2005		7:30 AM phone mail check (3/3/05)
Ticket Number: 0000112134	03/03/2005		7:30 Lab Check 3/3/05
Ticket Number: 0000111947	03/01/2005		3.1 opening phonemail
Ticket Number: 0000112071	03/02/2005		3.2.05 opening phone mail
Ticket Number: 0000112016	03/01/2005		VM check 3-1-05 14.00
Ticket Number: 0000112014	03/01/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000112002	03/01/2005		3/1 sas 8.1 check out due back 3/2
Ticket Number: 0000111997	03/01/2005		130.85.132.131 offline
Ticket Number: 0000111992	03/01/2005		11am phone mail check for 3/1 no msges.
Ticket Number: 0000113162	03/18/2005		Check list 3-18-05 14.00
Ticket Number: 0000113161	03/18/2005		Labcheck 3-18-05 14.00
Ticket Number: 0000111981	03/01/2005		email redirection not working some times ...
Ticket Number: 0000112218	03/03/2005		Disk Quota Is Full
Ticket Number: 0000112343	03/06/2005		11:30 03/06/05 Opening Check
Ticket Number: 0000112342	03/05/2005		8:00/11:00 Lab Check March 5
Ticket Number: 0000112338	03/05/2005		3/5/5 5:00pm phone mail check
Ticket Number: 0000112337	03/05/2005		3/5/5 SPSS v12 1-disc checkout
Ticket Number: 0000112336	03/05/2005		3/05/05 SAS v9.1.2 7-disc set checkout
Ticket Number: 0000112335	03/05/2005		3/5/05 2:00pm phone mail check
Ticket Number: 0000112333	03/05/2005		3/5/05 2:00pm lab check
Ticket Number: 0000112332	03/05/2005		streaming video...
Ticket Number: 0000112329	03/05/2005		3/5/05 11:00am phone mail check
Ticket Number: 0000112312	03/04/2005		afs with redhat
Ticket Number: 0000112288	03/04/2005		Faculty quota increase
Ticket Number: 0000112234	03/04/2005		request
Ticket Number: 0000112229	03/04/2005		Work Order Request
Ticket Number: 0000112228	03/04/2005		3/4/05 7:30am phone mail check
Ticket Number: 0000112227	03/04/2005		3/4/05 7:30am lab check
Ticket Number: 0000112222	03/03/2005		i noticed there are blocked ports...friend
Ticket Number: 0000112206	03/03/2005		User needs quota increase
Ticket Number: 0000112204	03/03/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000112203	03/03/2005		Checklist 3-3-05 14.00
Ticket Number: 0000112202	03/03/2005		Labcheck 3-3-05 14.00

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000112201	03/03/2005	VM check 3-3-05 14.00
Ticket Number:	0000112506	03/08/2005	Can not delete email
Ticket Number:	0000112180	03/03/2005	VM check 3-3-05 11.00
Ticket Number:	0000112518	03/08/2005	VM Check 3-8-05 14.00
Ticket Number:	0000112158	03/03/2005	11am phonemail 3.3.05
Ticket Number:	0000112426	03/07/2005	SAS CD Checkout
Ticket Number:	0000112114	03/02/2005	concerning my disk usage
Ticket Number:	0000112090	03/02/2005	VM Check 11.00 3-2-05
Ticket Number:	0000112064	03/01/2005	Labcheck 3-1-05 20.00
Ticket Number:	0000112061	03/01/2005	Sending mail in Outlook Express with SSL
Ticket Number:	0000112060	03/01/2005	5:00pm phone mail check. no msges.
Ticket Number:	0000112022	03/01/2005	Checklist 3-1-05 14.00
Ticket Number:	0000112021	03/01/2005	Lab check 3-1-05 14.00
Ticket Number:	0000111953	03/01/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000111951	03/01/2005	No subject
Ticket Number:	0000111943	03/01/2005	Work Order Request-Quota @ 99%
Ticket Number:	0000112817	03/14/2005	Labcheck 3-14-05 3.30
Ticket Number:	0000112517	03/08/2005	Get Your Students Online Today!
Ticket Number:	0000112458	03/08/2005	Opening Phonemail 3.8.05
Ticket Number:	0000112456	03/08/2005	checklist 3-8-05 0.00
Ticket Number:	0000112454	03/07/2005	VM check 3-7-05 23.00
Ticket Number:	0000112453	03/07/2005	Labcheck 3-7-05 23.00
Ticket Number:	0000112444	03/07/2005	User has Security block, needs to be cleared
Ticket Number:	0000112430	03/07/2005	Visual Studio
Ticket Number:	0000112592	03/09/2005	VM check 3-9-05 11.00
Ticket Number:	0000112549	03/08/2005	Labcheck 3-8-05 20.00
Ticket Number:	0000112547	03/08/2005	help!
Ticket Number:	0000112546	03/08/2005	5:00 pm phone mail for 3/8 1msg.
Ticket Number:	0000112552	03/08/2005	I got an e-mail saying I have a Virus!!!!
Ticket Number:	0000113261	03/22/2005	streaming video of CMSC621
Ticket Number:	0000113260	03/22/2005	Checklsit 3-22-05 14.00
Ticket Number:	0000112572	03/09/2005	Checklist 3-9-05 7.30
Ticket Number:	0000112525	03/08/2005	CheckList 3-8-05 14.00
Ticket Number:	0000112524	03/08/2005	Labcheck 3-8-05 14.00
Ticket Number:	0000112516	03/08/2005	Get Your Students Online Today!
Ticket Number:	0000112514	03/08/2005	Work Order Request-pc will not access internet
Ticket Number:	0000112424	03/07/2005	Work Order Request
Ticket Number:	0000112902	03/14/2005	VM check 3-14-05 23.00
Ticket Number:	0000112824	03/14/2005	Work Order Request-Disk usage reached 100%
Ticket Number:	0000112823	03/14/2005	Checklist 3-14-05 7.30
Ticket Number:	0000112822	03/14/2005	Labcheck 3-14-05 6.30
Ticket Number:	0000112901	03/14/2005	Labcheck 3-14-05 23.00
Ticket Number:	0000112819	03/14/2005	VM check 3-14-05 6.00
Ticket Number:	0000113067	03/17/2005	temporary increase
Ticket Number:	0000112809	03/13/2005	Student user unable to connect to Blackboard
Ticket Number:	0000112802	03/13/2005	Morning check list 3/13/05 11:30 a.m.
Ticket Number:	0000112801	03/13/2005	8:00/11:00 Lab check for 3/13
Ticket Number:	0000112800	03/12/2005	[Fwd: IS 413 (Power Point)]
Ticket Number:	0000112798	03/12/2005	3/12/05 5:00pm phone mail check
Ticket Number:	0000112795	03/12/2005	3/12/05 2:00pm lab check
Ticket Number:	0000112793	03/12/2005	3/12/05 2:00pm phone mail check
Ticket Number:	0000112792	03/12/2005	question about matlab
Ticket Number:	0000112791	03/12/2005	3/12/05 11:00am phone mail check
Ticket Number:	0000112785	03/11/2005	labcheck 3/11/05 as well as closing 12 p.m.
Ticket Number:	0000112774	03/11/2005	5:00 p.m. phonemail 3/11/05

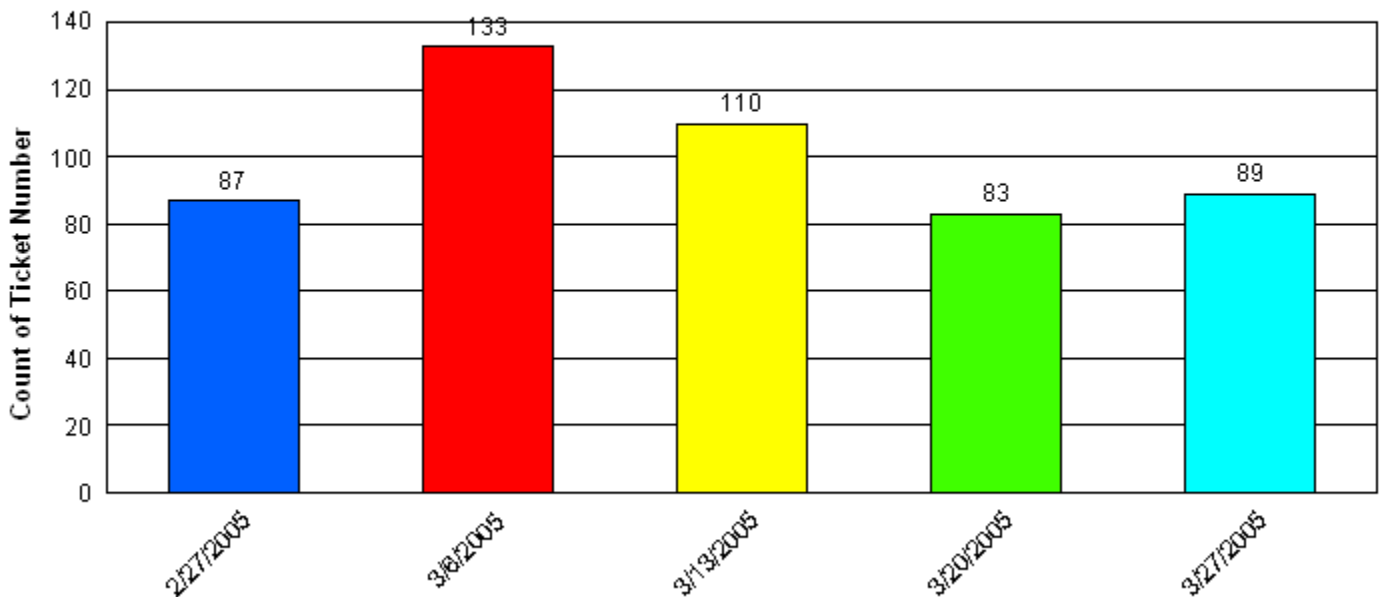
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000112775	03/11/2005	request
Ticket Number:	0000112736	03/11/2005	5.11 opening phone mail
Ticket Number:	0000112728	03/10/2005	Work Order Request-Quota @ 99%
Ticket Number:	0000112722	03/10/2005	wireless login issue
Ticket Number:	0000112709	03/10/2005	Checklist 3-10-05 14.00
Ticket Number:	0000112704	03/10/2005	VM Check 3-10-05 14.00
Ticket Number:	0000112707	03/10/2005	Labcheck 3-10-05 14.00
Ticket Number:	0000113253	03/22/2005	VM check 3-22-05 11.00
Ticket Number:	0000112673	03/10/2005	3/10/05 11:00am phone mail check
Ticket Number:	0000112672	03/10/2005	Userpages Question.
Ticket Number:	0000112969	03/15/2005	web space request
Ticket Number:	0000112653	03/10/2005	opening phonemail check 3.10.05
Ticket Number:	0000112649	03/10/2005	7:30 Lab Check 3/10/2005
Ticket Number:	0000112647	03/10/2005	Lab check 3/9/05 10p
Ticket Number:	0000112648	03/10/2005	Lab check 3/10/05 12am
Ticket Number:	0000112640	03/09/2005	Web Space
Ticket Number:	0000112635	03/09/2005	www drive
Ticket Number:	0000112627	03/09/2005	Global message delete in Pine
Ticket Number:	0000112779	03/11/2005	Email
Ticket Number:	0000112597	03/09/2005	Spam filtering
Ticket Number:	0000112596	03/09/2005	[Fwd: BANNED FILENAME (???.rtf.scr) IN MAIL FR]
Ticket Number:	0000112588	03/09/2005	FW: Q Drive
Ticket Number:	0000112740	03/11/2005	Quota increase?
Ticket Number:	0000112571	03/09/2005	Phonemail, 9am, 3/9/05
Ticket Number:	0000112555	03/09/2005	CheckList 3-9-05 0.00
Ticket Number:	0000112554	03/08/2005	labcheck 3-8-05 23.00
Ticket Number:	0000112387	03/07/2005	HELP - Office 2003 Install
Ticket Number:	0000112368	03/07/2005	Checklist 3-7-05 7.30
Ticket Number:	0000112367	03/07/2005	Labcheck 3-7-05 3.30
Ticket Number:	0000112853	03/14/2005	Faculty Section of MyUMBC
Ticket Number:	0000112889	03/14/2005	Work Order Request-Calendar acct needed
Ticket Number:	0000113072	03/17/2005	Work Order Request-Students need quota increase
Ticket Number:	0000112971	03/15/2005	Checklist 3-15-0 14.00
Ticket Number:	0000112970	03/15/2005	labcheck 3-15-05 14.00
Ticket Number:	0000112960	03/15/2005	Nevel Account
Ticket Number:	0000112931	03/15/2005	3/15/05 11:00am phone mail check
Ticket Number:	0000112906	03/15/2005	opening voicemail 3.15.05
Ticket Number:	0000112903	03/15/2005	Checklist 3-15-05 0.00
Ticket Number:	0000112886	03/14/2005	Requesting quota increase
Ticket Number:	0000112858	03/14/2005	faculty report
Ticket Number:	0000113014	03/16/2005	Vm check 3-16-05 11.00
Ticket Number:	0000112989	03/16/2005	[Fwd: Returned mail: see transcript for details]
Ticket Number:	0000112988	03/16/2005	opening phonemail 3.16
Ticket Number:	0000112986	03/16/2005	Checklist 3-16-05 0.00
Ticket Number:	0000112985	03/16/2005	VM check 3-15-05 23.00
Ticket Number:	0000112984	03/15/2005	Labcheck 3-15-05 23.00
Ticket Number:	0000112983	03/15/2005	labcheck 3-15-05 20.00
Ticket Number:	0000112979	03/15/2005	VM check 3-15-05 17.00
Ticket Number:	0000112976	03/15/2005	Work Order Request-Up quota for class
Ticket Number:	0000113331	03/24/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000113322	03/23/2005	Work Order Request-myUMBC not working
Ticket Number:	0000113319	03/23/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000113309	03/23/2005	Lab Check : 3/23 2:00 pm
Ticket Number:	0000113293	03/23/2005	Net-Temps Career News
Ticket Number:	0000113272	03/23/2005	3/23/2005: Opening checklist

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000113271	03/23/2005	3/23/2005: Opening Phonemail check
Ticket Number:	0000113262	03/22/2005	Work Order Request-Can not remember software key code
Ticket Number:	0000113258	03/22/2005	Labcheck 3-22-05 14.00
Ticket Number:	0000113259	03/22/2005	VM Check 3-22-05 14.00
Ticket Number:	0000113268	03/23/2005	[Fwd: Unauthorized Account Access: (Routing code: QRS-LQ3-L-X3)
Ticket Number:	0000113247	03/22/2005	Sending mail
Ticket Number:	0000113244	03/22/2005	3/22/2005: Morning check list
Ticket Number:	0000113243	03/22/2005	3/22/2005: Morning Phonemail check
Ticket Number:	0000113218	03/21/2005	Office for OS X?
Ticket Number:	0000113216	03/21/2005	3/21 8:00am phone mail check. 1 msg.
Ticket Number:	0000113215	03/21/2005	3/21 opening checklist. Opened 021 only. all 59 machines.
Ticket Number:	0000113214	03/21/2005	All the software available, amazing discounts
Ticket Number:	0000113210	03/20/2005	3.20 closing
Ticket Number:	0000113209	03/20/2005	Spamfilter for my UMBC Account
Ticket Number:	0000113208	03/20/2005	3/20/2005: tape change
Ticket Number:	0000113203	03/20/2005	opening ticket 3.20
Ticket Number:	0000113217	03/21/2005	Work Order Request-Need to clean up quota
Ticket Number:	0000113202	03/20/2005	RE: Our winning picks create extremely high satisfaction levels
Ticket Number:	0000113201	03/20/2005	Re: W WW P.harmaaccy
Ticket Number:	0000113200	03/19/2005	03/19 8:00/11:00 Lab Check
Ticket Number:	0000113197	03/19/2005	3/19/05 5:00pm phone mail check
Ticket Number:	0000113193	03/19/2005	3/19/05 phone mail check
Ticket Number:	0000113191	03/19/2005	3/19/05 2:00pm lab check
Ticket Number:	0000113189	03/19/2005	Mailbox Over Limit
Ticket Number:	0000113188	03/19/2005	3/19/05 11:00am phone mail check
Ticket Number:	0000113183	03/19/2005	3/18 8:00/11:00 Lab Check
Ticket Number:	0000113180	03/18/2005	required info
Ticket Number:	0000113158	03/18/2005	VM check 3-18-05 14.00
Ticket Number:	0000113154	03/18/2005	3/18/05 HD Tape Change
Ticket Number:	0000113149	03/18/2005	Linda Miller needs extra 15MB for email.
Ticket Number:	0000113147	03/18/2005	VM mail 3-18-05 11.00
Ticket Number:	0000113120	03/18/2005	opening phonemail 3.18.05
Ticket Number:	0000113116	03/17/2005	100%Full2
Ticket Number:	0000113111	03/17/2005	VM check 3-17-05 17.00
Ticket Number:	0000113096	03/17/2005	Checklist 3-17-05 14.00
Ticket Number:	0000113095	03/17/2005	quota increase request
Ticket Number:	0000113094	03/17/2005	Labcheck 3-17-05 14.00
Ticket Number:	0000113091	03/17/2005	VM check 3-17-05 14.00
Ticket Number:	0000113073	03/17/2005	User has HPLaserjet 6p that stopped working after printing out a bunch
Ticket Number:	0000113069	03/17/2005	quota increase
Ticket Number:	0000113049	03/17/2005	opening phonemail 3.17.05
Ticket Number:	0000113047	03/17/2005	6:30 lab check 3/17
Ticket Number:	0000113041	03/16/2005	Employment
Ticket Number:	0000113043	03/16/2005	3/16 phonemail check 3 msges.
Ticket Number:	0000113027	03/16/2005	Installation Assistance
Ticket Number:	0000113026	03/16/2005	RE: Ticket ID #0000113001 - calendar account
Ticket Number:	0000112861	03/14/2005	can't access faculty annual report
Ticket Number:	0000112869	03/14/2005	11:00 am and 2pm phone mail. COMBINED! 1msg.
Ticket Number:	0000112885	03/14/2005	[Fwd: quota increase?] (fwd)
Ticket Number:	0000112859	03/14/2005	Work Order Request-email/can not remember pw
pmcneel1		<u>Total:</u>	2
Closed		<u>Total:</u>	2
Ticket Number:	0000112539	03/08/2005	Computer moved and now can't access webpages.
Ticket Number:	0000113558	03/29/2005	SAS 8.1 loan

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
pzeaf01		Total: 18	
Resolved		Total: 3	
Ticket Number:	0000113528	03/28/2005	SAS 9.1.2 checkout
Ticket Number:	0000113674	03/30/2005	New oracle user
Ticket Number:	0000113678	03/30/2005	password reset
Closed		Total: 15	
Ticket Number:	0000113540	03/29/2005	SJP_HP4050 Network printer-can not find network
Ticket Number:	0000113566	03/29/2005	password reset
Ticket Number:	0000111959	03/01/2005	Account Creation
Ticket Number:	0000111952	03/01/2005	password reset
Ticket Number:	0000111961	03/01/2005	password reset
Ticket Number:	0000112448	03/07/2005	Access Controls on Web Pages
Ticket Number:	0000112784	03/11/2005	Help!
Ticket Number:	0000112806	03/13/2005	login problem
Ticket Number:	0000112790	03/12/2005	Help
Ticket Number:	0000112864	03/14/2005	User needs security block cleared
Ticket Number:	0000113255	03/22/2005	Spyware infection, and net connectivity problems
Ticket Number:	0000113194	03/19/2005	Spam filtering
Ticket Number:	0000112890	03/14/2005	disk usage
Ticket Number:	0000112926	03/15/2005	password reset
Ticket Number:	0000113178	03/18/2005	backup directory

Count of Ticket Number / Create Date

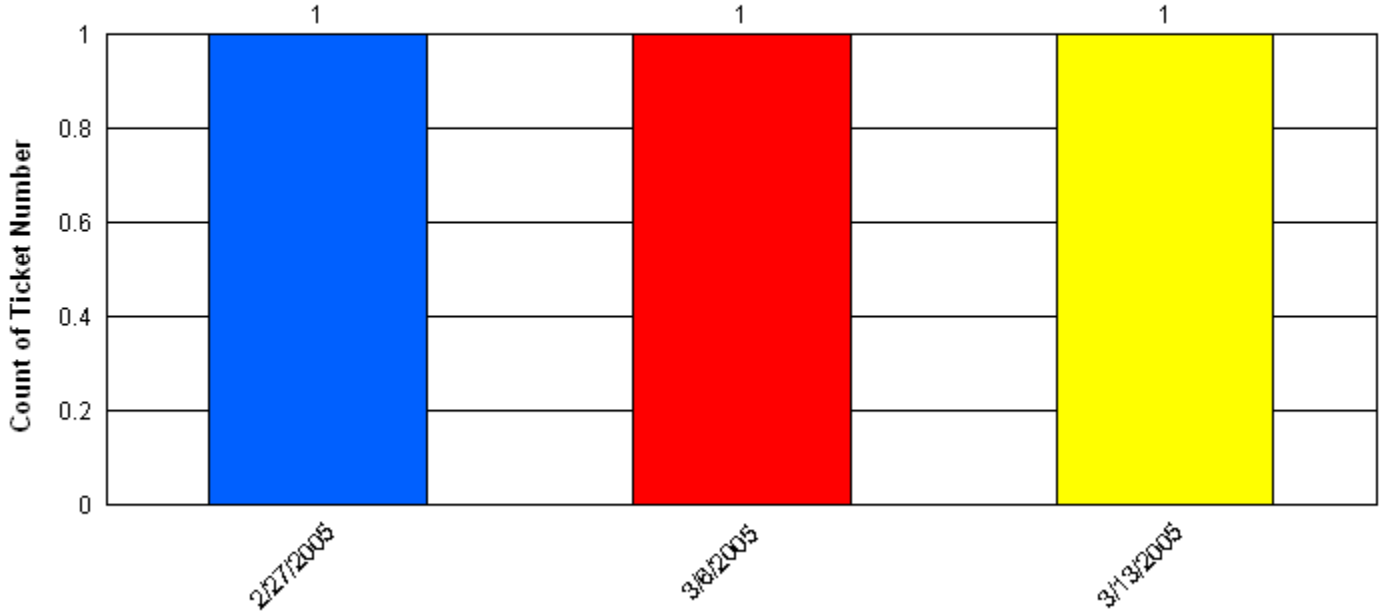
For Helpdesk



Human Resources		Total:	3	
mcnamara		Total:	1	
Closed		Total:	1	
Ticket Number:	0000113171		03/18/2005	Employees with No active primary job identified
rsanders		Total:	2	
Closed		Total:	2	
Ticket Number:	0000112753		03/11/2005	PS Support Request
Ticket Number:	0000112118		03/02/2005	DBE

Count of Ticket Number / Create Date

For Human Resources



		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
LAN	<u>Total:</u>	80	

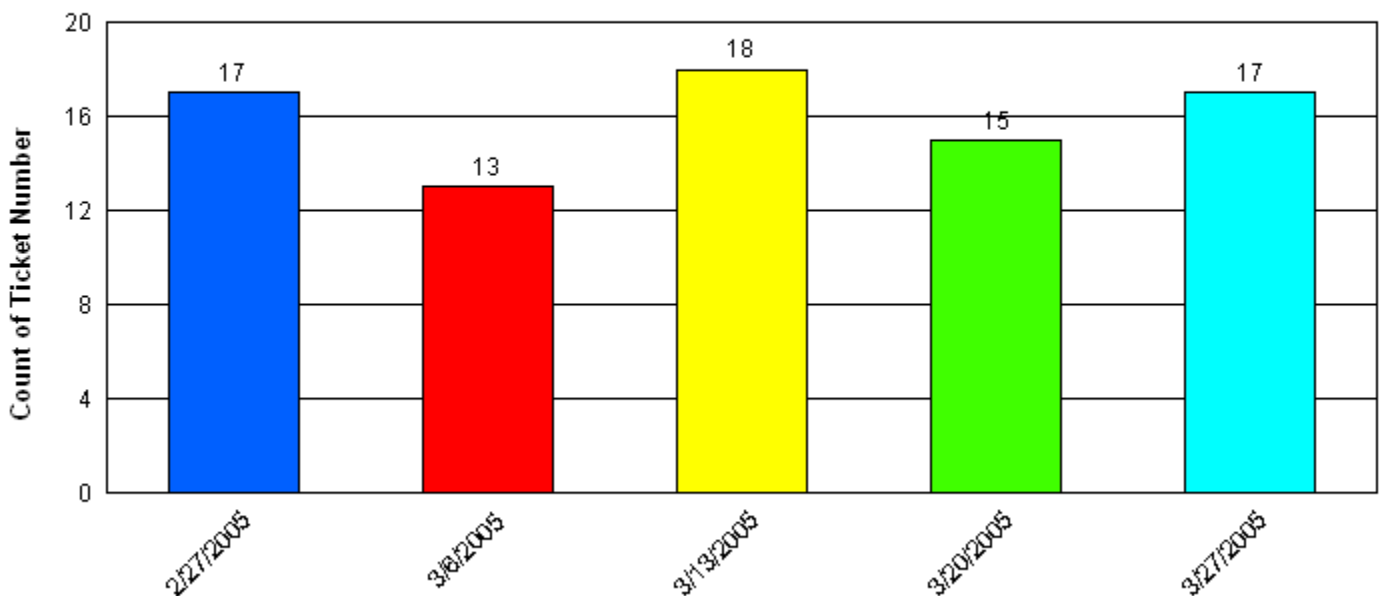
		<u>Create</u>	
		<u>Date</u>	
jesse		<u>Total:</u>	53
Resolved		<u>Total:</u>	9
Ticket Number:	0000113657	03/30/2005	Account libstreaming
Ticket Number:	0000113749	03/31/2005	Please remove novell account
Ticket Number:	0000113764	03/31/2005	User: keimig in sociology dept needs AD password reset. x58734
Ticket Number:	0000113783	03/31/2005	Work Order Request/AD account needed
Ticket Number:	0000113807	03/31/2005	User requests novell account for user ukeon1 for OIA dept. x51573
Ticket Number:	0000113810	03/31/2005	Printer is locked up
Ticket Number:	0000113803	03/31/2005	User has put in a new network card in printer
Ticket Number:	0000113766	03/31/2005	Issues with Profile server?
Ticket Number:	0000113604	03/29/2005	Novell Account issue with getting information

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000113409	03/25/2005	44	User is in DPET and needs AD password reset. x52719
Ticket Number: 0000113751	03/31/2005		afs & ad
Ticket Number: 0000113501	03/28/2005		Username: voluwa1 is in novell under commons context. Needs to be a
Ticket Number: 0000113503	03/28/2005		Dept: Biology, Username: sequencer needs to have password reset. x
Ticket Number: 0000113588	03/29/2005		request to reset a novell password
Ticket Number: 0000113495	03/28/2005		Personal Share Drive Increase
Ticket Number: 0000113429	03/25/2005		Work Order Request
Ticket Number: 0000112157	03/03/2005		Generic Novell Accounts
Ticket Number: 0000111958	03/01/2005		Customer can not change AD password
Ticket Number: 0000112258	03/04/2005		User would like Novell password reset
Ticket Number: 0000112191	03/03/2005		User can not access his shared drives through novell.umbc.edu
Ticket Number: 0000112177	03/03/2005		Delete Novell account
Ticket Number: 0000112171	03/03/2005		Cancel acct April 1 - EMAIL
Ticket Number: 0000112167	03/03/2005		Customer unable to access machine on AD
Ticket Number: 0000112152	03/03/2005		request
Ticket Number: 0000112144	03/03/2005		Access to R Drive
Ticket Number: 0000112138	03/03/2005		AD login problem
Ticket Number: 0000112109	03/02/2005		Karen Kraft needs a Novell account
Ticket Number: 0000112015	03/01/2005		Novell Account
Ticket Number: 0000112010	03/01/2005		Folder access to the P Drive
Ticket Number: 0000111980	03/01/2005		[Fwd: INCREASE H DRIVE CAPACITY]
Ticket Number: 0000112216	03/03/2005		User needs novell accounts created
Ticket Number: 0000112488	03/08/2005		Need novell/ad account
Ticket Number: 0000112397	03/07/2005		R drive access
Ticket Number: 0000112472	03/08/2005		Bobbie Jo Peach needs AD access to Financial Services PC's.
Ticket Number: 0000112748	03/11/2005		Provost dept wants seperate space accessible only by committee memb
Ticket Number: 0000112642	03/09/2005		Netstorage can't be displayed
Ticket Number: 0000112609	03/09/2005		Q: Drive "Plain Text"
Ticket Number: 0000112698	03/10/2005		User: woystick in dept advising needs to be added to active directory
Ticket Number: 0000112691	03/10/2005		User: skid already has novell account for socialwork, user will also ne
Ticket Number: 0000112582	03/09/2005		Work Order Request
Ticket Number: 0000112542	03/08/2005		grad school I drive
Ticket Number: 0000112836	03/14/2005		Novell password has expired for ejacobsohn
Ticket Number: 0000113053	03/17/2005		Several shared drive issues-for SAFR/Commons
Ticket Number: 0000113152	03/18/2005		Don Velli & Linda Miller need access to Novell folder.
Ticket Number: 0000113036	03/16/2005		User in dept: human resources logging in as "hrstudent" does not see I
Ticket Number: 0000113000	03/16/2005		User needs a new Novell Account
Ticket Number: 0000112966	03/15/2005		Novell password
Ticket Number: 0000112965	03/15/2005		Please add 2GB to P drive
Ticket Number: 0000112946	03/15/2005		User "skid" is in dept counseling and does not seem to be in AD. Plea
Ticket Number: 0000112948	03/15/2005		Activate program would like seperate drive space for a project.
Ticket Number: 0000112876	03/14/2005		User needs novell account for dept DPET. x58864
Ticket Number: 0000112847	03/14/2005		Need access to K drive - sponsored programs
Ticket Number: 0000112843	03/14/2005		User Permissoins

		<u>Create Date</u>	<u>Short Description</u>
vladimir		Total: 27	
Resolved		Total: 5	
Ticket Number:	0000113761	03/31/2005	Printer in EHS dept name ehsxeroxprinter needs another user added t
Ticket Number:	0000113372	03/24/2005	Network Printer Replaced
Ticket Number:	0000113603	03/29/2005	Novell Account Expired
Ticket Number:	0000113762	03/31/2005	Users vkadam1, jdrone, jparker, mlevy3, dhoffm2, goodwin1 and skc
Ticket Number:	0000113305	03/23/2005	User needs more space on H:/ drive umbclan_user_pool_server/user/ho
Closed		Total: 22	
Ticket Number:	0000113346	03/24/2005	Cathy request Jeff Estis username (jestis) be deleted from system, ema
Ticket Number:	0000113416	03/25/2005	File needs to br restored
Ticket Number:	0000113381	03/24/2005	NOVELL file folder permission
Ticket Number:	0000113379	03/24/2005	Increase quota h: drive
Ticket Number:	0000113357	03/24/2005	student user needs novell/AD access
Ticket Number:	0000112153	03/03/2005	Work Order Request-Make officejet6210 network printer also
Ticket Number:	0000112317	03/04/2005	[Fwd: Novell file restore]
Ticket Number:	0000112908	03/15/2005	ACIV421: Problems Printing
Ticket Number:	0000113318	03/23/2005	Request to restore files
Ticket Number:	0000113172	03/18/2005	Peggy Bosley (username 'pbosley') should be granted same access to P
Ticket Number:	0000113176	03/18/2005	Novel Permission
Ticket Number:	0000113269	03/23/2005	Dot Weller's Novell account needs to be disabled.
Ticket Number:	0000113311	03/23/2005	Tina Carter-Brown needs an Active Directory account.
Ticket Number:	0000113338	03/24/2005	User: rkhalil1 is a new helpdesk consultant that needs novell account u
Ticket Number:	0000113280	03/23/2005	Windows can not load roaming profile
Ticket Number:	0000113314	03/23/2005	User would like to give access to drive i:/database/SIS/ and everythin
Ticket Number:	0000113173	03/18/2005	Novell username: sequencer in dept bio needs a password reset.
Ticket Number:	0000113107	03/17/2005	Novell Folder Access
Ticket Number:	0000112972	03/15/2005	User needs to have a file restored, and have the file overwritten
Ticket Number:	0000112671	03/10/2005	Novell user topolski, please increase quota
Ticket Number:	0000112718	03/10/2005	User needs more space on the H drive
Ticket Number:	0000112678	03/10/2005	New employee - registrar's office

Count of Ticket Number / Create Date

For LAN



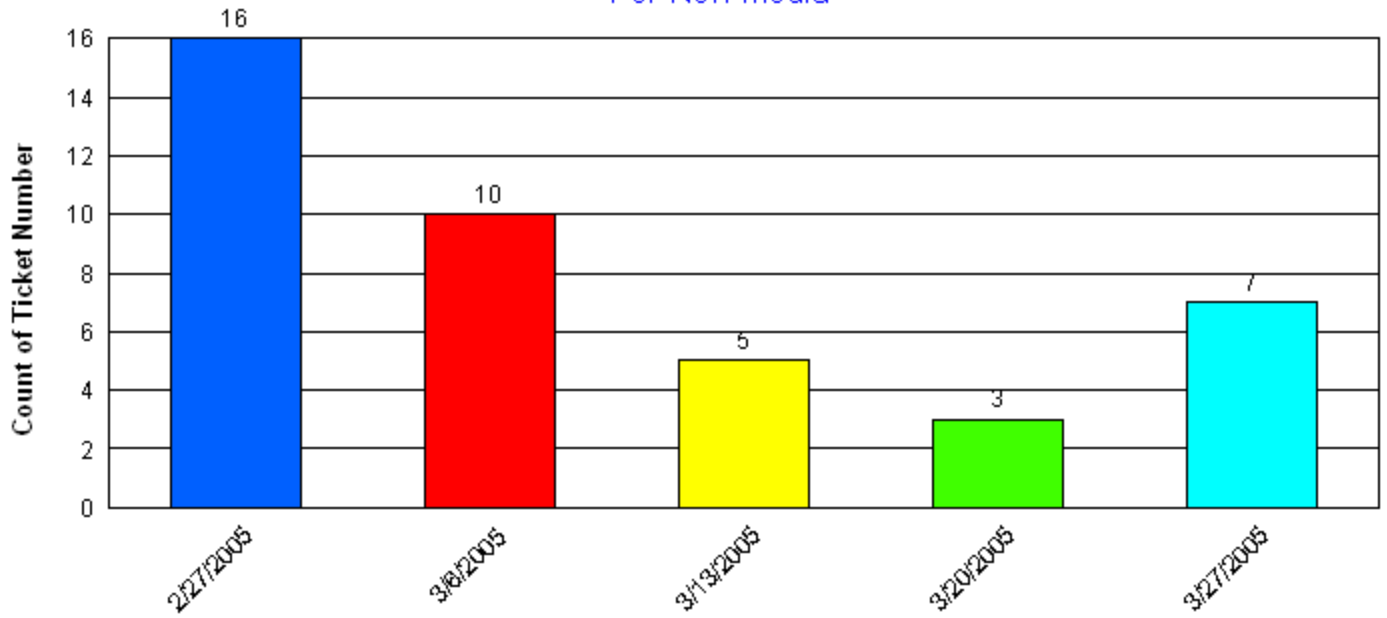
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
New Media	Total:	41		
NewMedia:BlackBoard	Total:	1		
Closed	Total:	1		
Ticket Number: 0000112915		03/15/2005		george presinger - bb not loading
darnold	Total:	1		
Closed	Total:	1		
Ticket Number: 0000112378		03/07/2005		I have a virus - Vundo
ebenson1	Total:	9		
Resolved	Total:	4		
Ticket Number: 0000113725		03/30/2005		[Fwd: blackboard -help]
Ticket Number: 0000113491		03/28/2005		Question about the Graduate Program Directors survey on Bb
Ticket Number: 0000113710		03/30/2005		survey
Ticket Number: 0000113742		03/31/2005		blackboard access
Closed	Total:	5		
Ticket Number: 0000113460		03/27/2005		Bb Item Not Available
Ticket Number: 0000113548		03/29/2005		No subject
Ticket Number: 0000113549		03/29/2005		[Fwd: Out Of the Office Until April 4th]
Ticket Number: 0000112066		03/01/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000112067		03/01/2005		Blackboard Community Request: Assign to New Media: Blackboard
rarmstro	Total:	30		
Closed	Total:	30		
Ticket Number: 0000112094		03/02/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000112055		03/01/2005		deleting courses
Ticket Number: 0000112012		03/01/2005		i think that fixed it...thanks
Ticket Number: 0000112039		03/01/2005		Trouble with Blackboard
Ticket Number: 0000112270		03/04/2005		User would like a Community for CampusConnections
Ticket Number: 0000112235		03/04/2005		Work Order Request
Ticket Number: 0000112166		03/03/2005		problem updating gradebook
Ticket Number: 0000112123		03/02/2005		Deleting a Course
Ticket Number: 0000112281		03/04/2005		my course is not displayed.
Ticket Number: 0000112086		03/02/2005		socy 335
Ticket Number: 0000112081		03/02/2005		User teaches a class that is not listed in her courses
Ticket Number: 0000112003		03/01/2005		i can't access blackboard?!
Ticket Number: 0000112005		03/01/2005		i discovered that it is the login page that is blank
Ticket Number: 0000111948		03/01/2005		Blackboard Problem
Ticket Number: 0000113353		03/24/2005		Problems accessing Blackboard Discussion Group Chat
Ticket Number: 0000112363		03/06/2005		problems
Ticket Number: 0000112815		03/13/2005		remove
Ticket Number: 0000112771		03/11/2005		Unable to access my course
Ticket Number: 0000112681		03/10/2005		uploading a powerpoint to blackboard
Ticket Number: 0000112624		03/09/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000112622		03/09/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000112610		03/09/2005		SOCY/HAPP 403
Ticket Number: 0000112473		03/08/2005		Registered Course not shown in My Courses
Ticket Number: 0000112445		03/07/2005		Inter, Lang. Center
Ticket Number: 0000112413		03/07/2005		course available on blackboard
Ticket Number: 0000112898		03/14/2005		Wrong section enrolled
Ticket Number: 0000112927		03/15/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000113078		03/17/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000113224		03/21/2005		CSEE Department Community Blackboard Portal
Ticket Number: 0000113206		03/20/2005		Blackboard Community Request: Assign to New Media: Blackboard

Create
Date

Short Description

Count of Ticket Number / Create Date

For New Media



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
OIT BSG Non People	Total:	186	
BSG:HP3000_Systems		Total:	2
Closed		Total:	2
Ticket Number:	0000112382	03/07/2005	session abort for leah,usr0005.uadm
Ticket Number:	0000113750	03/31/2005	Reset jtaylor,usr0335.genl sec pw
BSG:Operational_Support		Total:	30
Closed		Total:	30
Ticket Number:	0000113364	03/24/2005	Reset Security Password
Ticket Number:	0000113396	03/25/2005	Motor Vehicle: MVBR4023
Ticket Number:	0000113754	03/31/2005	sec pw did not work for jtaylor,usr0335.genl
Ticket Number:	0000113752	03/31/2005	Forgot to change sec pw...need reset
Ticket Number:	0000113696	03/30/2005	Security Password Reset
Ticket Number:	0000113631	03/30/2005	Labels for Undergrad Admissions/Grad School
Ticket Number:	0000113630	03/30/2005	HPUMBC1,2,3 Tapes changed
Ticket Number:	0000113546	03/29/2005	PSYC 100/401 Starr
Ticket Number:	0000113544	03/29/2005	HPUMBC 1,2,3 Tape Change
Ticket Number:	0000113395	03/25/2005	Labels: Grad School/UADM
Ticket Number:	0000113394	03/25/2005	HPUMBC1,2,3 Tapes changed
Ticket Number:	0000113704	03/30/2005	Security Password Reset
Ticket Number:	0000112035	03/01/2005	abort session for linda,usr0044.reg
Ticket Number:	0000112264	03/04/2005	Create log file tape
Ticket Number:	0000111963	03/01/2005	process mvbm4023 tape
Ticket Number:	0000112459	03/08/2005	MVBR4024
Ticket Number:	0000112461	03/08/2005	MVBR4025
Ticket Number:	0000112479	03/08/2005	Job Scheduling
Ticket Number:	0000112614	03/09/2005	HPUMBC1,2,3 tapes recycled
Ticket Number:	0000112685	03/10/2005	HPUMBC1,2,3 Tape Change
Ticket Number:	0000112690	03/10/2005	Customer unable to access HPUMBC3
Ticket Number:	0000112686	03/10/2005	HPUMBC1 Tape Labels recycled
Ticket Number:	0000112683	03/10/2005	File Restore/#8434,8436,8722
Ticket Number:	0000112665	03/10/2005	USR0017.COMP unable to connect to Reflections
Ticket Number:	0000112560	03/09/2005	HPUMBC1,2,3 Tape Change
Ticket Number:	0000112469	03/08/2005	MVBR4024
Ticket Number:	0000112907	03/15/2005	Food/jeanette - need aid0005,usr0005.food security pw reset
Ticket Number:	0000113471	03/28/2005	HPUMBC1,2,3 Tapes Changed
Ticket Number:	0000113332	03/24/2005	HPUMBC1,2,3 Tape Change
Ticket Number:	0000113340	03/24/2005	Labels: Admissions/Grad School

BSG:Web_Infrastructure

Create

Date

Total: **121**

Short Description

	<u>Create</u>		<u>Short Description</u>
Closed	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000112935	03/15/2005	121	lebowitz - ehs302 mod 2
Ticket Number: 0000112938	03/15/2005		okyndaye / sowk
Ticket Number: 0000112940	03/15/2005		schultz - psyc200
Ticket Number: 0000113707	03/30/2005		caruso - biol302L /
Ticket Number: 0000113071	03/17/2005		ECAD360/Cohen
Ticket Number: 0000113023	03/16/2005		PSYC 307/Exam 2 Freiberg
Ticket Number: 0000113089	03/17/2005		psyc285 - anderson / exam2
Ticket Number: 0000113088	03/17/2005		psyc285 - anderson / exam1
Ticket Number: 0000113087	03/17/2005		psyc 380 / exam3
Ticket Number: 0000113086	03/17/2005		psyc 380 / exam2
Ticket Number: 0000113085	03/17/2005		anderson - psyc380
Ticket Number: 0000113075	03/17/2005		psyc332 - alonso
Ticket Number: 0000113070	03/17/2005		ECON 312 Carpenter
Ticket Number: 0000113008	03/16/2005		SOCY353.Group B/ Zeynep Tufekci
Ticket Number: 0000113142	03/18/2005		AFST 350/Robinson
Ticket Number: 0000113141	03/18/2005		PSYC 332/Blass
Ticket Number: 0000113140	03/18/2005		hanson - biol106
Ticket Number: 0000113139	03/18/2005		lo3 - fys102a
Ticket Number: 0000113138	03/18/2005		chem124 - DaSilva / q3
Ticket Number: 0000113137	03/18/2005		chem124 - DaSilva / q4
Ticket Number: 0000113135	03/18/2005		psyc331 - tenowich
Ticket Number: 0000113134	03/18/2005		psyc100 - jordan
Ticket Number: 0000113129	03/18/2005		ehs302 - mod II / lebowitz
Ticket Number: 0000113127	03/18/2005		ehs302 - mod III / lebowitz
Ticket Number: 0000113126	03/18/2005		dahlquist-psyc285
Ticket Number: 0000113706	03/30/2005		caruso - biol302L / scan for raw data
Ticket Number: 0000113297	03/23/2005		biol302 - lindahl
Ticket Number: 0000113289	03/23/2005		POLI 230/201 Jeff Davis
Ticket Number: 0000113288	03/23/2005		POLI 230/101 Jeff Davis
Ticket Number: 0000113284	03/23/2005		IS300/401 Dana Smith
Ticket Number: 0000113166	03/18/2005		PSYC 210/201 Richman
Ticket Number: 0000113165	03/18/2005		PSYC 100/201 OBrien
Ticket Number: 0000112941	03/15/2005		schultz - psyc342
Ticket Number: 0000112939	03/15/2005		rothstein - socy101
Ticket Number: 0000112936	03/15/2005		lebowitz - ehs302 mod 3
Ticket Number: 0000112942	03/15/2005		chem124L - tyminski
Ticket Number: 0000112505	03/08/2005		chem101 - carpenter
Ticket Number: 0000112658	03/10/2005		PSYC 230/Cheah
Ticket Number: 0000112657	03/10/2005		PSYC 100/Starr
Ticket Number: 0000113009	03/16/2005		SOCY 353/Group C/Zeynep Tufekci
Ticket Number: 0000113170	03/18/2005		ECON 101/THOMAS
Ticket Number: 0000112608	03/09/2005		PSYC331/Exam 2 Rescan/Tenowich
Ticket Number: 0000112590	03/09/2005		cmssc100 - katz
Ticket Number: 0000112591	03/09/2005		psyc306 - freiberg
Ticket Number: 0000112563	03/09/2005		PSYC 200/Schultz
Ticket Number: 0000112562	03/09/2005		MLL 305/McCray
Ticket Number: 0000112561	03/09/2005		MLL 191/McCray
Ticket Number: 0000112529	03/08/2005		CHEM 352L Perks
Ticket Number: 0000112528	03/08/2005		CHEM352L Rescan/Perks
Ticket Number: 0000112527	03/08/2005		CHEM 352 Perks
Ticket Number: 0000112509	03/08/2005		ng / econ312 0201
Ticket Number: 0000112508	03/08/2005		ng / econ312 0101
Ticket Number: 0000112507	03/08/2005		perks/chem352L
Ticket Number: 0000112759	03/11/2005		PSYC 393A/Provine

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000112739	03/11/2005	PSYC 370/Provine
Ticket Number:	0000113169	03/18/2005	AFST 350/Robinson
Ticket Number:	0000113168	03/18/2005	PSYC 332/Blass
Ticket Number:	0000112586	03/09/2005	carpenter - chem101
Ticket Number:	0000112564	03/09/2005	PSYC 342/Schultz
Ticket Number:	0000112471	03/08/2005	GEOG 102
Ticket Number:	0000112405	03/07/2005	anth211-san antonio
Ticket Number:	0000112406	03/07/2005	sowk388-okyndaye
Ticket Number:	0000112400	03/07/2005	freeland-biol301
Ticket Number:	0000112470	03/08/2005	PSYC 331/Warwick
Ticket Number:	0000112399	03/07/2005	miller/poli100 - 0101/0201
Ticket Number:	0000112407	03/07/2005	chem101 - carpenter
Ticket Number:	0000112155	03/03/2005	dymski / phys112
Ticket Number:	0000112154	03/03/2005	dean/ehs200
Ticket Number:	0000112231	03/04/2005	geog110 - dubois
Ticket Number:	0000112108	03/02/2005	chem124 - dasilva
Ticket Number:	0000112107	03/02/2005	chem124 - dasilva
Ticket Number:	0000112106	03/02/2005	zeynep - socy101 / group c
Ticket Number:	0000112105	03/02/2005	zeynep - socy101 / group b
Ticket Number:	0000112104	03/02/2005	zeynep - socy101 / group a
Ticket Number:	0000112078	03/02/2005	sokolove - biol100/biol100h
Ticket Number:	0000112189	03/03/2005	biol233 / nehman
Ticket Number:	0000111998	03/01/2005	psyc308 - obrien
Ticket Number:	0000112243	03/04/2005	353 - tufekci-group c
Ticket Number:	0000112240	03/04/2005	ma - socy301
Ticket Number:	0000112239	03/04/2005	poli230-davis-sec0101
Ticket Number:	0000112238	03/04/2005	poli230-davis-sec0201
Ticket Number:	0000112237	03/04/2005	biol303 - craig
Ticket Number:	0000112236	03/04/2005	geog120 - ellis
Ticket Number:	0000112242	03/04/2005	biol275 - burchard/sandoz
Ticket Number:	0000112233	03/04/2005	psyc382 - schaeffer
Ticket Number:	0000112232	03/04/2005	socy352 - stuart
Ticket Number:	0000112593	03/09/2005	wmst/socy333 - lottes
Ticket Number:	0000112290	03/04/2005	stat121 - kegan
Ticket Number:	0000112289	03/04/2005	biol-fleischmann
Ticket Number:	0000112287	03/04/2005	mcguire-psyc385
Ticket Number:	0000112286	03/04/2005	mcguire-psyc335
Ticket Number:	0000112285	03/04/2005	psyc331 - tenowich
Ticket Number:	0000112247	03/04/2005	hist102 - tatarewicz
Ticket Number:	0000112245	03/04/2005	353 - tufekci-group b
Ticket Number:	0000112244	03/04/2005	353 - tufekci-group a
Ticket Number:	0000112141	03/03/2005	bush/chem102
Ticket Number:	0000112760	03/11/2005	PSYC393A/Provine
Ticket Number:	0000112143	03/03/2005	brothers/chem102L
Ticket Number:	0000112142	03/03/2005	econ102/palmateer
Ticket Number:	0000112188	03/03/2005	DaSilva-chem124 / e1
Ticket Number:	0000112764	03/11/2005	DaSilva-chem124
Ticket Number:	0000112765	03/11/2005	chem102L-brothers
Ticket Number:	0000112156	03/03/2005	dymski / phys111
Ticket Number:	0000112187	03/03/2005	DaSilva-chem124 / q2
Ticket Number:	0000112186	03/03/2005	psyc360 - rabin
Ticket Number:	0000112000	03/01/2005	armor - ecad210 0201
Ticket Number:	0000111999	03/01/2005	armor - ecad210 0101
Ticket Number:	0000111995	03/01/2005	socy101 - trela
Ticket Number:	0000111994	03/01/2005	psyc342 - schultz

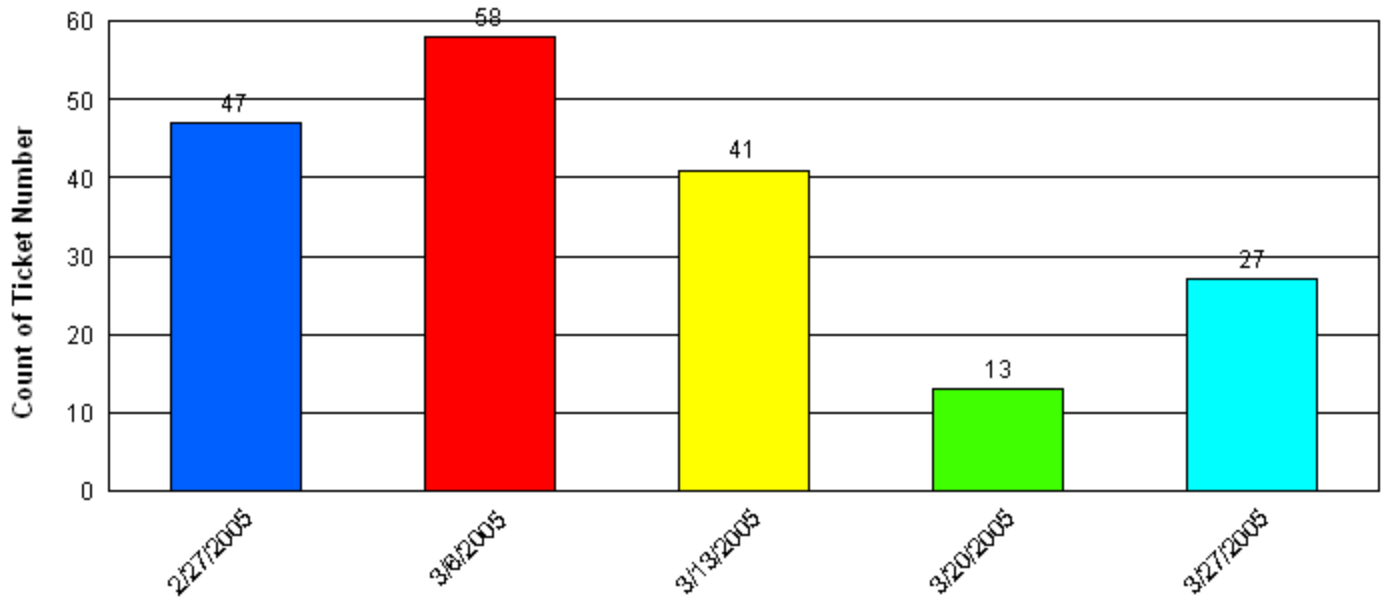
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000113370	03/24/2005	Copy csv file for BIOL 302/LindahI
Ticket Number:	0000113634	03/30/2005	PSYC 305/Freiberg Exam 1
Ticket Number:	0000113545	03/29/2005	BIOL 301 Freeland/Omland
Ticket Number:	0000113633	03/30/2005	PSYC 200/Schultz
Ticket Number:	0000113786	03/31/2005	biol302L - caruso
Ticket Number:	0000113693	03/30/2005	SOCY 101/Trela
Ticket Number:	0000113691	03/30/2005	ehs474 - walz
Ticket Number:	0000113690	03/30/2005	is295 - norruddin
Ticket Number:	0000113689	03/30/2005	biol303 - craig
Ticket Number:	0000113632	03/30/2005	PSYC 342/Schultz
Ticket Number:	0000113576	03/29/2005	thomas / econ102 0101
Ticket Number:	0000113575	03/29/2005	craig / biol303
blanchet		<u>Total:</u>	10
Closed		<u>Total:</u>	10
Ticket Number:	0000113413	03/25/2005	Problem with last night's (3/24) Sallie Mae transmission
Ticket Number:	0000113496	03/28/2005	Student billing adjustments on myUmbc vs HP
Ticket Number:	0000112519	03/08/2005	Need to reload some SAR data files for reporting purposes.
Ticket Number:	0000112409	03/07/2005	Modify FABM3241 - Mass update to SAFERS
Ticket Number:	0000112735	03/11/2005	Sallie Mae transmission problems
Ticket Number:	0000112667	03/10/2005	Issue with Sallie Mae's transmission last night 3/9/05
Ticket Number:	0000112410	03/07/2005	Dot Lester in Parking Svcs having problems accessing some HP items
Ticket Number:	0000113470	03/28/2005	ABORT: ARBM3933
Ticket Number:	0000113122	03/18/2005	ABORT: MVBM4009 JMS#9176 JOB#7358
Ticket Number:	0000113093	03/17/2005	2 new VLAN connections for the Bursar's Office
dina		<u>Total:</u>	2
Closed		<u>Total:</u>	2
Ticket Number:	0000113324	03/24/2005	ABORT: UABM1623
Ticket Number:	0000113048	03/17/2005	ABORT: TCBM2231
jason12		<u>Total:</u>	4
Closed		<u>Total:</u>	4
Ticket Number:	0000112872	03/14/2005	Clear the R25 oracle database locks
Ticket Number:	0000112054	03/01/2005	Webviewer patch upgrade
Ticket Number:	0000112098	03/02/2005	Ticket
Ticket Number:	0000113505	03/28/2005	r25 spring upload
paulr		<u>Total:</u>	11
Closed		<u>Total:</u>	11
Ticket Number:	0000112388	03/07/2005	User does not have Account Information links
Ticket Number:	0000112613	03/09/2005	Trouble reaching the summary page of my UMBC Faculty Annual Re
Ticket Number:	0000112393	03/07/2005	Faculty Annual Report
Ticket Number:	0000112839	03/14/2005	FAR Summary displays code instead of the actual summary
Ticket Number:	0000112849	03/14/2005	Problems with printing summary of FAR
Ticket Number:	0000112370	03/07/2005	How did this person register?
Ticket Number:	0000112755	03/11/2005	myumbc problems
Ticket Number:	0000112617	03/09/2005	FAR doesn't bring up summary of entire report she has worked on.
Ticket Number:	0000112663	03/10/2005	FAR report problems
Ticket Number:	0000112535	03/08/2005	For FAR user is trying to put in multiple entries under publications, b
Ticket Number:	0000112585	03/09/2005	FAR is really slow trying to access last year's info or loading changes.
putro		<u>Total:</u>	6
Closed		<u>Total:</u>	6
Ticket Number:	0000112412	03/07/2005	Person's account has garbage in the name
Ticket Number:	0000112538	03/08/2005	WEB and OFF on the IRBR3030 report
Ticket Number:	0000112174	03/03/2005	What happens with AWAY courses?
Ticket Number:	0000112190	03/03/2005	Questions about HCDs
Ticket Number:	0000112303	03/04/2005	HP support PMPs
Ticket Number:	0000113499	03/28/2005	Jobs submitted to offical transcript printer going to emgtlj1

Create
Date

Short Description

Count of Ticket Number / Create Date

For OIT BSG Non PeopleSoft



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
OIT Business Systems: P	Total:	193	
afinn		Total: 5	
Resolved		Total: 1	
Ticket Number: 0000113666		03/30/2005	1. PC_BI_TO_PC Billing to Projects ran to No Success for 2 instan
Closed		Total: 4	
Ticket Number: 0000112028		03/01/2005	TST-1-AP Voucher Inq SQL Error on Vendor Search
Ticket Number: 0000112331		03/05/2005	1 Query Issues
Ticket Number: 0000112034		03/01/2005	2 Repricing not always converting OLT rows to BIL rows
Ticket Number: 0000112924		03/15/2005	Create new view and add to OLT Query
byron		Total: 8	
Closed		Total: 8	
Ticket Number: 0000113032		03/16/2005	Create a PS tbl to hold rejects from PI processing
Ticket Number: 0000113174		03/18/2005	EI scenario #5 - duplicate see 113924
Ticket Number: 0000113123		03/18/2005	Interim fix for Loadback -sqr to identify oth erncds
Ticket Number: 0000112770		03/11/2005	EI Scenario #4 FM2
Ticket Number: 0000111957		03/01/2005	Determine which user altered JOB on 1/10/05 for #8079
Ticket Number: 0000111989		03/01/2005	First EI test with CP
Ticket Number: 0000112248		03/04/2005	EI test scenario #3 to USM
Ticket Number: 0000112136		03/03/2005	Investigate why prior pp rec showing on paysheets

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
chriss		<u>Total:</u>	38	
Resolved		<u>Total:</u>	12	
Ticket Number:	0000113774	03/31/2005		Pay Calc process errors out on HRDB1
Ticket Number:	0000113703	03/30/2005		Please run attached in FSPRD
Ticket Number:	0000113605	03/29/2005		Please run attached script in FSDEV
Ticket Number:	0000113601	03/29/2005		pls run atched scripts on HRDB2
Ticket Number:	0000113800	03/31/2005		New Views in FSUAT
Ticket Number:	0000113791	03/31/2005		Please refresh HRTRN with HRPRD
Ticket Number:	0000113715	03/30/2005		run script
Ticket Number:	0000113682	03/30/2005		Please run attached script in FSPRD
Ticket Number:	0000113681	03/30/2005		Create tables in HRUAT & HRPRD
Ticket Number:	0000113669	03/30/2005		please run attached script in FSPRD
Ticket Number:	0000113640	03/30/2005		Create tables/views in HRUAT & HRPRD
Ticket Number:	0000113581	03/29/2005		STAT new user
Closed		<u>Total:</u>	26	
Ticket Number:	0000113359	03/24/2005		Please run attached script in FSTST and FSPRD
Ticket Number:	0000113408	03/25/2005		Pls clone DB2 from PRD_pp19_pre_ldbk
Ticket Number:	0000112832	03/14/2005		Retain back-up of HRPRD taken on evening of Friday, 3/11/05 for fu
Ticket Number:	0000112318	03/04/2005		Bounce Server
Ticket Number:	0000112149	03/03/2005		Create table in HRCA
Ticket Number:	0000112135	03/03/2005		Pls restore HRDB2 from last night's bkup of HRDB3
Ticket Number:	0000112026	03/01/2005		Create PS Tables
Ticket Number:	0000112487	03/08/2005		Oracle network time is incorrect
Ticket Number:	0000112490	03/08/2005		Reset Kathy Blnaks Oracle password
Ticket Number:	0000112618	03/09/2005		Install STAT
Ticket Number:	0000112913	03/15/2005		Document R25 processes on the wiki
Ticket Number:	0000112738	03/11/2005		Alter tables in TST2, DB1, DEV, TST
Ticket Number:	0000112749	03/11/2005		build view
Ticket Number:	0000112826	03/14/2005		pls copy the following prd backup into hrDB2
Ticket Number:	0000112952	03/15/2005		Please run attached script in FSPRD
Ticket Number:	0000113012	03/16/2005		please run script (fsprd)
Ticket Number:	0000113018	03/16/2005		Please run attached script in FSTST & FSPRD
Ticket Number:	0000113110	03/17/2005		weller - oracle
Ticket Number:	0000113103	03/17/2005		run script
Ticket Number:	0000113099	03/17/2005		run script
Ticket Number:	0000113098	03/17/2005		run script
Ticket Number:	0000113064	03/17/2005		Add OEM jobs for FSPRD
Ticket Number:	0000113050	03/17/2005		pls run attached script in HRDEV and HRDB3
Ticket Number:	0000112921	03/15/2005		da\Document Oracle 10g EM on the wiki
Ticket Number:	0000112912	03/15/2005		Modify clone script to uncompress files in stdio.
Ticket Number:	0000113327	03/24/2005		pls clone DB2 with PRD_pp19_pre_ldbk
dsylva		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000112715	03/10/2005		Resolve imbalance in GL 2005018
Ticket Number:	0000113392	03/25/2005		Employee's payroll data has non-UMBC adjustment in DOE 'AM'

haddaway		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
		<u>Total:</u>	24
Resolved		<u>Total:</u>	6
Ticket Number:	0000113648	03/30/2005	Create user for Friends of the Library application
Ticket Number:	0000113636	03/30/2005	Create new coeus/UMBC user
Ticket Number:	0000113698	03/30/2005	delete in fsprd
Ticket Number:	0000113711	03/30/2005	pls run attached script against HRDEV & HRDB2
Ticket Number:	0000113694	03/30/2005	Create Degree Nav. Appt Tables
Ticket Number:	0000113793	03/31/2005	Grant Narayan Chakrapani (user name 'narayan') with Oracle write acc
Closed		<u>Total:</u>	18
Ticket Number:	0000111956	03/01/2005	Access to BATP table in Shadow
Ticket Number:	0000112308	03/04/2005	SAFERS access in Shadow
Ticket Number:	0000112194	03/03/2005	Tables to be altered
Ticket Number:	0000112568	03/09/2005	Need to remove "saved" HR backups
Ticket Number:	0000112395	03/07/2005	Please run script (fstst)
Ticket Number:	0000112403	03/07/2005	Please run script (fstst)
Ticket Number:	0000112723	03/10/2005	Oracle Data Miner
Ticket Number:	0000112631	03/09/2005	run script
Ticket Number:	0000112531	03/08/2005	Create table in HRTST, HRUAT, and HRPRD
Ticket Number:	0000112522	03/08/2005	run script
Ticket Number:	0000112919	03/15/2005	build table
Ticket Number:	0000113083	03/17/2005	run script
Ticket Number:	0000113063	03/17/2005	Please Refresh HRTST2 instance from backup of HRPRD taken on ev
Ticket Number:	0000113061	03/17/2005	Set Aside Backup of HRTST from evening of 3/16/05 for Future Use
Ticket Number:	0000113159	03/18/2005	run script
Ticket Number:	0000112973	03/15/2005	Please run attached script in FSDEV
Ticket Number:	0000113034	03/16/2005	pls create this tbl in HRDEV and HRDB3 - see atchd script
Ticket Number:	0000113028	03/16/2005	Decrypt myeduc SSN's in 8i and move the data to 10g UMBC

jeremy		<u>Create</u>		<u>Short Description</u>
Resolved		<u>Date</u>		
		<u>Total:</u>	64	
		<u>Total:</u>	5	
Ticket Number:	0000113775	03/31/2005		SQL Scripts for FSFIX
Ticket Number:	0000113759	03/31/2005		Pls run attached scripts against HRDEV,HRDB2,HRDB3
Ticket Number:	0000113743	03/31/2005		Please run script (FSPRD)
Ticket Number:	0000113736	03/31/2005		please run script for no success (FSPRD)
Ticket Number:	0000113773	03/31/2005		Please run following SQL to delete specific rows from FSPRD (backu

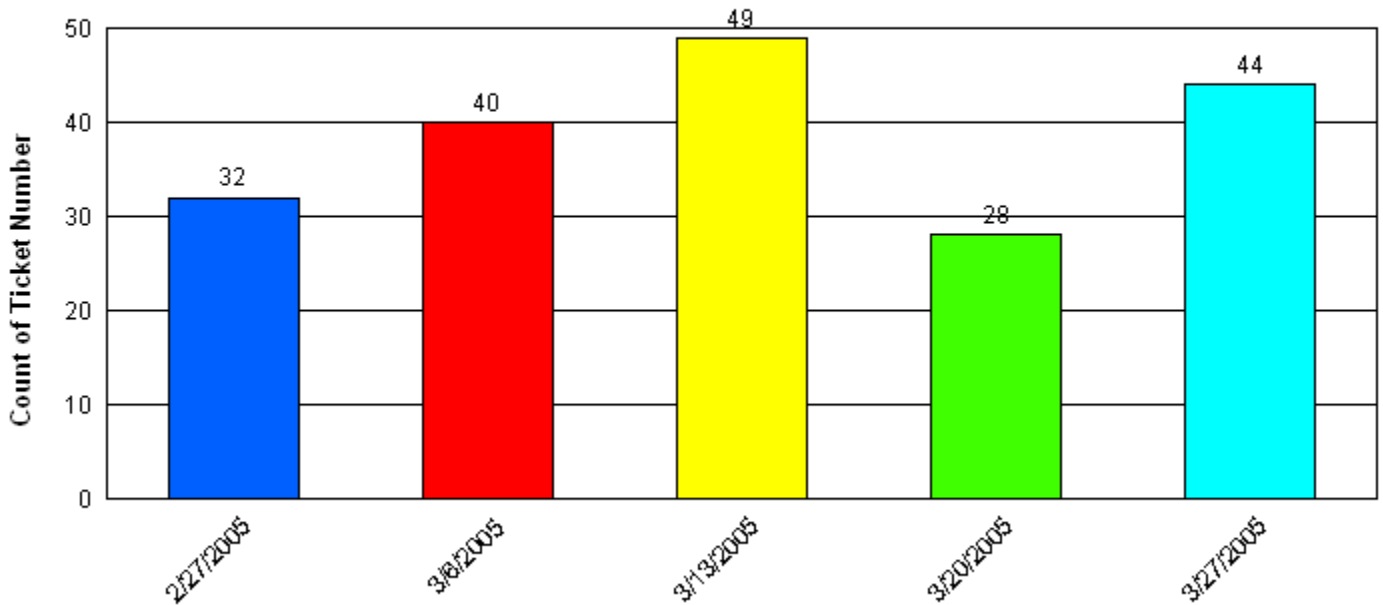
	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000113354	03/24/2005	59	Please run script in FSDEV
Ticket Number: 0000113579	03/29/2005		Need the PS_RUN_GLCF001 table to be altered in FSTST
Ticket Number: 0000113557	03/29/2005		Need the PS_RUN_GLCF001 table to be altered in FSDEV
Ticket Number: 0000113512	03/28/2005		please run script (fstst)
Ticket Number: 0000113511	03/28/2005		Patch HRTST machine with oracle patches
Ticket Number: 0000113508	03/28/2005		Please run SQL updates in FSTST
Ticket Number: 0000113477	03/28/2005		Work Order Request-Run 2 sql updates in fstst
Ticket Number: 0000113517	03/28/2005		Please run attached scripts in HRDB2
Ticket Number: 0000113520	03/28/2005		Create a View in FSTST
Ticket Number: 0000113432	03/25/2005		Journal generator problem..takes too long
Ticket Number: 0000113487	03/28/2005		Please run script (FSTST)
Ticket Number: 0000113378	03/24/2005		Please run attached script in fsdev & fstst
Ticket Number: 0000113317	03/23/2005		Please run attached script in FSDEV
Ticket Number: 0000113283	03/23/2005		Rochelle has asked for Oracle Access to HRDB1 for Venus
Ticket Number: 0000112048	03/01/2005		Please run attached script in FSTST
Ticket Number: 0000112076	03/02/2005		Pls use atchd to create/alter tbls in HRDB2
Ticket Number: 0000112523	03/08/2005		Pls run attached script against HRPRD for payroll
Ticket Number: 0000112088	03/02/2005		Create PS Tables
Ticket Number: 0000112065	03/01/2005		errors on clone for HRCA
Ticket Number: 0000112030	03/01/2005		Restore HRCA from backup of HRPRD
Ticket Number: 0000112023	03/01/2005		Reschedule Informatica maps
Ticket Number: 0000112838	03/14/2005		Build a View in FSDEV
Ticket Number: 0000113057	03/17/2005		slow!
Ticket Number: 0000113060	03/17/2005		Update Jobcode in UW_Employee_Frz
Ticket Number: 0000113025	03/16/2005		Impact of table changes on sp
Ticket Number: 0000113010	03/16/2005		PS_UW_TSE_ERR_SMRY table
Ticket Number: 0000112999	03/16/2005		RE: Please run attached script in FSDEV
Ticket Number: 0000112995	03/16/2005		run script
Ticket Number: 0000112980	03/15/2005		Please run attached script in FSTST
Ticket Number: 0000112978	03/15/2005		Please run attached script in FSDEV
Ticket Number: 0000112968	03/15/2005		build view
Ticket Number: 0000112962	03/15/2005		build view
Ticket Number: 0000112925	03/15/2005		upgrade FSPRD and FSFIX Wed March 16th
Ticket Number: 0000112862	03/14/2005		Rebuild a View in FSDEV
Ticket Number: 0000112841	03/14/2005		Re-Build View in FSDEV
Ticket Number: 0000113333	03/24/2005		Execute script in HRPRD
Ticket Number: 0000113321	03/23/2005		Please run attached script in FSTST
Ticket Number: 0000113312	03/23/2005		run SQL script in FSTST - 2 updates
Ticket Number: 0000113308	03/23/2005		please run SQL in FSTST
Ticket Number: 0000113295	03/23/2005		pls run attached scripts in HRDB2
Ticket Number: 0000113282	03/23/2005		Execute script in HRPRD
Ticket Number: 0000113279	03/23/2005		Please run script (FSPRD)
Ticket Number: 0000113292	03/23/2005		Execute SQR in HRPRD
Ticket Number: 0000113315	03/23/2005		Pls save HRPRD backup as PRD_pp19_pre_ldbk
Ticket Number: 0000113336	03/24/2005		Please run attached script in FSDEV
Ticket Number: 0000113092	03/17/2005		run script
Ticket Number: 0000112852	03/14/2005		Rebuild View in FSDEV
Ticket Number: 0000112355	03/06/2005		Grant Reports Not Running
Ticket Number: 0000112359	03/06/2005		Was retriever loaded on FSPRD Saturday?
Ticket Number: 0000112714	03/10/2005		UW_UMBC_TBL modification in epmdev
Ticket Number: 0000112621	03/09/2005		reset password
Ticket Number: 0000112587	03/09/2005		run script
Ticket Number: 0000112557	03/09/2005		Pls save the nightly backups of HRPRD from 3/7, 3/8
Ticket Number: 0000112494	03/08/2005		TAR for 9206 Upgrade of FSPRD

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000112493	03/08/2005	fix Agent on FSPRD from re install
Ticket Number: 0000112462	03/08/2005	pls run attached script in HRDB3
Ticket Number: 0000112429	03/07/2005	Backup table, Restore HRCA, Restore table
Ticket Number: 0000112717	03/10/2005	UW_Term_Tbl modification in epmdev
Ticket Number: 0000112713	03/10/2005	Execute scripts in HRPRD to resolve production problem
jgood	<u>Total:</u> 5	
Closed	<u>Total:</u> 5	
Ticket Number: 0000112379	03/07/2005	set up orca user on seven.mis and hrtst.ps
Ticket Number: 0000112745	03/11/2005	cerebro.chem ip change in nagios
Ticket Number: 0000113113	03/17/2005	Weller
Ticket Number: 0000113398	03/25/2005	Distribution Status
Ticket Number: 0000113521	03/28/2005	IP Fix
jking	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000112036	03/01/2005	Restore database from tape
Ticket Number: 0000111944	03/01/2005	problem with myUMBC
Ticket Number: 0000112937	03/15/2005	Access to fsdev-app.ps.umbc.edu
Ticket Number: 0000112710	03/10/2005	UNIX Passwords
jpatna1	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000113006	03/16/2005	Leave Balance Excel
kblank	<u>Total:</u> 5	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000113559	03/29/2005	[Fwd: Re: 3 Voucher Delete Problem]
Closed	<u>Total:</u> 4	
Ticket Number: 0000112182	03/03/2005	2 Buffer Error on Vendor Record - Cannot open
Ticket Number: 0000112438	03/07/2005	3 Voucher Delete Problem
Ticket Number: 0000112751	03/11/2005	3 Recurring Process runs to No Success in PRD
Ticket Number: 0000112577	03/09/2005	PeopleTools Upgrade restricts PS Query SQL on usage queries
kirby	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000113264	03/23/2005	ABORT: AXBR4573
Ticket Number: 0000112185	03/03/2005	Create Z users for Hugh Gwyn and Sharon Johnson
lrاند	<u>Total:</u> 3	
Resolved	<u>Total:</u> 2	
Ticket Number: 0000113350	03/24/2005	Leave Balance Spreadsheet Request
Ticket Number: 0000113734	03/31/2005	Leave Balance Spreadsheet Request
Closed	<u>Total:</u> 1	
Ticket Number: 0000112265	03/04/2005	Problem Accessing Z Account - Username PMEADEZ
psimon	<u>Total:</u> 6	
Closed	<u>Total:</u> 6	
Ticket Number: 0000113530	03/28/2005	Error on Pay Cycle Reports
Ticket Number: 0000113572	03/29/2005	PS Support Request
Ticket Number: 0000113688	03/30/2005	No Success
Ticket Number: 0000113735	03/31/2005	No Success
Ticket Number: 0000113267	03/23/2005	No Success
Ticket Number: 0000112712	03/10/2005	TST-1-PO Cancel PO causes error
slong	<u>Total:</u> 7	
Closed	<u>Total:</u> 7	
Ticket Number: 0000112997	03/16/2005	1 Single Action Distribution Status "Not Posted"
Ticket Number: 0000113334	03/24/2005	FW: RSTARS Passwords
Ticket Number: 0000113362	03/24/2005	Reset RSTARS Passwords
Ticket Number: 0000113412	03/25/2005	2 Grant Reports - UMGMR005 & UMGMR007
Ticket Number: 0000112257	03/04/2005	Test new VPN client
Ticket Number: 0000112309	03/04/2005	1 Retriever Programs Inquiry
Ticket Number: 0000112230	03/04/2005	No Success

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
stephen		Total: 19	
Resolved		Total: 5	
Ticket Number:	0000113056	03/17/2005	DBE History
Ticket Number:	0000113718	03/30/2005	Update Deb Arnold's (username 'DARNOLD') PeopleSoft Security
Ticket Number:	0000113569	03/29/2005	Mask out first five digits of SSNs on timesheet
Ticket Number:	0000113731	03/31/2005	Security Revision
Ticket Number:	0000113700	03/30/2005	Peoplesoft HR Access for Deb
Closed		Total: 14	
Ticket Number:	0000113351	03/24/2005	Payroll Approver Role
Ticket Number:	0000112532	03/08/2005	Security Revision
Ticket Number:	0000112389	03/07/2005	Establish Security
Ticket Number:	0000112214	03/03/2005	Peoplesoft HR & FS username change
Ticket Number:	0000112267	03/04/2005	Z user access
Ticket Number:	0000112195	03/03/2005	Various AppMessaging testing
Ticket Number:	0000112024	03/01/2005	Access to DBE screen in HR
Ticket Number:	0000113066	03/17/2005	Remove HR access
Ticket Number:	0000113040	03/16/2005	Establish Security
Ticket Number:	0000113281	03/23/2005	Establish Security
Ticket Number:	0000112411	03/07/2005	Security Revision
Ticket Number:	0000112626	03/09/2005	reset password
Ticket Number:	0000112598	03/09/2005	GPR showing doubled hourly rates + missing time
Ticket Number:	0000112607	03/09/2005	Security Setup

Count of Ticket Number / Create Date

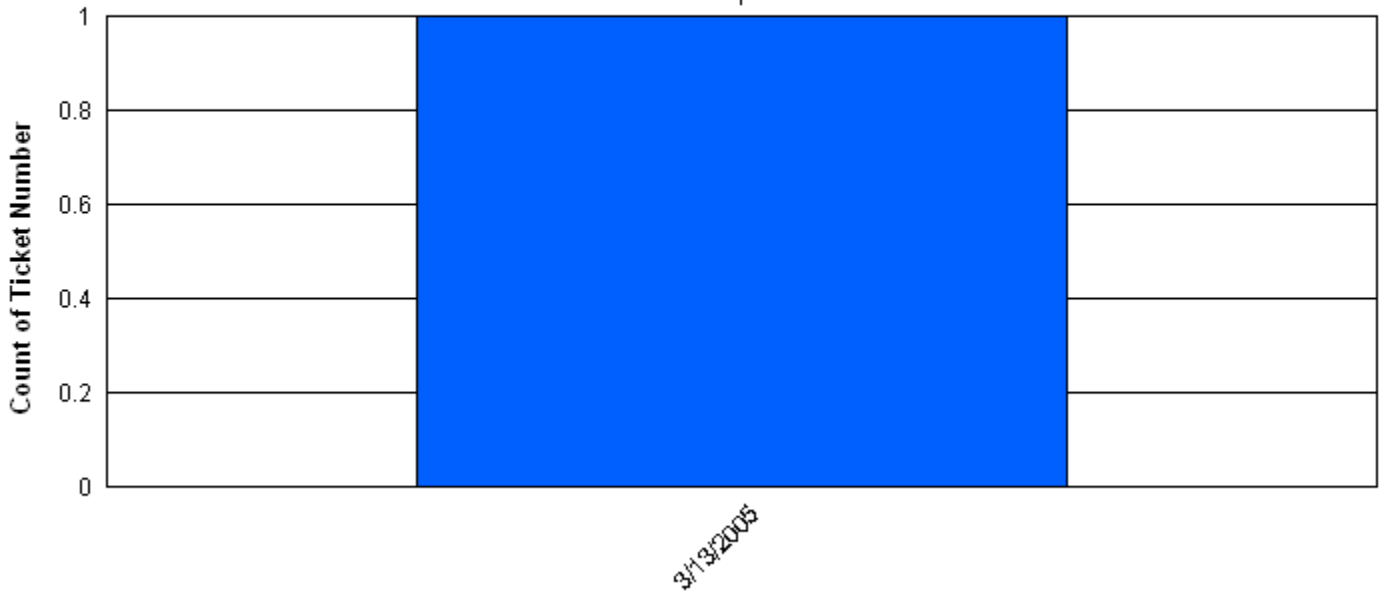
For OIT Business Systems: PeopleSoft



<u>PC Labs</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
PCLabs	1		
Closed	Total: 1		
Ticket Number: 0000112892		03/14/2005	update mcafee virex 7.1 dat files

Count of Ticket Number / Create Date

For PC Labs

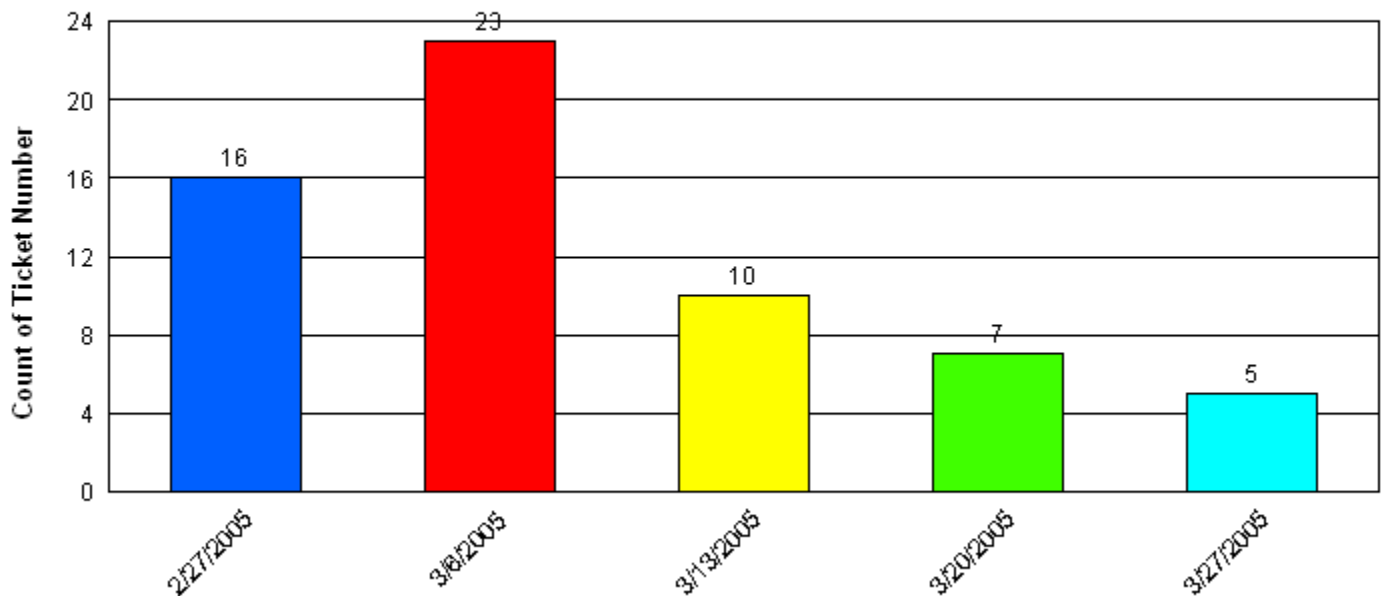


		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
Physical Networks	Total:	61		
beakja1		Total:	25	
	Closed	Total:	25	
Ticket Number:	0000112825	03/14/2005		Work Order Request/westhill appt try connect to erikson
Ticket Number:	0000113024	03/16/2005		Change VLAN/jack assignment
Ticket Number:	0000113029	03/16/2005		User in fourth floor math bld reported outage in his unix lab but now m
Ticket Number:	0000113128	03/18/2005		Run new network line
Ticket Number:	0000113124	03/18/2005		012C network lines
Ticket Number:	0000112353	03/06/2005		Internal server error on resnet log in.
Ticket Number:	0000112756	03/11/2005		Admin rm206. x51773. Jack# 206 Needs be to activated.
Ticket Number:	0000112777	03/11/2005		CHEM475A: activate jack# 475-A1-T4N
Ticket Number:	0000112708	03/10/2005		Need Jack moved to new VLAN
Ticket Number:	0000112700	03/10/2005		Need jack wired up in ITE
Ticket Number:	0000112699	03/10/2005		Activate Jack 309-B04
Ticket Number:	0000112637	03/09/2005		Jack Activation
Ticket Number:	0000112638	03/09/2005		[Fwd: Jack Activation] - correction
Ticket Number:	0000112634	03/09/2005		Academic IV a-wing rm 412. Jack #'s 186 and 187. x53061
Ticket Number:	0000112633	03/09/2005		Work Order Request-Jack works sometimes
Ticket Number:	0000112394	03/07/2005		012C rack H2: network, console needed
Ticket Number:	0000112420	03/07/2005		Subnet Change
Ticket Number:	0000112402	03/07/2005		Comm 031: Activate unlabelled data jack.
Ticket Number:	0000113038	03/16/2005		Bad Network Jack
Ticket Number:	0000112087	03/02/2005		[net] PUP227: Activate jack# 227-2
Ticket Number:	0000112125	03/02/2005		need to move jack from wireless
Ticket Number:	0000112340	03/05/2005		ECS008: Re-activate jack# 21-2
Ticket Number:	0000112306	03/04/2005		TRC208: Activate jack #208-2
Ticket Number:	0000112129	03/02/2005		User cannot maintain a resnet connection
Ticket Number:	0000113343	03/24/2005		New console and network line in CR for new box
bushong1		Total:	2	
	Resolved	Total:	1	
Ticket Number:	0000112548	03/08/2005		activate jack# 003-3-A & B
	Closed	Total:	1	
Ticket Number:	0000113249	03/22/2005		Assistance Moving Computer between Offices
damian		Total:	6	
	Closed	Total:	6	
Ticket Number:	0000113030	03/16/2005		4th floor physics in his group larabe strow cannot access outside webpag
Ticket Number:	0000113358	03/24/2005		Fine Arts Building is Down
Ticket Number:	0000112280	03/04/2005		Walker ave bld 1 rm 1317C. x26178. Jack# 317-3-T3W Cannot acce
Ticket Number:	0000112224	03/03/2005		Several web pages not available to UMBC
Ticket Number:	0000112115	03/02/2005		PDA Access to the Campus Wireless Network
Ticket Number:	0000112254	03/04/2005		Customer having trouble accessing some sites
natb1		Total:	9	
	Resolved	Total:	4	
Ticket Number:	0000112463	03/08/2005		[site survey] CHEM250: Install 1 data jack on the printer subnet
Ticket Number:	0000113367	03/24/2005		FA467C: bad swtich
Ticket Number:	0000113502	03/28/2005		ACIV441: User reports jack# 441-B not working
Ticket Number:	0000113523	03/28/2005		2 computers in a room with one jack
	Closed	Total:	5	
Ticket Number:	0000113434	03/25/2005		activate Ethernet port
Ticket Number:	0000112162	03/03/2005		Static IP Request
Ticket Number:	0000113019	03/16/2005		Public Policy network jacks
Ticket Number:	0000112498	03/08/2005		check network jack request
Ticket Number:	0000112526	03/08/2005		ACIV426 jack is dead 280-1 10bt left side

	<u>Create Date</u>	<u>Total</u>	<u>Short Description</u>
rays1			
Resolved		3	
Ticket Number: 0000112934	03/15/2005	1	Walker 004: Jack #004-1 in Maintenance Shop basement
Closed		2	
Ticket Number: 0000112346	03/06/2005		BS205: Network connection lost unexpectedly.
Ticket Number: 0000112408	03/07/2005		Jack in Biology needs to be activated.
zicka		16	
Resolved		3	
Ticket Number: 0000113726	03/30/2005		fixed IP request
Ticket Number: 0000113551	03/29/2005		DNS
Ticket Number: 0000113662	03/30/2005		educ server
Closed		13	
Ticket Number: 0000111974	03/01/2005		Printer IP address Assignments
Ticket Number: 0000112004	03/01/2005		dhcp issue sometime between 2:30 and 4:30 this morning...
Ticket Number: 0000112017	03/01/2005		DHCP failure killed 5 machines
Ticket Number: 0000112049	03/01/2005		Static IP Address
Ticket Number: 0000112197	03/03/2005		Static IP address for Printer
Ticket Number: 0000112019	03/01/2005		DHCP problem with RHEL 3 AS and Windows XP
Ticket Number: 0000112421	03/07/2005		Static IP Request
Ticket Number: 0000112776	03/11/2005		Computer needs static IP
Ticket Number: 0000112654	03/10/2005		CHEM Move: cerebro.chem to static client net FRI 3/11 9am
Ticket Number: 0000112720	03/10/2005		Admin Switch DNS Entries
Ticket Number: 0000113011	03/16/2005		DNS Name Change
Ticket Number: 0000113303	03/23/2005		NIC replaced on host -- please update DHCP
Ticket Number: 0000113335	03/24/2005		IP request

Count of Ticket Number / Create Date

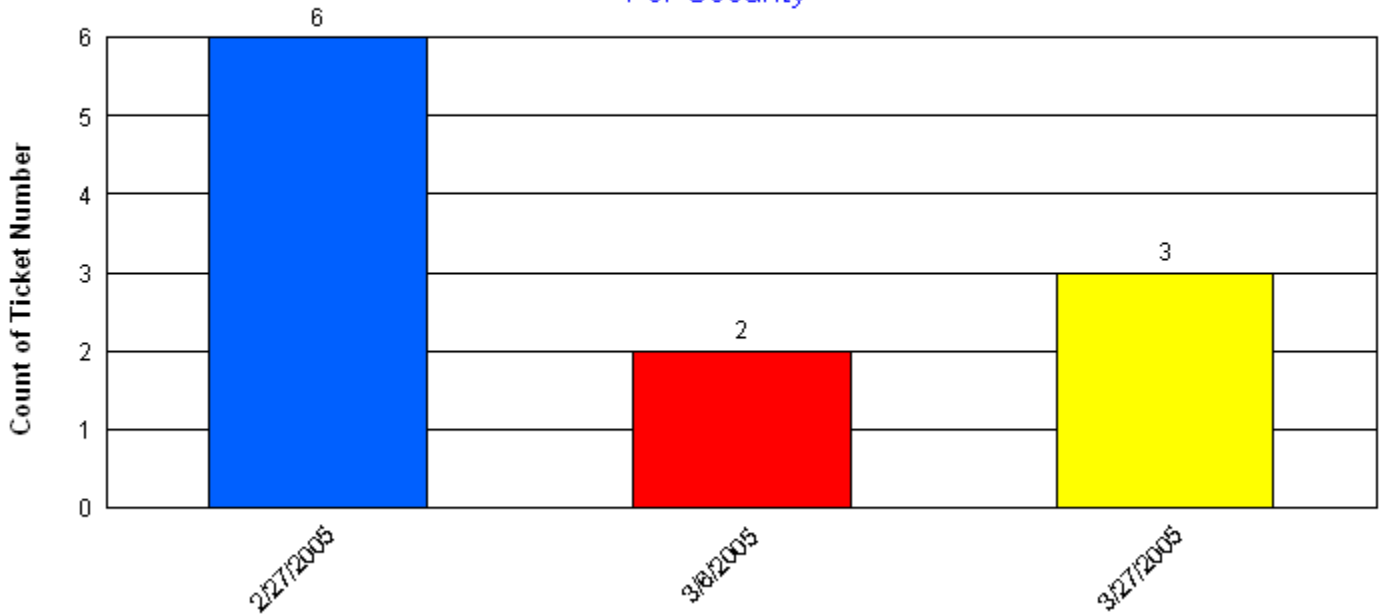
For Physical Networks



Security	Total:	Create Date	Short Description
akhant1	11		
Closed	Total: 8		
Ticket Number: 0000112384	03/07/2005		Antigen found VIRUS= Email-Worm.Win32.NetSky.j (Kaspersky) w
Ticket Number: 0000112697	03/10/2005		How do I block an email address?
Ticket Number: 0000111945	03/01/2005		OIT's RESNET Webpage
Ticket Number: 0000112070	03/02/2005		concerns about spam sent out thru my account
Ticket Number: 0000112140	03/03/2005		[Fwd: Unauthorized charge to your credit card]
Ticket Number: 0000113467	03/28/2005		Invitation to ISC West Show 2005
Ticket Number: 0000113728	03/30/2005		Update And Verify Your PayPal Account
Ticket Number: 0000113504	03/28/2005		Add codes for phase II
andy	Total: 3		
Closed	Total: 3		
Ticket Number: 0000112095	03/02/2005		FW: Case ID A40047839 - RIAA Infringement Notification
Ticket Number: 0000112096	03/02/2005		FW: Case ID A20111770 - RIAA Infringement Notification
Ticket Number: 0000112097	03/02/2005		FW: Case ID A33257034 - RIAA Infringement Notification

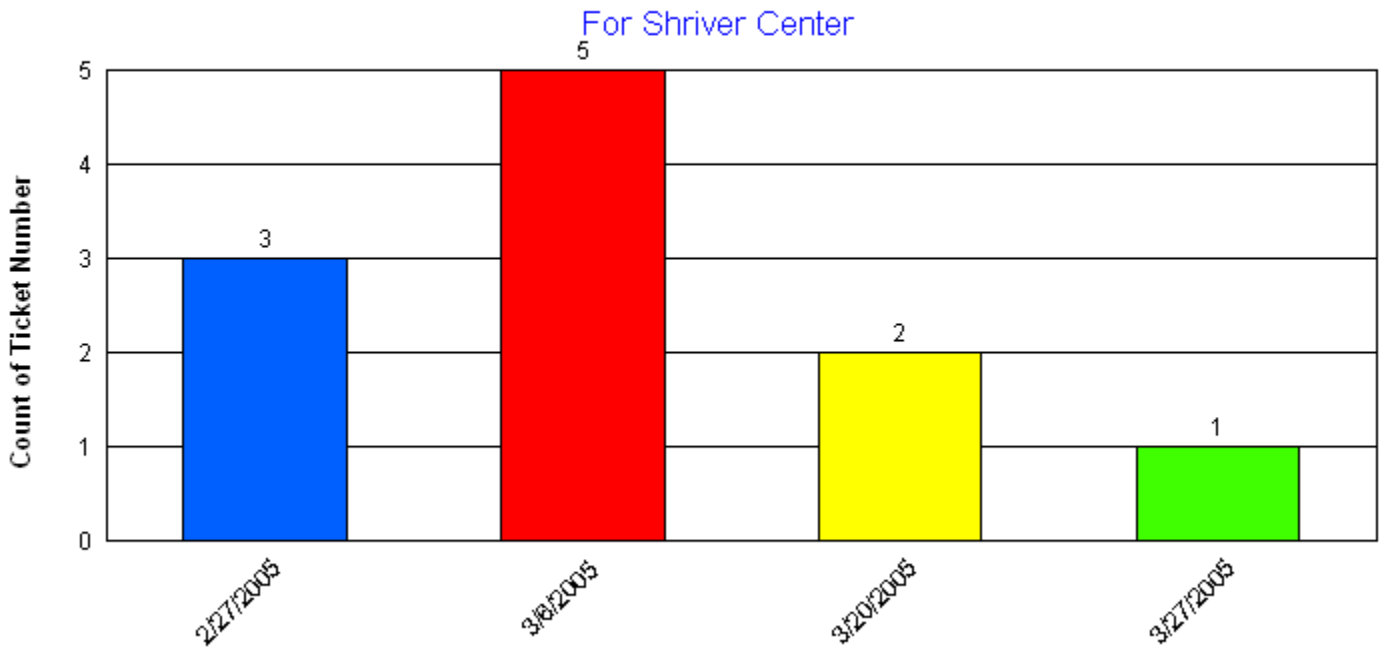
Count of Ticket Number / Create Date

For Security



Shriver Center	Total:	Create Date	Short Description
pscott	11		
Resolved	Total:	1	
Ticket Number: 0000113673		03/30/2005	Network outage - Choice BC
Closed	Total:	10	
Ticket Number: 0000113389		03/25/2005	[Fwd: Network outage - Choice BC]
Ticket Number: 0000112301		03/04/2005	Fw: fax machine & tinas e-mail
Ticket Number: 0000112302		03/04/2005	Order & Install DSL at Choice NE
Ticket Number: 0000112321		03/04/2005	Computer Problem - Choice BC
Ticket Number: 0000112643		03/09/2005	Install Net Adapter
Ticket Number: 0000112645		03/09/2005	Troubleshoot Networking problems
Ticket Number: 0000112743		03/11/2005	Internet Connection problem - CH
Ticket Number: 0000112646		03/09/2005	Troubleshoot Printing problems - Choice WC
Ticket Number: 0000112644		03/09/2005	Install Memory upgrade
Ticket Number: 0000113256		03/22/2005	Wanda's laptop

Count of Ticket Number / Create Date



<u>SysCore</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
	160		
banz		<u>Total:</u>	13
Closed		<u>Total:</u>	13
Ticket Number: 0000113017		03/16/2005	Abaqus License update and install
Ticket Number: 0000113252		03/22/2005	Verifying email servers will not flag FSSE email as spam
Ticket Number: 0000113105		03/17/2005	Work Order Request
Ticket Number: 0000113112		03/17/2005	problems creating groups in SCI 100 web space...
Ticket Number: 0000112782		03/11/2005	CGI script failure message
Ticket Number: 0000112797		03/12/2005	log in problems for e-mail
Ticket Number: 0000111955		03/01/2005	Problems running I-DEAS from ecs104a (sgis)
Ticket Number: 0000112056		03/01/2005	login to CSPL servers
Ticket Number: 0000112137		03/03/2005	Request for Web Redirect
Ticket Number: 0000111984		03/01/2005	customer unable to log in to a lab machine
Ticket Number: 0000113374		03/24/2005	MATLAB license server
Ticket Number: 0000113373		03/24/2005	JCET Bld 4 rm 114. x55833. When starting matlab "Server license1
Ticket Number: 0000113387		03/24/2005	license1.umbc.edu error
daleg		<u>Total:</u>	2
Resolved		<u>Total:</u>	1
Ticket Number: 0000112221		03/03/2005	Our own website
Closed		<u>Total:</u>	1
Ticket Number: 0000112160		03/03/2005	Work Order Request
jcgriego		<u>Total:</u>	16
Resolved		<u>Total:</u>	7
Ticket Number: 0000112729		03/10/2005	User's Oracle account is locked
Ticket Number: 0000112857		03/14/2005	Database accounts
Ticket Number: 0000113337		03/24/2005	User: rkhalil1 is a new helpdesk consultant that will need remedy, and
Ticket Number: 0000113668		03/30/2005	Oracle user account (fwd)
Ticket Number: 0000113808		03/31/2005	SQL connect error
Ticket Number: 0000113782		03/31/2005	request for oracle resource creation
Ticket Number: 0000113650		03/30/2005	add Help Desk group
Closed		<u>Total:</u>	9
Ticket Number: 0000112351		03/06/2005	Oracle Account
Ticket Number: 0000112550		03/08/2005	oracle account password
Ticket Number: 0000112443		03/07/2005	Work Order Request-Oracle accts for students
Ticket Number: 0000112950		03/15/2005	Populate grad council community
Ticket Number: 0000113298		03/23/2005	Dot Weller's Remedy account needs to be disabled.
Ticket Number: 0000113016		03/16/2005	Test Message for armail
Ticket Number: 0000113015		03/16/2005	Test Message for armail
Ticket Number: 0000113109		03/17/2005	Remedy Account Deletion
Ticket Number: 0000112981		03/15/2005	User is in system twice if you look up Marco Tedesco, one comes up w

sbrown7		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	129
		<u>Total:</u>	13
Ticket Number:	0000112291	03/04/2005	Fw: More Memory
Ticket Number:	0000113441	03/26/2005	user is having a problem running the kate editor
Ticket Number:	0000113724	03/30/2005	User deleted folder name "rac renovations" from his mail directory.
Ticket Number:	0000113758	03/31/2005	Customer can not remove custom aliases
Ticket Number:	0000113809	03/31/2005	Submit For CMSC446
Ticket Number:	0000113753	03/31/2005	(gest_jcet_intl)Web List Request
Ticket Number:	0000113748	03/31/2005	Please remove account
Ticket Number:	0000113720	03/30/2005	User needs Inbox for email restored. All the messages from it seem to h
Ticket Number:	0000113670	03/30/2005	User lost a folder in his email, folder name: "Masters" from his email t
Ticket Number:	0000113651	03/30/2005	Work Order Request
Ticket Number:	0000113639	03/30/2005	Work Order Request-Calendar acct
Ticket Number:	0000113637	03/30/2005	VPN-Business access and Corporate Time access
Ticket Number:	0000113611	03/29/2005	"Internal Server Error" for UMBC Calendar Service

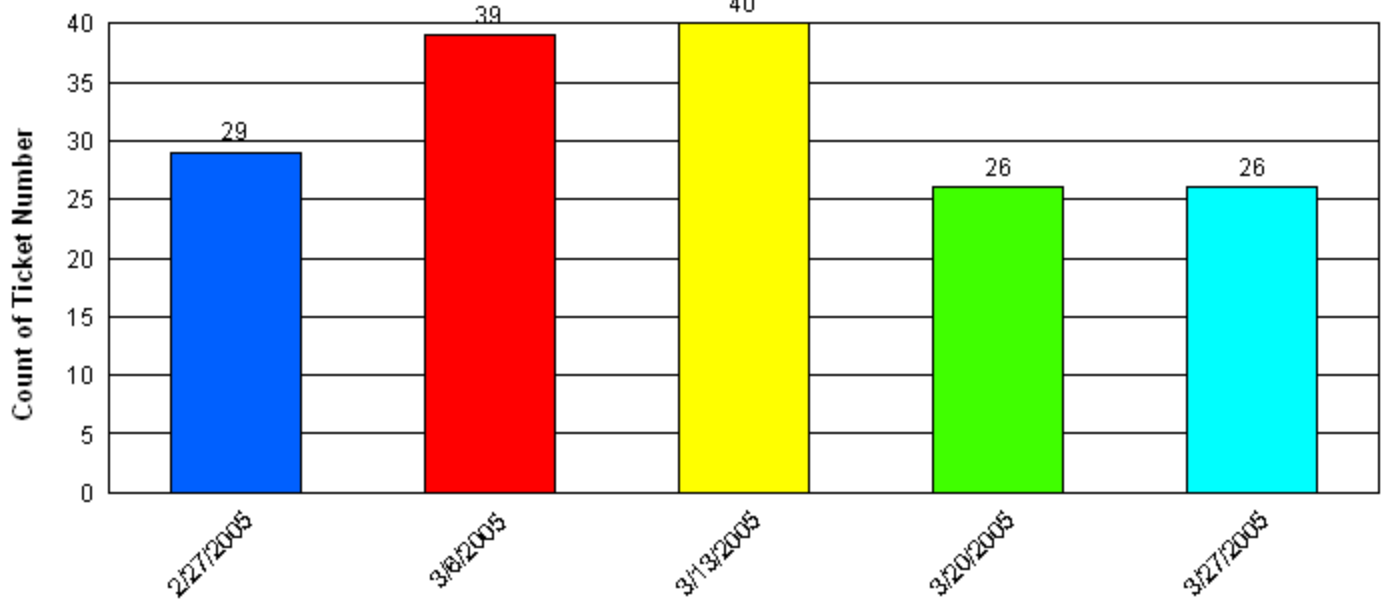
	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>	<u>Total:</u>	
Closed		116	
Ticket Number: 0000113685	03/30/2005		(ppalt)Web List Request
Ticket Number: 0000111950	03/01/2005		No subject
Ticket Number: 0000112325	03/05/2005		Listproc Owner MIA
Ticket Number: 0000112322	03/04/2005		Bouncing listserv mail
Ticket Number: 0000112371	03/07/2005		Email restore
Ticket Number: 0000112297	03/04/2005		(act_work)Web List Request
Ticket Number: 0000112295	03/04/2005		(act_all)Web List Request
Ticket Number: 0000112276	03/04/2005		Work Order Request - Alumni webspace permissions
Ticket Number: 0000112269	03/04/2005		Forward all email to another account
Ticket Number: 0000112256	03/04/2005		Chess club website
Ticket Number: 0000112146	03/03/2005		[Fwd: Increase in memory on GL account]
Ticket Number: 0000112423	03/07/2005		E-mail alias change
Ticket Number: 0000113419	03/25/2005		Work Order Request
Ticket Number: 0000112122	03/02/2005		a request
Ticket Number: 0000112121	03/02/2005		User deleted out mail from trash folder, can this be recovered? x5263
Ticket Number: 0000112888	03/14/2005		FW: Corporate time
Ticket Number: 0000112057	03/01/2005		Work Order Request - Account deletion request
Ticket Number: 0000112259	03/04/2005		Work Order Request
Ticket Number: 0000112032	03/01/2005		(intspeakers05)Web List Request
Ticket Number: 0000112008	03/01/2005		Corporate Time Account
Ticket Number: 0000111982	03/01/2005		E-mail folder
Ticket Number: 0000112215	03/03/2005		411 homework, Odd warning received (fwd)
Ticket Number: 0000112193	03/03/2005		Please raise quota
Ticket Number: 0000112181	03/03/2005		Calendar Account Creation
Ticket Number: 0000112178	03/03/2005		Delete Calendar account
Ticket Number: 0000111965	03/01/2005		name problem
Ticket Number: 0000112974	03/15/2005		SPAM
Ticket Number: 0000112390	03/07/2005		Please create novell account for user: sabinas in dept CUERE.
Ticket Number: 0000112176	03/03/2005		IpUMBC Feedback: Other
Ticket Number: 0000112895	03/14/2005		Request to Setup Project Submission System
Ticket Number: 0000113330	03/24/2005		(umbcbaseball)Web List Request
Ticket Number: 0000113302	03/23/2005		Dot Weller's Corporate Time account needs to be disabled.
Ticket Number: 0000113299	03/23/2005		Dot Weller's email account needs to be disabled.
Ticket Number: 0000113232	03/21/2005		(ura0506declinedbutrecommended)Web List Request
Ticket Number: 0000113228	03/21/2005		(ura0506applicantsnotrecommended)Web List Request
Ticket Number: 0000113222	03/21/2005		(decomposition)Web List Request
Ticket Number: 0000113199	03/19/2005		(tsa)Web List Request
Ticket Number: 0000113190	03/19/2005		Removing a listproc that I am the administrator
Ticket Number: 0000113182	03/18/2005		User had 3 lisprocs setup and was told the lists should be set up but a
Ticket Number: 0000113181	03/18/2005		Re: Exclusive Medicc.ations
Ticket Number: 0000113179	03/18/2005		The "bursar" email needs a vacation message.
Ticket Number: 0000113081	03/17/2005		help!
Ticket Number: 0000113263	03/23/2005		submit directory request
Ticket Number: 0000113239	03/21/2005		Account has been deactivated
Ticket Number: 0000113076	03/17/2005		Library guest account issuers--changes
Ticket Number: 0000113046	03/16/2005		Research@UMBC LIST
Ticket Number: 0000113042	03/16/2005		(techcenterstaff)Web List Request
Ticket Number: 0000113035	03/16/2005		Setting up Submit
Ticket Number: 0000113022	03/16/2005		(commission_for_women)Web List Request
Ticket Number: 0000113005	03/16/2005		New List proc
Ticket Number: 0000113001	03/16/2005		User needs a calendar account
Ticket Number: 0000112959	03/15/2005		Oracle Calendar
Ticket Number: 0000113117	03/17/2005		Delete List Serv
Ticket Number: 0000113108	03/17/2005		(testlist)Web List Request

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000113146	03/18/2005	TITAN permission
Ticket Number:	0000113100	03/17/2005	(researchweb)Web List Request
Ticket Number:	0000112929	03/15/2005	use of TITAN
Ticket Number:	0000112943	03/15/2005	User is no longer at UMBC would like account deleted. 3014026134
Ticket Number:	0000112922	03/15/2005	Need a listproc setup for Presidents commion for Women
Ticket Number:	0000112947	03/15/2005	[Fwd: Re: [Fwd: Re: SAS on the mainframe]]
Ticket Number:	0000113368	03/24/2005	Unsubscribe/Resubscribe
Ticket Number:	0000113366	03/24/2005	AFS volumes and web aliases needed
Ticket Number:	0000113356	03/24/2005	Increase AFS Quotas for Physynet
Ticket Number:	0000113393	03/25/2005	[Fwd: STUDENT-ANNOUNCE: Moderated Message]
Ticket Number:	0000113430	03/25/2005	Work Order Request
Ticket Number:	0000113443	03/26/2005	Re: Pharaamcy 19:58
Ticket Number:	0000113497	03/28/2005	listproc problem
Ticket Number:	0000113817	03/31/2005	(fall2005adviseelist)Web List Request
Ticket Number:	0000113714	03/30/2005	User would like to admin a mailing list "gest_jcet_intl" x52624 (5)
Ticket Number:	0000113675	03/30/2005	(backup)Web List Request
Ticket Number:	0000113660	03/30/2005	(itdsos)Web List Request
Ticket Number:	0000113594	03/29/2005	Administration Building room 426; ext 51287; User needs email re
Ticket Number:	0000113532	03/28/2005	User would like emacs preferences reset
Ticket Number:	0000113531	03/28/2005	Ticket ID : 0000113441
Ticket Number:	0000113522	03/28/2005	Canceled Accounts
Ticket Number:	0000113458	03/27/2005	(anthmajor)Web List Request
Ticket Number:	0000113435	03/25/2005	Have You Heard Of A Toll Free Number Number \$3 Dollars A Mont
Ticket Number:	0000113421	03/25/2005	User needs access to dept website
Ticket Number:	0000113360	03/24/2005	listserv questions
Ticket Number:	0000113365	03/24/2005	User needs more space for website
Ticket Number:	0000112789	03/12/2005	(wg)Web List Request
Ticket Number:	0000112583	03/09/2005	LISTPROC: rlpostings
Ticket Number:	0000112404	03/07/2005	Adding a Name to Announcements@umbc.edu
Ticket Number:	0000112392	03/07/2005	Hercules
Ticket Number:	0000112425	03/07/2005	Need assistance in setting up submit command -- Urgent
Ticket Number:	0000112435	03/07/2005	User is a student again and needs account activated, i tried but it says a
Ticket Number:	0000112440	03/07/2005	[Fwd: Re: CS Council of Majors update]
Ticket Number:	0000112781	03/11/2005	Re: [TMN/0]-Pharmacy
Ticket Number:	0000112768	03/11/2005	Systems Engineering Homepage
Ticket Number:	0000112752	03/11/2005	(residents)Web List Request
Ticket Number:	0000112844	03/14/2005	re-activate account for UMBC Program
Ticket Number:	0000112730	03/10/2005	Re: /20-10/Drugss
Ticket Number:	0000112737	03/11/2005	Create international@umbc.edu Email Alias
Ticket Number:	0000112606	03/09/2005	student webpage remove
Ticket Number:	0000113184	03/19/2005	Emailing: list-request.htm
Ticket Number:	0000112576	03/09/2005	E-mail Resotre
Ticket Number:	0000112845	03/14/2005	User id WALK needs calendar account
Ticket Number:	0000112814	03/13/2005	Quota ...
Ticket Number:	0000112808	03/13/2005	submit setup
Ticket Number:	0000112786	03/12/2005	scratch area on servers running irix
Ticket Number:	0000112600	03/09/2005	linux shell issue
Ticket Number:	0000112544	03/08/2005	user deleted a file and would like to have back
Ticket Number:	0000112543	03/08/2005	User has calendar account under username :kilby, now after username
Ticket Number:	0000112541	03/08/2005	Work Order Request
Ticket Number:	0000112515	03/08/2005	(rlpostings)Web List Request
Ticket Number:	0000112497	03/08/2005	unsubscribe
Ticket Number:	0000112455	03/07/2005	(hellenic)Web List Request
Ticket Number:	0000112441	03/07/2005	(study)Web List Request
Ticket Number:	0000112677	03/10/2005	Calendar account for afrankel

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000112669	03/10/2005	[Fwd: list CHEMENGRGRADSTUD: Message Ignored]
Ticket Number:	0000112650	03/10/2005	[Fwd: Re: Crime Alert from the UMBC Police Department]
Ticket Number:	0000112860	03/14/2005	Corporate time account
Ticket Number:	0000112636	03/09/2005	change webteam alias to shared folder
Ticket Number:	0000112436	03/07/2005	(isalumni)Web List Request
Ticket Number:	0000112432	03/07/2005	request
Ticket Number:	0000112419	03/07/2005	(cmanivol05)Web List Request

Count of Ticket Number / Create Date

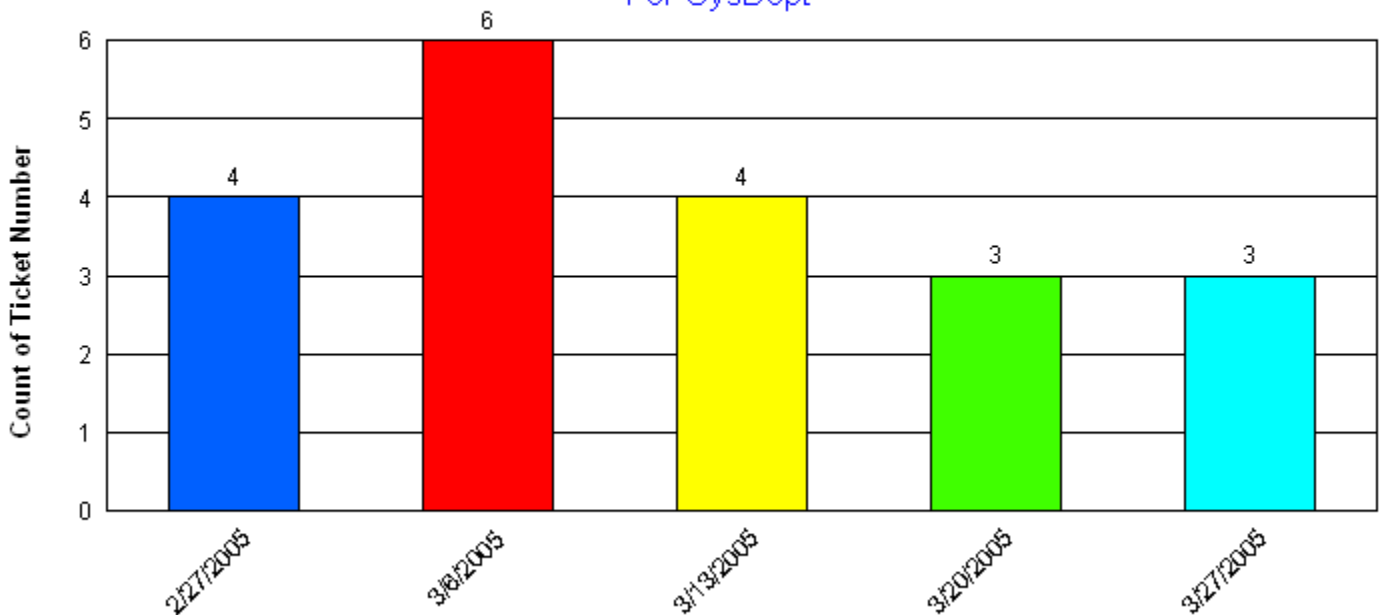
For SysCore



SysDept	Total:	Create Date	Short Description
laura	20		
Closed	Total: 17		
Ticket Number: 0000112358	03/06/2005		Tape changes for 3/6/05
Ticket Number: 0000112905	03/15/2005		[0000100658] response arch stuff
Ticket Number: 0000112398	03/07/2005		/sans/data i/o error and full both, system up 200 days
Ticket Number: 0000112655	03/10/2005		Cerebro.chem moving to chem static client net Fri 3/11
Ticket Number: 0000112460	03/08/2005		gravity.jcet, urgent access needed
Ticket Number: 0000113148	03/18/2005		Re: [ID#]
Ticket Number: 0000113266	03/23/2005		dept amanda tape missed over break, flush out
Ticket Number: 0000112904	03/15/2005		[0000100658] cs cluster (arch info from Shannon)
Ticket Number: 0000112830	03/14/2005		phenotype.biosci /var 100%
Ticket Number: 0000113363	03/24/2005		connection to omega500 from my office linux box
Ticket Number: 0000113695	03/30/2005		SGI O2 problem (HHMI nmr front end.. 800mhz instrument)
Ticket Number: 0000113661	03/30/2005		lpr problem.. ncurses issue...
Ticket Number: 0000113390	03/25/2005		Get RHEL renewal quote
Ticket Number: 0000113624	03/30/2005		Amanda issue from last night (bluemonday)
Ticket Number: 0000111988	03/01/2005		GM port problems (fwd)
Ticket Number: 0000111993	03/01/2005		all tapes changed for 3/1
Ticket Number: 0000112131	03/02/2005		groupG printer move from office to lab
randy	Total: 3		
Resolved	Total: 1		
Ticket Number: 0000112747	03/11/2005		File Recovery for Jonathan Hu (hu1) (second recovery)
Closed	Total: 2		
Ticket Number: 0000111964	03/01/2005		Problem Submitting Jobs on Kali
Ticket Number: 0000112746	03/11/2005		/home3 full on Malkhut (fwd)

Count of Ticket Number / Create Date

For SysDept



Create

Date

Short Description

Total Remedy Tickets Closed or Resolved between

03/01/2005 and 03/31/2005 : 1604

Count of Ticket Number / Create Date & HD Department Section

