

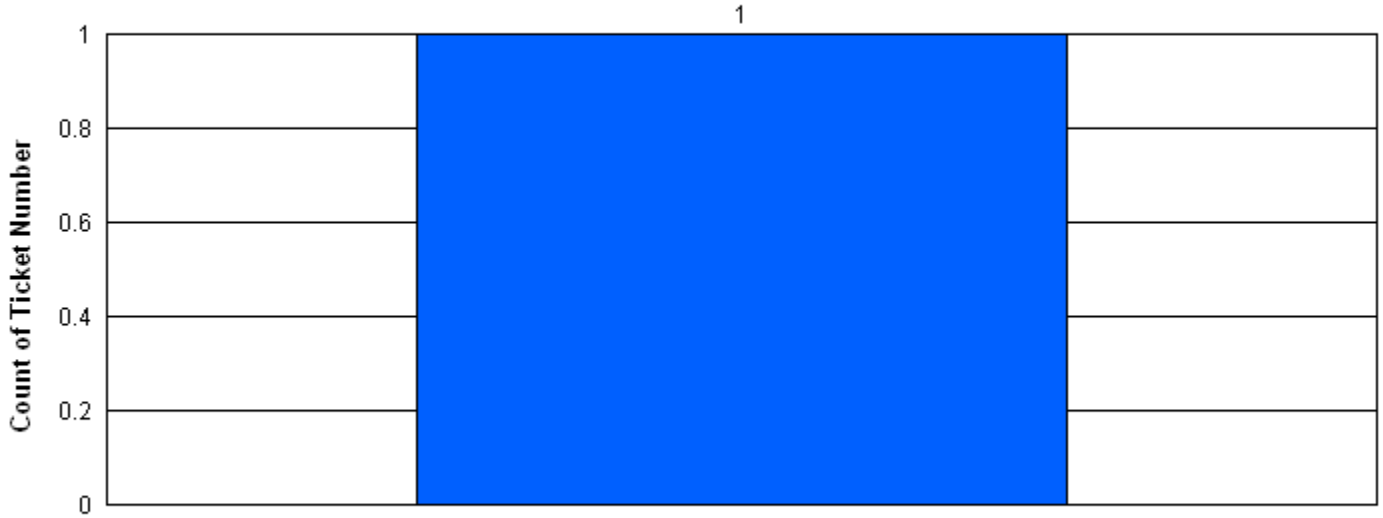
Closed/Resolved Tickets by OIT Section

Tickets Created Between 05/01/2004 and 05/31/2004

AV Services	Total:	Create Date	Short Description
souder	1		
Closed	Total: 1		
Ticket Number: 0000091282		05/17/2004	Reserve ENG 104A tomorrow at 3:30 ?

Count of Ticket Number / Create Date

For AV Services

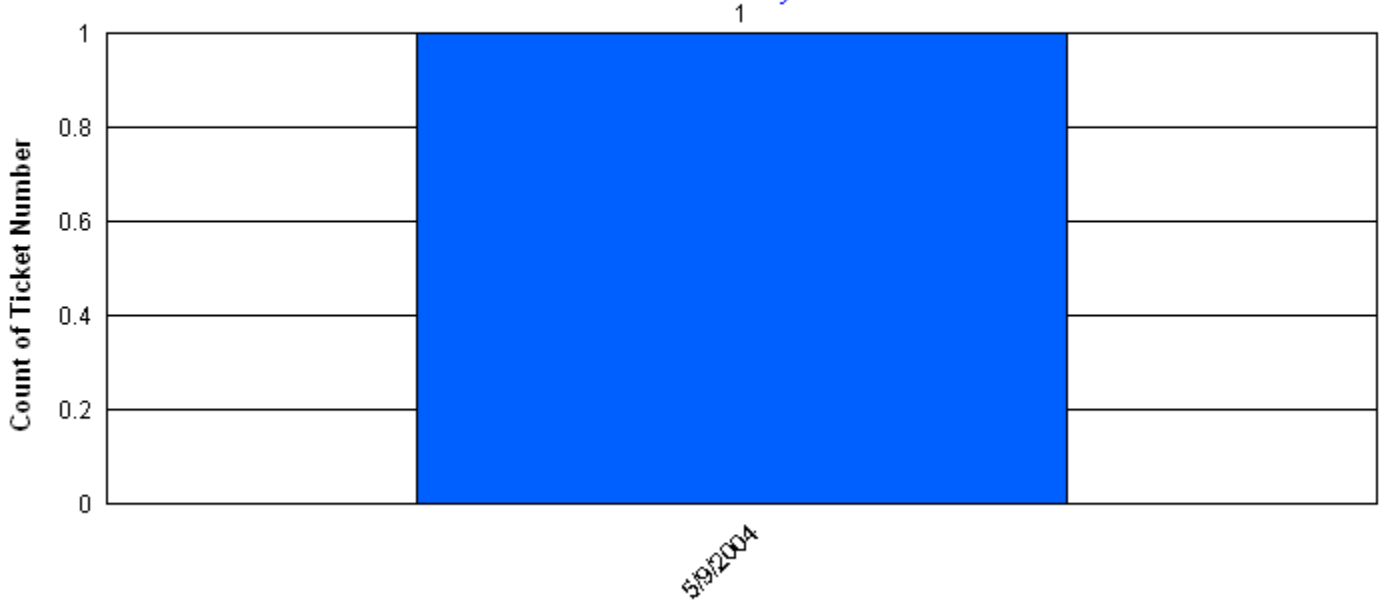


5/16/2004

<u>Business Systems</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
akala	1		
Closed	Total: 1		
Ticket Number: 0000090691		05/10/2004	Modify R25 downloads to handle "WEB" and "OFF" courses

Count of Ticket Number / Create Date

For Business Systems



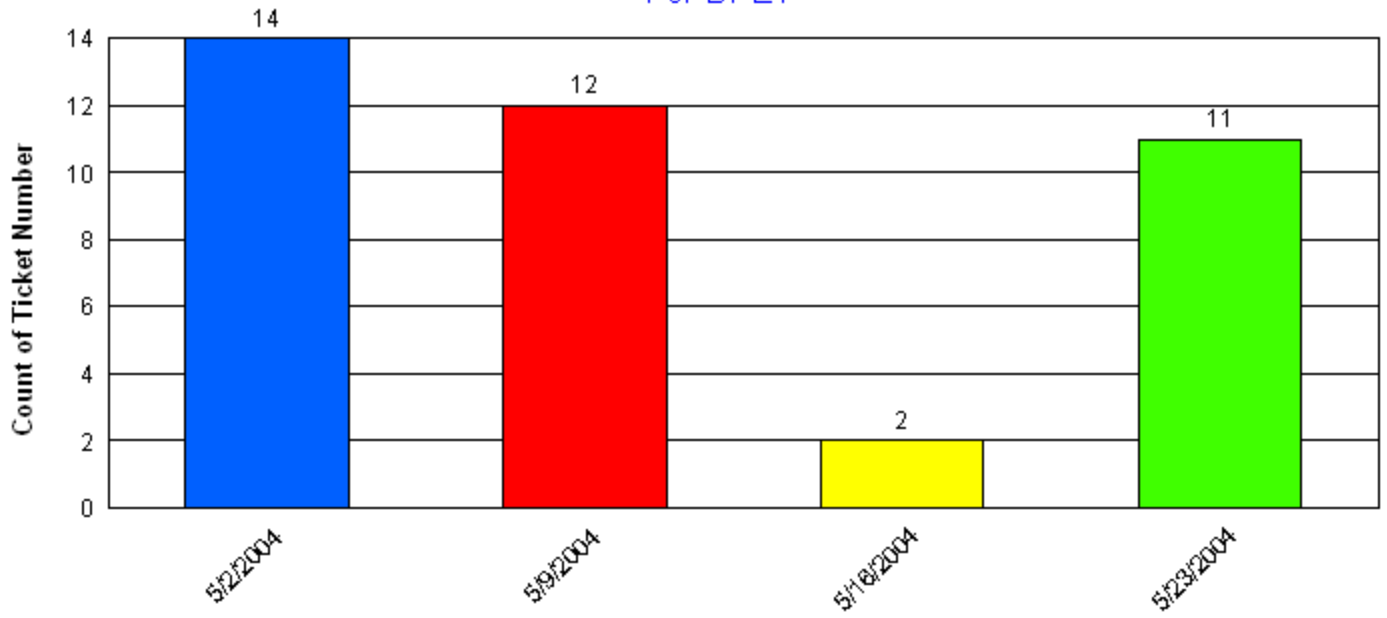
<u>DPET</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
jglove1	39		
Resolved		Total: 13	
Ticket Number: 0000091892		05/25/2004	ISD Template Issue
Closed		Total: 12	
Ticket Number: 0000092144		05/28/2004	Josie's printer
Ticket Number: 0000091550		05/20/2004	Need service on printer at Josie's desk
Ticket Number: 0000091852		05/25/2004	Access to ISD web site
Ticket Number: 0000090780		05/11/2004	Longman English Interactive Modules 1-4
Ticket Number: 0000090851		05/12/2004	SPAM
Ticket Number: 0000090954		05/13/2004	Setup laptop
Ticket Number: 0000091151		05/14/2004	Create a website for Nonprofit Sector Graduate Certificate
Ticket Number: 0000089959		05/03/2004	W32/Sasser.worm.b
Ticket Number: 0000089960		05/03/2004	W32/Sasser.worm.b
Ticket Number: 0000090018		05/04/2004	LCD monitor for May 14th
Ticket Number: 0000089961		05/03/2004	Error Message
Ticket Number: 0000090031		05/04/2004	Scan ELC Lab for sasser virus
stevenhl		Total: 25	
Closed		Total: 25	
Ticket Number: 0000091799		05/24/2004	Finish Modifying Web Mapping Spreadsheets
Ticket Number: 0000089968		05/03/2004	W32/Sasser.worm.b virus
Ticket Number: 0000089969		05/03/2004	W32/Sasser.worm.b
Ticket Number: 0000090061		05/04/2004	Upload database to cybergroup secure site
Ticket Number: 0000090028		05/04/2004	Finish Scanning TWE Labs 1 and 2 for sasser virus
Ticket Number: 0000090016		05/04/2004	W32/Sasser.worm.b in TWE Lab 2
Ticket Number: 0000089970		05/03/2004	W32/Sasser.worm.b
Ticket Number: 0000091166		05/14/2004	Needs Adobe Acrobat 6.0 Installed
Ticket Number: 0000090623		05/10/2004	Map out Home Page of New web site
Ticket Number: 0000090676		05/10/2004	virus?
Ticket Number: 0000090965		05/13/2004	SC-HP Color LaserJet 4500 not working
Ticket Number: 0000091023		05/13/2004	Scanner
Ticket Number: 0000090847		05/12/2004	Facility Inquiry
Ticket Number: 0000090784		05/11/2004	Check Projector in TWE Lab 2
Ticket Number: 0000090696		05/10/2004	Updates not finishing on computers in TWE Lab 2
Ticket Number: 0000090228		05/05/2004	Reimage ELCLAB16 in ELC lab
Ticket Number: 0000090301		05/05/2004	Take image of laptop
Ticket Number: 0000091610		05/21/2004	Computer Hook-up
Ticket Number: 0000091749		05/24/2004	Clean keyboard and mice in TWE Lab 2
Ticket Number: 0000091797		05/24/2004	Create Tip for Monthly Newsletter
Ticket Number: 0000091798		05/24/2004	Repair Loaner Laptop
Ticket Number: 0000091748		05/24/2004	Problems with Projector Remote in TWE Lab 2
Ticket Number: 0000092115		05/28/2004	Mail WIA Program Performance Appeal
Ticket Number: 0000092131		05/28/2004	Needs a USB Memory device
Ticket Number: 0000092132		05/28/2004	Needs a USB Memory device
swapna1		Total: 1	
Closed		Total: 1	
Ticket Number: 0000090529		05/07/2004	Help Elisabeth with PowerPoint

Create
Date

Short Description

Count of Ticket Number / Create Date

For DPET



	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Desktop Support	Total: 291	
Desktop	Total: 7	
Closed	Total: 7	
Ticket Number: 0000090147	05/04/2004	User requests unblock
Ticket Number: 0000090139	05/04/2004	User unblock request
Ticket Number: 0000090146	05/04/2004	User requests unblock
Ticket Number: 0000090140	05/04/2004	User requests unblock
Ticket Number: 0000090145	05/04/2004	User requests unblock
Ticket Number: 0000090138	05/04/2004	Unblock user
Ticket Number: 0000090134	05/04/2004	Unblock user
HD:PPP	Total: 5	
Closed	Total: 5	
Ticket Number: 0000090158	05/04/2004	user blocked from resnet
Ticket Number: 0000090155	05/04/2004	user request to be unblocked
Ticket Number: 0000090153	05/04/2004	User request to be unblocked
Ticket Number: 0000090156	05/04/2004	User wants to be unblocked from resnet
Ticket Number: 0000090159	05/04/2004	user blocked from resnet
afort1	Total: 6	
Closed	Total: 6	
Ticket Number: 0000090365	05/06/2004	PC infected with sasser. Admin 726
Ticket Number: 0000090385	05/06/2004	AD726 ; remove sasser
Ticket Number: 0000090386	05/06/2004	PUP 256; removal sasser
Ticket Number: 0000090417	05/06/2004	Sasser removal, Admin 732
Ticket Number: 0000090379	05/06/2004	SS 509; remove virus
Ticket Number: 0000092140	05/28/2004	Unable to login to Novell after AD update
chrism	Total: 7	
Closed	Total: 7	
Ticket Number: 0000092034	05/27/2004	Printing difficulty
Ticket Number: 0000092261	05/31/2004	Extra Computers
Ticket Number: 0000090254	05/05/2004	ID#0000090033 South Campus 2.025 (Idea Lab)
Ticket Number: 0000090916	05/12/2004	Virus Dat Updating
Ticket Number: 0000089892	05/03/2004	VPN Client Login
Ticket Number: 0000089994	05/03/2004	Inquiry about Blackberry
Ticket Number: 0000091117	05/14/2004	User cant get into Novell Drivers

edortiz

Create

Date

Total: **64**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		64	
Ticket Number: 0000091134	05/14/2004		Please Investigate Possible Sasser Infection
Ticket Number: 0000091135	05/14/2004		Needs help Removing Viruse (Sasser)
Ticket Number: 0000091304	05/17/2004		AD404: pls update to Office 2003
Ticket Number: 0000091314	05/17/2004		Academic IV 139. (rm 146 will let you in x52109). Sasser virus remo
Ticket Number: 0000091427	05/18/2004		VPN terminates IP connections
Ticket Number: 0000091465	05/19/2004		Commons Suite335 (rm 338). x52499. New employee needs comput
Ticket Number: 0000091388	05/18/2004		Customer reboots at random
Ticket Number: 0000091283	05/17/2004		Public Policy 227. x52076. User has sasser virus. tried removing hims
Ticket Number: 0000091264	05/17/2004		Install of Novell software
Ticket Number: 0000091429	05/18/2004		Mouse not responding
Ticket Number: 0000090047	05/04/2004		PC infected with sasser. MP 318
Ticket Number: 0000089933	05/03/2004		Commons 319: keeps rebooting b4 she can update
Ticket Number: 0000089999	05/04/2004		RAC 324a: SASSER Worm
Ticket Number: 0000090004	05/04/2004		Fine arts 449. x52384. Sasser Removal on windows Xp Machine
Ticket Number: 0000090019	05/04/2004		PC infected with Sasser. ACIV 483B
Ticket Number: 0000090027	05/04/2004		MP310; may be infected by virus. wants to be sure she is clean
Ticket Number: 0000090112	05/04/2004		Printer configuration in lab needs to be reset
Ticket Number: 0000090085	05/04/2004		Academic Bld 4. x53778. Sasser virus removal help required.
Ticket Number: 0000090026	05/04/2004		SS211J; Sasser virus
Ticket Number: 0000090010	05/04/2004		Commons 319. x56504. User had sasser cleaned but came back.
Ticket Number: 0000090002	05/04/2004		Bio Sci rm 407. x53478. Sasser virus removal on windows 2000 mach
Ticket Number: 0000089936	05/03/2004		Sasser virus removal RAC 322
Ticket Number: 0000089937	05/03/2004		MP 204: Computer keeps shutting down - OIT or Virus related?
Ticket Number: 0000089909	05/03/2004		PC virus infect with sasser.
Ticket Number: 0000089849	05/02/2004		PC infested with Sasser.worm
Ticket Number: 0000090655	05/10/2004		Center for Aging Studies rm 205. x58725. Windows XP machine won
Ticket Number: 0000091035	05/13/2004		PUB POLICY : 429 - Sasser removal request
Ticket Number: 0000091004	05/13/2004		Public Policy 336. x52060. Sasser removal from machine. Windows X
Ticket Number: 0000090976	05/13/2004		PC virus cleaning. Commons 017
Ticket Number: 0000090930	05/12/2004		Sasser virus/blue screen
Ticket Number: 0000090896	05/12/2004		Library 006B. x51310. User needs McAfee Installed. Could not dl and
Ticket Number: 0000090807	05/11/2004		Printer error - files not able to print
Ticket Number: 0000091851	05/25/2004		Work Order Request
Ticket Number: 0000090683	05/10/2004		PUP 421. x56527. User said they received email saying ticket 90302 w
Ticket Number: 0000090880	05/12/2004		Work Order Request
Ticket Number: 0000090738	05/11/2004		Phys 009: remove sasser
Ticket Number: 0000090206	05/05/2004		Local account creation.
Ticket Number: 0000090412	05/06/2004		Spyware/Adware problem
Ticket Number: 0000090230	05/05/2004		ACIV -A 428; remove virus please
Ticket Number: 0000090258	05/05/2004		RAC 306; remove virus
Ticket Number: 0000090299	05/05/2004		Windows XP Professional Upgrade
Ticket Number: 0000090271	05/05/2004		WinXP infected with sasser. ITE 350
Ticket Number: 0000090251	05/05/2004		AD732: Sasser virus removal
Ticket Number: 0000090249	05/05/2004		VPN Client install
Ticket Number: 0000090259	05/05/2004		LSASS Virus removal
Ticket Number: 0000091970	05/26/2004		Novell Install, 2 PCs, Alumni House
Ticket Number: 0000091974	05/26/2004		Work Order Request
Ticket Number: 0000092024	05/27/2004		Error upon booting into windows
Ticket Number: 0000092116	05/28/2004		Netscape Mail printing problem.
Ticket Number: 0000092124	05/28/2004		Sasser Worm Removal, UC 116
Ticket Number: 0000092014	05/27/2004		Difficulty installing Cisco VPN client
Ticket Number: 0000092057	05/27/2004		RAC Front desk machine shutting off on its own
Ticket Number: 0000091526	05/20/2004		Bio Sci 254. x53588. Cannot Access internet explorer (freezes once it
Ticket Number: 0000091896	05/25/2004		PC Configuration

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000092017	05/27/2004	Work Order Request
Ticket Number: 0000091925	05/26/2004	Library Pond Side 025C. x52097VPN Client install keeps coming up a
Ticket Number: 0000091977	05/26/2004	Move & Setup Computer, PUP 250
Ticket Number: 0000091871	05/25/2004	Sasser Removal
Ticket Number: 0000091767	05/24/2004	Work Order Request
Ticket Number: 0000091785	05/24/2004	Central Plant 002. x53970. Windows NT machine not getting UMBC p
Ticket Number: 0000091756	05/24/2004	Sasser Virus
Ticket Number: 0000091638	05/21/2004	Social Sci bld 403. x53110. Printer not working. Making clicking sou
Ticket Number: 0000091757	05/24/2004	ITE 325E. x51443. see previous ticket #90970
Ticket Number: 0000091895	05/25/2004	4 PCs need setup for consultants

josh

Create

Date

Total: 57

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		57	
Ticket Number: 0000091487	05/19/2004		[Fwd: Linux SAS 9 Installations]
Ticket Number: 0000092013	05/27/2004		Windows XP having problems after AD install.
Ticket Number: 0000090177	05/04/2004		User would like Firewall installed on UMBC Laptop
Ticket Number: 0000090685	05/10/2004		Employee received virus email.
Ticket Number: 0000090506	05/07/2004		HP sessions for HP1 & HP3 keep dropping
Ticket Number: 0000090469	05/07/2004		Phys Plant 100. x52776. VPN client is extremely slow. Does not mov
Ticket Number: 0000090444	05/06/2004		Sasser Removal, FA 511
Ticket Number: 0000090438	05/06/2004		Sasser worm, MP 331
Ticket Number: 0000090437	05/06/2004		VPN keeps killing all my apps
Ticket Number: 0000090420	05/06/2004		Work Order Request
Ticket Number: 0000090419	05/06/2004		Sasser removal assistance needed. on windows 2000
Ticket Number: 0000090413	05/06/2004		Re: New VPN install
Ticket Number: 0000090410	05/06/2004		Sasser worm, Phys 422
Ticket Number: 0000090407	05/06/2004		ad517: remove sasser
Ticket Number: 0000090375	05/06/2004		New VPN install
Ticket Number: 0000090479	05/07/2004		Work Order Request - virus removal
Ticket Number: 0000090366	05/06/2004		VPN doesn't let her print from HR Peoplesoft
Ticket Number: 0000090221	05/05/2004		Work Order Request
Ticket Number: 0000090626	05/10/2004		WinXP SAS 9 license problem.
Ticket Number: 0000090686	05/10/2004		HP/Reflections is crashing.
Ticket Number: 0000090866	05/12/2004		FA435; Trojan rake/seeker; McAfee crashes before it cleans it
Ticket Number: 0000090844	05/12/2004		Win2k infected with Sasser.
Ticket Number: 0000089910	05/03/2004		PC with sasser.
Ticket Number: 0000090089	05/04/2004		Maple 9.5
Ticket Number: 0000090035	05/04/2004		Cannot install VPN
Ticket Number: 0000090034	05/04/2004		Public Policy Bld. 446.x51386. Sasser removal needed. Not enough t
Ticket Number: 0000090032	05/04/2004		Linux SAS 9.
Ticket Number: 0000090024	05/04/2004		RAC 212: Sasser virus
Ticket Number: 0000090014	05/04/2004		ACIV 426A: worm issue
Ticket Number: 0000090005	05/04/2004		VPN client install problem
Ticket Number: 0000090003	05/04/2004		PC infected with sassser.
Ticket Number: 0000089998	05/04/2004		PUP 218: Sasser query
Ticket Number: 0000089908	05/03/2004		Sasser Virus remove
Ticket Number: 0000089897	05/03/2004		AD1001: Sasser problem
Ticket Number: 0000089890	05/03/2004		ACIV458: infected with sasser
Ticket Number: 0000089888	05/03/2004		User has sasser virus on windows 2000 machine.
Ticket Number: 0000089880	05/03/2004		Win2k infected with sasser.
Ticket Number: 0000089879	05/03/2004		PC infected with Sasser virus.
Ticket Number: 0000089877	05/03/2004		Work Order Request-Problems after installing VPN
Ticket Number: 0000090040	05/04/2004		Physical Plant rm 100. x52551. VPN client update not working, crash
Ticket Number: 0000089996	05/04/2004		NEW VPN
Ticket Number: 0000090066	05/04/2004		Machine has shut down twice today after being fixed.
Ticket Number: 0000089966	05/03/2004		VPN Client install
Ticket Number: 0000090208	05/05/2004		BS487B: Work Order Request
Ticket Number: 0000089956	05/03/2004		rm 311 Academic 4 bld. x53777. Sasser Virus Removal
Ticket Number: 0000089950	05/03/2004		Sasser virus removal Lib 216
Ticket Number: 0000089947	05/03/2004		Sasser Virus removal
Ticket Number: 0000089941	05/03/2004		Public Policy 408 x51469. Sasser Removal
Ticket Number: 0000089929	05/03/2004		PUP 407; trying to do critical updates
Ticket Number: 0000089925	05/03/2004		Sasser Virus Removal Public Policy 212
Ticket Number: 0000089923	05/03/2004		Sasser virus removal
Ticket Number: 0000089912	05/03/2004		Adrienne needs help ADMIN 703
Ticket Number: 0000089917	05/03/2004		Sassser virus removal Admin 301
Ticket Number: 0000090339	05/05/2004		Chem 204e: Sasser worm

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000089891	05/03/2004	PC infected with sasser. ECS 329E
Ticket Number: 0000091386	05/18/2004	WIFI conection for Dell AXIM 3i
Ticket Number: 0000091468	05/19/2004	HP1 and VPN
kirkley1	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000089932	05/03/2004	Sasser virus removal ITE 315
Ticket Number: 0000089953	05/03/2004	Sasser virus removal: SS 211m
Ticket Number: 0000089920	05/03/2004	Sasser virus removal
Ticket Number: 0000089934	05/03/2004	Sasser virus removal ECS 329c

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
lasuk			
Resolved			
Ticket Number: 0000092038	<u>Total:</u>	60	
	<u>Total:</u>	1	
	05/27/2004		[PC s/w] ECON: PUP/335: SAS 9 install on Win98

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		59	
Ticket Number: 0000091949	05/26/2004		[PC s/w] TC/109:Wireless Issues, Commons Main Street Lounge
Ticket Number: 0000091963	05/26/2004		Error when logging into Novell, RAC 312B
Ticket Number: 0000092183	05/29/2004		[PC s/w] MLL: ACIV148: novell account
Ticket Number: 0000092122	05/28/2004		Dr. Spitz wants her laptop "certified" to make sure virus scan and wind
Ticket Number: 0000091563	05/20/2004		[PC s/w} OIR: AD/401: Unable to resolve service name for EPMDE
Ticket Number: 0000091707	05/23/2004		[PC s/w] GEOG: SS/211: Imap client configured to show only subscr
Ticket Number: 0000091685	05/22/2004		bio room # 203, jack activation
Ticket Number: 0000091579	05/20/2004		[PC s/w] COE: ECS/321: SAS install on local Win2000 machine.
Ticket Number: 0000091783	05/24/2004		[PC s/w] CHEM: CHEM/129: Novell Problems
Ticket Number: 0000091924	05/26/2004		Jack Check
Ticket Number: 0000091855	05/25/2004		[PC s/w] LIBR: LIB/256: User stjones antivirus
Ticket Number: 0000091760	05/24/2004		[MAC s/w] BIOL: BS/103: not getting IP
Ticket Number: 0000091646	05/21/2004		Install and setup By Request
Ticket Number: 0000091648	05/21/2004		[PC s/w] HR: AD/532: Takes several minutes to load novell login
Ticket Number: 0000091885	05/25/2004		[PC s/w] JCET: AC4/114: JCET Lexmark not printing
Ticket Number: 0000090614	05/10/2004		[PC s/w] LH/2: Virus on LH2 Computer
Ticket Number: 0000090649	05/10/2004		[PC s/w] RAC/307: Install Anti-Virus software
Ticket Number: 0000090754	05/11/2004		[PC s/w] OIT: UC/116: DELTA TRAINING ROOM
Ticket Number: 0000090769	05/11/2004		[PC s/w] ????: AD425B: virus? machine keeps rebooting
Ticket Number: 0000091424	05/18/2004		very slow network connection; dropping packets
Ticket Number: 0000090983	05/13/2004		[PC s/w] OIR: AD/400: Install SAS 9.0, could not update expire lice
Ticket Number: 0000090933	05/12/2004		Please image hard drive and re-install W2K on PC in Office of Studen
Ticket Number: 0000090785	05/11/2004		[PC s/w] Chem: CHEM/129: Need help viruses scan
Ticket Number: 0000090799	05/11/2004		[PC s/w] POLI: PUP/318: wireless problem/Format & Reinstall
Ticket Number: 0000090772	05/11/2004		[PC s/w] CHEM: CHEM/479: Needs Viruse removed
Ticket Number: 0000090761	05/11/2004		[PC s/w] PSYC: MP/308: Cant find printer
Ticket Number: 0000090220	05/05/2004		[PC s/w] ParkServe: PP100: Remove Sasser virus
Ticket Number: 0000090227	05/05/2004		Erickson Hall 184. x53771. Blue screen crash on multiple computers i
Ticket Number: 0000090868	05/12/2004		[PC s/w] PSYC: MP/301B: Sasser virus removal
Ticket Number: 0000090531	05/07/2004		[MAC s/w] JCET: TECH/3.006: Configuring LPR printers
Ticket Number: 0000090423	05/06/2004		[PC s/w] CHEM: CHEM/274: Jack Not working.
Ticket Number: 0000090394	05/06/2004		Public Policy 367(Seminar Room). x52175. Fac Member cannot get o
Ticket Number: 0000090268	05/05/2004		FA 467; remove virus
Ticket Number: 0000090373	05/06/2004		Bio Sci 011. x53497. Cannot get machine to boot only gets to "Press F
Ticket Number: 0000090358	05/06/2004		PCs with sasser. Res Life 184
Ticket Number: 0000090266	05/05/2004		Maple for windows
Ticket Number: 0000090253	05/05/2004		Sasser virus removal
Ticket Number: 0000090167	05/04/2004		[PC s/w] COE-ChemE: TRC/230: virus/hijacker
Ticket Number: 0000089957	05/03/2004		[PC h/w] PUP308: Floppy drive not working
Ticket Number: 0000089965	05/03/2004		x52741 Physical Plant rm. 104 Sasser removal.
Ticket Number: 0000089982	05/03/2004		[PC s/w] PHYS: Phys/304B: Add printer to 2k profile
Ticket Number: 0000090101	05/04/2004		[PC s/w] BIOL: BS/453: New restricted access print queue request.
Ticket Number: 0000090008	05/04/2004		[PC s/w] COE:TRC227: Win 2K crashes during Sasser removal
Ticket Number: 0000089978	05/03/2004		Sasser virus removal and patch
Ticket Number: 0000089962	05/03/2004		[PC s/w] PHYS: PHYS/406D: Sasser Virus
Ticket Number: 0000089939	05/03/2004		[PC s/w] BIOL: BIO/458: Work Order Request-virus
Ticket Number: 0000089875	05/03/2004		[MAC s/w] Dance: FA/419: MS Word98 for MacOS 9
Ticket Number: 0000089901	05/03/2004		[PC s/w] ORL: West Hill 179: Sasser Virus Infection
Ticket Number: 0000091064	05/13/2004		ECS021PC28 0x7B Inaccessible Boot Volume
Ticket Number: 0000091082	05/14/2004		[PC s/w] OIA: Alumni House: Can't Print via Novell
Ticket Number: 0000091170	05/14/2004		{PC h/w} OIT: ECS/124: Replace Dell GX110 with Dell GX150 from
Ticket Number: 0000091477	05/19/2004		Asset Security Alert
Ticket Number: 0000091370	05/18/2004		[PC s/w] Dell Inspiron 4000 problem.
Ticket Number: 0000091358	05/18/2004		Install or advise on VPN client

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000091318	05/17/2004	[PC h/w] BIOL:BS/405: jack needs to be active jk 405J-2 BS405
Ticket Number:	0000091253	05/17/2004	[MAC s/w] OIA: Alumni House: User can't use Fetch
Ticket Number:	0000091111	05/14/2004	[PC s/w] OIA: AD/932: User thinks her pc has the sasser virus and sh
Ticket Number:	0000091952	05/26/2004	[MAC s/w] MUSIC: FA/519: iMac with OS X 10.2 Mail problem
Ticket Number:	0000091116	05/14/2004	[PC s/w] UC/116: Sasser Virus Removal.

omarn

Create

Date

Total: **79**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		79	
Ticket Number: 0000091086	05/14/2004		WinXP Laptop Printer setup. pup314
Ticket Number: 0000091469	05/19/2004		PC hard drive getting filled up. ss211m 9-5 5/24/04
Ticket Number: 0000091423	05/18/2004		Sasser virus removal ACIV316
Ticket Number: 0000091398	05/18/2004		Relections Error phy319
Ticket Number: 0000091407	05/18/2004		Reflections runtime error as107
Ticket Number: 0000091380	05/18/2004		Work Order Request bs456
Ticket Number: 0000091330	05/17/2004		Faculty unable to remove sasser pup333
Ticket Number: 0000091321	05/17/2004		Social Sci. 507A. x53002. Sasser Removal On Machine. Windows XP
Ticket Number: 0000091128	05/14/2004		Needs help Setting up Netscape Mail ecs225
Ticket Number: 0000091122	05/14/2004		Public Policy 344. x52160.
Ticket Number: 0000091265	05/17/2004		Library Pond Side Financial Aid Off. x52882. User cannot login thro
Ticket Number: 0000091740	05/24/2004		upgrade to XP ad909
Ticket Number: 0000090670	05/10/2004		Erickson Hall 164. x53768. Computer screen freezes and goes to blac
Ticket Number: 0000090078	05/04/2004		Corporate Time Library
Ticket Number: 0000090033	05/04/2004		South Campus 2.025(Idea Lab)Can no longer login to novell on multi
Ticket Number: 0000090007	05/04/2004		ITE 317: Sasser virus
Ticket Number: 0000089988	05/03/2004		Help uninstalling Novell lib155
Ticket Number: 0000089977	05/03/2004		Erickson Hall rm 60. x52542. Novell install on win xp
Ticket Number: 0000090023	05/04/2004		PC browser redirecting to other sites and warez. ite325e
Ticket Number: 0000089973	05/03/2004		Chem bld. Room 109. x52491. Reflection update did not work for us
Ticket Number: 0000089931	05/03/2004		Sasser virus removal Admin 911
Ticket Number: 0000089900	05/03/2004		Social Sci. 211D x53152. Cannot see tree or server. Have restarted.
Ticket Number: 0000090108	05/04/2004		Computer access mp306
Ticket Number: 0000090095	05/04/2004		User is not able to run anything on windows rac321
Ticket Number: 0000089916	05/03/2004		FA467b; tree or server can't be found
Ticket Number: 0000089839	05/02/2004		Work Order Request pup 230
Ticket Number: 0000090897	05/12/2004		Install client on Dell laptop pup
Ticket Number: 0000090199	05/05/2004		Novel Login Box bs464
Ticket Number: 0000090212	05/05/2004		Susanna Twigg at the Child Care Center x56830. Cannot get internet.
Ticket Number: 0000090523	05/07/2004		Can't get to drives mp216
Ticket Number: 0000090399	05/06/2004		Admin Bld. 301. x54558 .Needs help cleaning out computer. It is be
Ticket Number: 0000090384	05/06/2004		installation ss403
Ticket Number: 0000090342	05/06/2004		Chem 133: SASSER and Agabot Worm Update
Ticket Number: 0000090314	05/05/2004		chem 133: Work Order Request
Ticket Number: 0000090293	05/05/2004		Hooking up Printer rac300
Ticket Number: 0000090246	05/05/2004		Chem 109: SASSER and Agabot Worm Update
Ticket Number: 0000090244	05/05/2004		Fine Arts 439. x58639. Computer Blue Screen crashes
Ticket Number: 0000090243	05/05/2004		FA 465 SASSER and Agabot Worm Update
Ticket Number: 0000090203	05/05/2004		PC winxp problem. acad361
Ticket Number: 0000090639	05/10/2004		PC infected with sasser. ad912
Ticket Number: 0000090668	05/10/2004		New printer showing up auto hp deskjet 990c gs260 image in user's n
Ticket Number: 0000090654	05/10/2004		PC infected with sasser. acad408
Ticket Number: 0000091030	05/13/2004		PUB POLICY 431: MS Word Malfunction
Ticket Number: 0000091028	05/13/2004		Public Policy 439. x51469. Sounds comes out distorted on computer.
Ticket Number: 0000090985	05/13/2004		Sasser virus removal Reslife 179
Ticket Number: 0000090974	05/13/2004		Erickson Hall 184. x53771. Comp gets "reference memory" error whe
Ticket Number: 0000090970	05/13/2004		PC browser redirecting to other sites and warez. ite325e 5/20/04 9:00
Ticket Number: 0000090906	05/12/2004		Library 158. x52341. Oracle Calender needs to be installed for user.
Ticket Number: 0000090802	05/11/2004		Chem 366. x52552. New comp install. Windows XP and Office XP.
Ticket Number: 0000090781	05/11/2004		Computer Install Appt 5-13 at 9.30am uc112
Ticket Number: 0000090775	05/11/2004		Pub Policy 256. x58469. Sasser removal, user could not do it herself. W
Ticket Number: 0000090735	05/11/2004		Fine Arts 438. x52384. New hard drive put into machine, needs to be s
Ticket Number: 0000090734	05/11/2004		Blue screen crash on new machine reslife
Ticket Number: 0000090672	05/10/2004		PCs shutting down sporadically Res Life 184

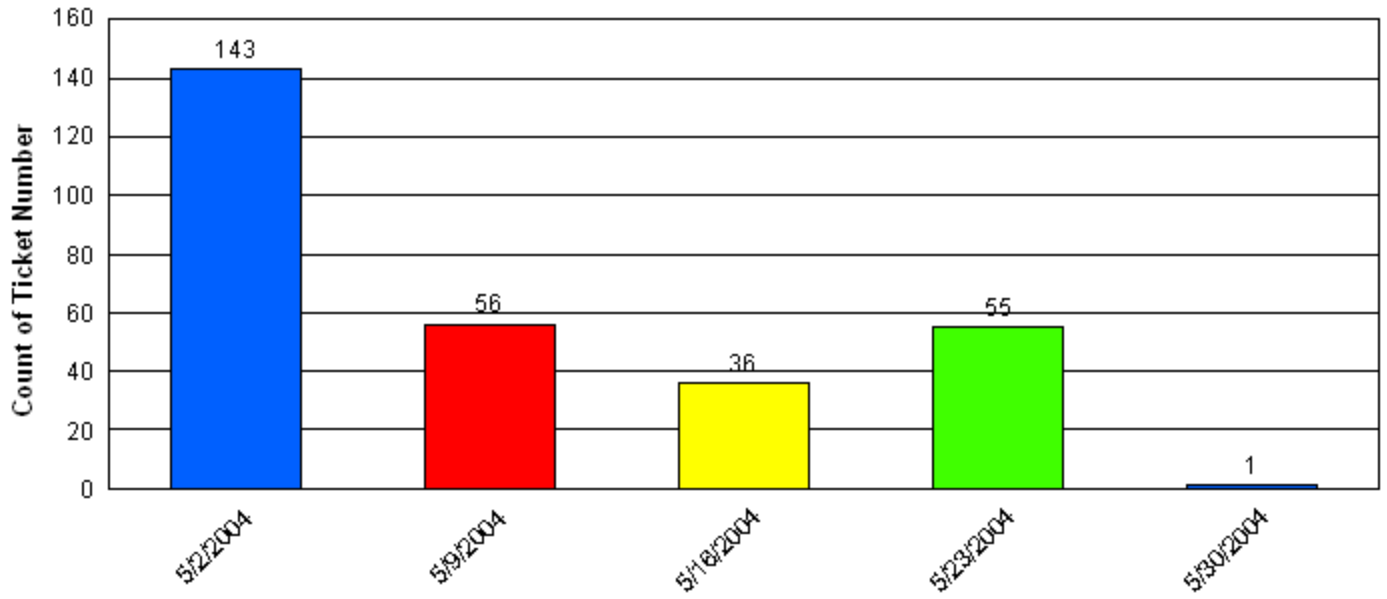
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000090640	05/10/2004	Sasser virus removal and windows not booting. RAC331
Ticket Number: 0000091488	05/19/2004	Customer facing problems with MAC chem390
Ticket Number: 0000091954	05/26/2004	Public Policy 425. x51083. When user opens attachments in netscape m
Ticket Number: 0000092015	05/27/2004	SANDBOX REPORT uc112
Ticket Number: 0000091923	05/26/2004	Win98 having mouse problem. ehall071
Ticket Number: 0000091888	05/25/2004	98 Machine Running very slowly, PUP 344
Ticket Number: 0000091884	05/25/2004	PC problem. Public Policy 366
Ticket Number: 0000091849	05/25/2004	Computer restarting (not sasser), FA 546
Ticket Number: 0000091779	05/24/2004	PC Randomly shuts down UHS 070
Ticket Number: 0000091765	05/24/2004	Possible virus infection ADMIN707
Ticket Number: 0000091753	05/24/2004	Word is having issues acas201 -235
Ticket Number: 0000091762	05/24/2004	Psyc 307. x52417. User getting 160 IP after reboot. Win XP
Ticket Number: 0000091615	05/21/2004	Computer restarting, Erickson 184
Ticket Number: 0000091644	05/21/2004	Public Policy 224. x52078. User is trying to remove a helper applicat
Ticket Number: 0000091500	05/19/2004	Hard Drvie Crashed pup323
Ticket Number: 0000091956	05/26/2004	Sasser Virus on MP 201 front desk machine
Ticket Number: 0000092149	05/28/2004	User cannot see tree or server but has IP and can login with work sta
Ticket Number: 0000092138	05/28/2004	PC won't turn on, Commons 335
Ticket Number: 0000092114	05/28/2004	PC WinXP problems. RAC 303
Ticket Number: 0000092086	05/27/2004	McAfee Virus definitions corrupted ACIV 104a
Ticket Number: 0000092083	05/27/2004	Psychology Xerox not Scanning MP 320
Ticket Number: 0000092066	05/27/2004	Difficulty opening PDF documents through Netscape 7.1 ADMIN911
Ticket Number: 0000092048	05/27/2004	Novell Shared drive anomalies Alumni
Ticket Number: 0000091965	05/26/2004	CHEM272: Network Printer Problems
Ticket Number: 0000092040	05/27/2004	Work Order Request Alumni
pogle1	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000090057	05/04/2004	Walker 215. 301-751-9136. Jack needs to be checked for connection.
unaveed1	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000092020	05/27/2004	hill side Breton 821D. x27327. Network jack not working.

Create
Date

Short Description

Count of Ticket Number / Create Date

For Desktop Support



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Financial Services: Peo	Total:	87	
cnewton		<u>Total:</u>	2
Closed		<u>Total:</u>	2
Ticket Number:	0000091485	05/19/2004	Retriever
Ticket Number:	0000089974	05/03/2004	DBE Suspense Acct Problem
rpreston		<u>Total:</u>	4
Closed		<u>Total:</u>	4
Ticket Number:	0000091327	05/17/2004	Project (non-grant)/Retriever reports differences
Ticket Number:	0000091732	05/24/2004	Purchase order figures do not show up
Ticket Number:	0000091734	05/24/2004	FAS Sub-Codes Conversion
Ticket Number:	0000091968	05/26/2004	A?P Accural
tkuonen		<u>Total:</u>	10
Closed		<u>Total:</u>	10
Ticket Number:	0000092107	05/28/2004	remedy
Ticket Number:	0000092111	05/28/2004	PS Error
Ticket Number:	0000092110	05/28/2004	Error Message 2
Ticket Number:	0000092109	05/28/2004	Error Message
Ticket Number:	0000091955	05/26/2004	Processing
Ticket Number:	0000091878	05/25/2004	Receipt of Invoices
Ticket Number:	0000091870	05/25/2004	SQL Error
Ticket Number:	0000091848	05/25/2004	question
Ticket Number:	0000091313	05/17/2004	Access
Ticket Number:	0000091663	05/21/2004	Request

weller

Create

Date

Total: 71

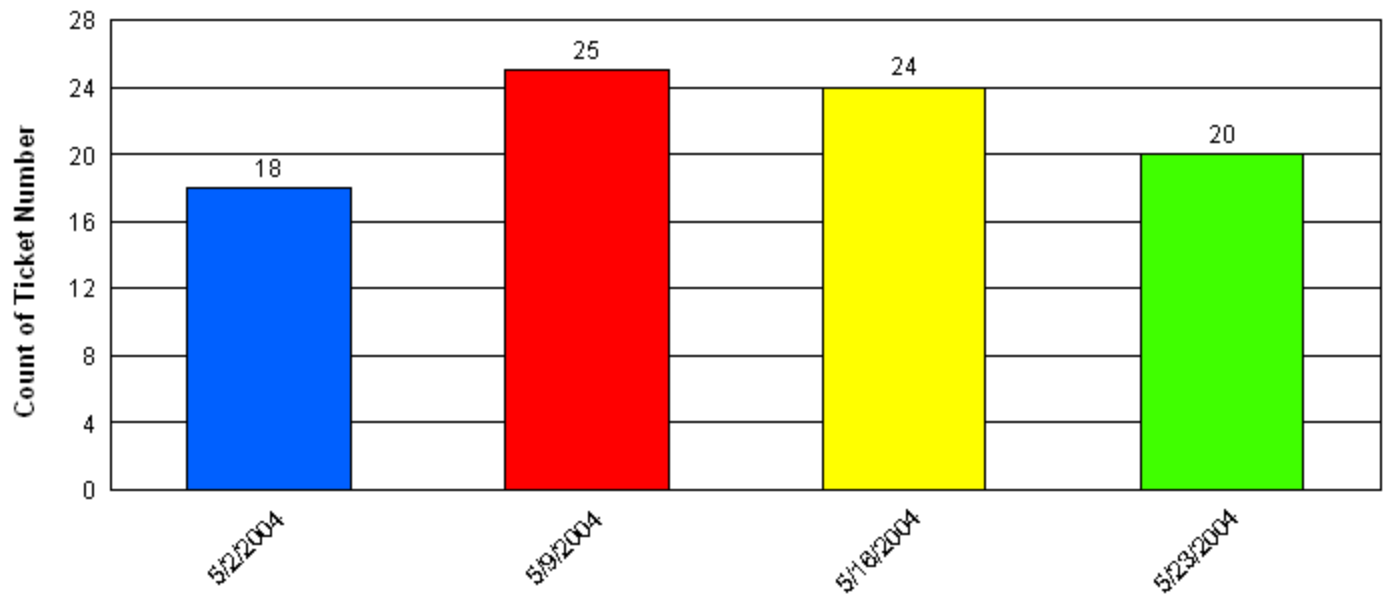
Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		71	
Ticket Number: 0000091113	05/14/2004		remedy
Ticket Number: 0000089942	05/03/2004		Voucher Drill Down for AP
Ticket Number: 0000090127	05/04/2004		Retriever
Ticket Number: 0000090015	05/04/2004		Retriever/Reports differences
Ticket Number: 0000089972	05/03/2004		Rejected posting to dirag@LISTS.PRINCETON.EDU
Ticket Number: 0000091890	05/25/2004		Effort Rpt finalization not working
Ticket Number: 0000090786	05/11/2004		remedy
Ticket Number: 0000089986	05/03/2004		Grant Reporting
Ticket Number: 0000090491	05/07/2004		Field format in Query causing issue in Excel
Ticket Number: 0000091078	05/14/2004		remedy
Ticket Number: 0000091425	05/18/2004		Fw: Deleting a voucher
Ticket Number: 0000091406	05/18/2004		PO#46
Ticket Number: 0000091403	05/18/2004		application engine stuck on "process"
Ticket Number: 0000091378	05/18/2004		Previous Request
Ticket Number: 0000091377	05/18/2004		redundant reports & wasted time
Ticket Number: 0000091372	05/18/2004		Approval security for effort reports for Andrea
Ticket Number: 0000091367	05/18/2004		Access to Projects
Ticket Number: 0000091355	05/18/2004		Unable to navigate to new task-Lorick
Ticket Number: 0000091267	05/17/2004		Need Access to Run the Fringe Allocation
Ticket Number: 0000091155	05/14/2004		Retriever Reports - Not able to get data
Ticket Number: 0000091478	05/19/2004		Process Time
Ticket Number: 0000091146	05/14/2004		I have access to tree viewer in psfsprd but not psepmprd?
Ticket Number: 0000091489	05/19/2004		Approvals
Ticket Number: 0000091538	05/20/2004		Re: Mail Delivery (failure webmaster@onlinegambling.com)
Ticket Number: 0000091547	05/20/2004		Re: CEE Chair Needs PS Access
Ticket Number: 0000091945	05/26/2004		Training
Ticket Number: 0000091930	05/26/2004		ITEMs not Budget Chkd-Andrea
Ticket Number: 0000091877	05/25/2004		Receipt of Invoices
Ticket Number: 0000091865	05/25/2004		National Endowment for the Arts
Ticket Number: 0000091772	05/24/2004		Looking up Deposits
Ticket Number: 0000091612	05/21/2004		remedy
Ticket Number: 0000091549	05/20/2004		Purchase Requisition
Ticket Number: 0000091539	05/20/2004		Question
Ticket Number: 0000091496	05/19/2004		Non-Grant Project Report
Ticket Number: 0000091529	05/20/2004		Security
Ticket Number: 0000091532	05/20/2004		Peoplesoft Problem
Ticket Number: 0000091962	05/26/2004		Voucher numbers
Ticket Number: 0000092023	05/27/2004		Discrepancies on GM Rpts when >1 Proj is in Run Control
Ticket Number: 0000092062	05/27/2004		PS Security Role
Ticket Number: 0000090628	05/10/2004		C. Williams March Visa charges not posted on the Retriever
Ticket Number: 0000090763	05/11/2004		Requester Problem
Ticket Number: 0000090684	05/10/2004		JE - Rept question
Ticket Number: 0000091491	05/19/2004		Transaction Detail Report
Ticket Number: 0000090679	05/10/2004		Visa
Ticket Number: 0000090659	05/10/2004		security access
Ticket Number: 0000091015	05/13/2004		Menu Content Reference to Reconcile Reqs missing
Ticket Number: 0000091009	05/13/2004		Problem
Ticket Number: 0000090987	05/13/2004		AR Update did not post certain Deposits
Ticket Number: 0000090979	05/13/2004		Budget checking error
Ticket Number: 0000090918	05/12/2004		remedy
Ticket Number: 0000090902	05/12/2004		Fw: UDate of Receivables Unsuccessful
Ticket Number: 0000090898	05/12/2004		Reversal Vouchers
Ticket Number: 0000090885	05/12/2004		remedy
Ticket Number: 0000090875	05/12/2004		Process not finishing

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000090854	05/12/2004	remedy
Ticket Number:	0000090783	05/11/2004	remedy
Ticket Number:	0000090766	05/11/2004	Grant Report Problem
Ticket Number:	0000090733	05/11/2004	Entered single Receipt for 2 Invoices
Ticket Number:	0000090892	05/12/2004	Inter-Agency Payments
Ticket Number:	0000090397	05/06/2004	Change amt. in receiving
Ticket Number:	0000090817	05/11/2004	Journal Drill Down error
Ticket Number:	0000090513	05/07/2004	Retriever inconsistent from hour to hour
Ticket Number:	0000090488	05/07/2004	Incorrect UserID established
Ticket Number:	0000090481	05/07/2004	Link Requester to UserID for Req Apprvl
Ticket Number:	0000090443	05/06/2004	Need Permission to Approve Requisitions
Ticket Number:	0000090428	05/06/2004	Menu Access
Ticket Number:	0000090427	05/06/2004	Retriever tabs out of balance
Ticket Number:	0000090422	05/06/2004	Problem Printing Effort Reports
Ticket Number:	0000090357	05/06/2004	051 accounts
Ticket Number:	0000090261	05/05/2004	Retriever Problems
Ticket Number:	0000090247	05/05/2004	Cannot print Req from page

Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



Helpdesk	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
HD:Tape_Changes		873	
Closed		<u>Total:</u> 4	
Ticket Number: 0000090178		05/04/2004	Tape changes for 5/4/04
Ticket Number: 0000090936		05/12/2004	tape change for 5/12/2004
Ticket Number: 0000091416		05/18/2004	Tape changes for 5/18
Ticket Number: 0000089948		05/03/2004	Tape changes 5/3/04

HelpDesk

Create

Date

Total: **62**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		62	
Ticket Number: 0000090157	05/04/2004		User requests unblock from resnet
Ticket Number: 0000090099	05/04/2004		User requests to be unblocked from resnet
Ticket Number: 0000090091	05/04/2004		User requests to be unblocked from resnet
Ticket Number: 0000090090	05/04/2004		remove block
Ticket Number: 0000090092	05/04/2004		remove block
Ticket Number: 0000090087	05/04/2004		remove block
Ticket Number: 0000090086	05/04/2004		remove block
Ticket Number: 0000090084	05/04/2004		User wishes to be unblocked from Resnet
Ticket Number: 0000090081	05/04/2004		remove block
Ticket Number: 0000090080	05/04/2004		removed block
Ticket Number: 0000090144	05/04/2004		User requests unblock
Ticket Number: 0000090143	05/04/2004		User requests unblock
Ticket Number: 0000090142	05/04/2004		User requests unblock
Ticket Number: 0000090137	05/04/2004		User requests resnet unblock
Ticket Number: 0000090149	05/04/2004		User requests unblock
Ticket Number: 0000090131	05/04/2004		User request unblock
Ticket Number: 0000090381	05/06/2004		needed password reset
Ticket Number: 0000090113	05/04/2004		User needs to be unblocked from resnet
Ticket Number: 0000090148	05/04/2004		User requests unblock from resnet
Ticket Number: 0000090333	05/05/2004		Resnet user wants to be unblocked
Ticket Number: 0000090013	05/04/2004		customer received quota warning
Ticket Number: 0000090162	05/04/2004		Password reset request
Ticket Number: 0000090065	05/04/2004		remove Resnet block
Ticket Number: 0000090171	05/04/2004		User requests resnet unblock
Ticket Number: 0000090100	05/04/2004		User wishes to be unlocked from resnet
Ticket Number: 0000091063	05/13/2004		Wireless setup
Ticket Number: 0000091387	05/18/2004		Reset Password
Ticket Number: 0000091106	05/14/2004		Unblock User
Ticket Number: 0000091420	05/18/2004		User asked for a password reset
Ticket Number: 0000091415	05/18/2004		User blocked from resnet
Ticket Number: 0000090718	05/11/2004		remove block
Ticket Number: 0000090770	05/11/2004		Reset password
Ticket Number: 0000090771	05/11/2004		remove block
Ticket Number: 0000090813	05/11/2004		customer couldn't log in to resnet, requested to be unblocked
Ticket Number: 0000090815	05/11/2004		User reports having Sasser virus troubles
Ticket Number: 0000090811	05/11/2004		customer requested to be unblocked from resnet
Ticket Number: 0000090794	05/11/2004		Password reset request
Ticket Number: 0000090774	05/11/2004		Quota was high
Ticket Number: 0000090176	05/04/2004		User requests to be unblocked
Ticket Number: 0000090174	05/04/2004		Request for user to be unblocked from resnet
Ticket Number: 0000090175	05/04/2004		Unblock from Resnet request
Ticket Number: 0000090172	05/04/2004		Request to unblock from resnet
Ticket Number: 0000090169	05/04/2004		User requests unblocking
Ticket Number: 0000090464	05/07/2004		Word document margins are off page
Ticket Number: 0000090363	05/06/2004		walk thru manual removal
Ticket Number: 0000090361	05/06/2004		remove block
Ticket Number: 0000090360	05/06/2004		walk thru removing virus
Ticket Number: 0000090310	05/05/2004		Create account for Maxine B.
Ticket Number: 0000090309	05/05/2004		Locked out of resnet
Ticket Number: 0000090307	05/05/2004		user blocked from resent
Ticket Number: 0000090303	05/05/2004		User wants to be unblocked from resnet
Ticket Number: 0000090298	05/05/2004		disk quota increase request
Ticket Number: 0000090292	05/05/2004		sent email to oit@umbc.edu asking for add'l space
Ticket Number: 0000090517	05/07/2004		Customer blocked from resnet

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000090406	05/06/2004	remove block 2x
Ticket Number:	0000090395	05/06/2004	remove block
Ticket Number:	0000090376	05/06/2004	folders disappeared except for inbox in account
Ticket Number:	0000090368	05/06/2004	downloaded .ps.gz file; how to unzip
Ticket Number:	0000090364	05/06/2004	walked through removing virus
Ticket Number:	0000090202	05/05/2004	remove block
Ticket Number:	0000091967	05/26/2004	chris burke - print thesis for psyc dept using corel9
Ticket Number:	0000091514	05/19/2004	User requested password reset

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Create

Date

Total: **148**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		148	
Ticket Number: 0000091535	05/20/2004		quota
Ticket Number: 0000091867	05/25/2004		Phonemail, Tuesday 5/25, 11:00am
Ticket Number: 0000091850	05/25/2004		Work Order Request
Ticket Number: 0000091842	05/25/2004		Work Order Request
Ticket Number: 0000091816	05/24/2004		Lab check 10pm 5/24/04
Ticket Number: 0000091813	05/24/2004		VM check 7pm 5/24/04
Ticket Number: 0000091812	05/24/2004		Lab check 5/24/04 6pm
Ticket Number: 0000091770	05/24/2004		Directory issue
Ticket Number: 0000091742	05/24/2004		5/24 Tape change.
Ticket Number: 0000091733	05/24/2004		UPS Panel Notification.
Ticket Number: 0000091782	05/24/2004		Needs Email Quota Increased.
Ticket Number: 0000091673	05/22/2004		Morning Checklist
Ticket Number: 0000091672	05/22/2004		labcheck - 5.22.04 - 8am
Ticket Number: 0000091670	05/22/2004		=?GB2312?B?MjAwNMTqNdTCt93M2Lzbu/rGsQ===?= Phonemail, Tuesday 5/25, 2:00pm
Ticket Number: 0000091882	05/25/2004		Phonemail, Tuesday 5/25, 2:00pm
Ticket Number: 0000091880	05/25/2004		Tape Changes, Tuesday 5/25
Ticket Number: 0000091573	05/20/2004		Tapes have been changed.
Ticket Number: 0000091620	05/21/2004		RE: QUOTA WARNING for your myUMBC account
Ticket Number: 0000091632	05/21/2004		Work Order Request
Ticket Number: 0000091667	05/21/2004		lab check Friday 5/21 8:00pm
Ticket Number: 0000091666	05/21/2004		Phonemail, Friday 5/21, 7:00pm
Ticket Number: 0000091574	05/20/2004		Not active as active student/staff.
Ticket Number: 0000091664	05/21/2004		Account creation request
Ticket Number: 0000092074	05/27/2004		Coporate calendar
Ticket Number: 0000090204	05/05/2004		Customer unblocked.
Ticket Number: 0000090429	05/06/2004		Work Order Request
Ticket Number: 0000090535	05/07/2004		Phonemail 5/7/04
Ticket Number: 0000090545	05/08/2004		Checklist 5-8-04 0.00
Ticket Number: 0000090533	05/07/2004		customer requests to be unblocked (list of other users too)
Ticket Number: 0000090526	05/07/2004		User Unblock.
Ticket Number: 0000090507	05/07/2004		User unblocked.
Ticket Number: 0000090591	05/09/2004		Unblock User
Ticket Number: 0000090503	05/07/2004		User unblocked.
Ticket Number: 0000090489	05/07/2004		User unblocked.
Ticket Number: 0000090480	05/07/2004		5/7 Tape change.
Ticket Number: 0000090563	05/08/2004		No subject
Ticket Number: 0000090560	05/08/2004		Labcheck 5/8/04 6 PM
Ticket Number: 0000090557	05/08/2004		Resnet unblock request
Ticket Number: 0000090551	05/08/2004		checklist 5-8-04 8.00
Ticket Number: 0000090546	05/08/2004		PhoneMail 5-8-04 0.20
Ticket Number: 0000090543	05/07/2004		Phonemail 5-7-04 22.30
Ticket Number: 0000090542	05/07/2004		Labcheck 5-7-04 21.00
Ticket Number: 0000090537	05/07/2004		Resnet Lock
Ticket Number: 0000090536	05/07/2004		Lab Check, Friday 5/7, 6:00pm
Ticket Number: 0000090599	05/10/2004		Unblock Users
Ticket Number: 0000090615	05/10/2004		5/10 Helpdesk opening check list.
Ticket Number: 0000090592	05/09/2004		Labcheck 5-9-04 21.00
Ticket Number: 0000090590	05/09/2004		Unblock user
Ticket Number: 0000090589	05/09/2004		Unblock user
Ticket Number: 0000090588	05/09/2004		Unblock User
Ticket Number: 0000090587	05/09/2004		Phonemail 5-9-04 19.00
Ticket Number: 0000090586	05/09/2004		Unblock user
Ticket Number: 0000090585	05/09/2004		Labcheck 5-9-04 18.00
Ticket Number: 0000090583	05/09/2004		Change Tapes 5-9-04

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000090578	05/09/2004	Phonemail 5-9-04 13.00
Ticket Number:	0000090576	05/09/2004	5/9 12pm Helpdesk opening check.
Ticket Number:	0000090575	05/09/2004	Unblock user.
Ticket Number:	0000090574	05/09/2004	=?GB2312?B?MjAwNMTqNdTCt93M2Lzbu/rGsQ===?=-
Ticket Number:	0000090570	05/09/2004	RE: I saw your profile
Ticket Number:	0000090567	05/09/2004	Lab check 11pm and 12am 5/8/04
Ticket Number:	0000090564	05/08/2004	periodontology, wjwwatsyxnfu j
Ticket Number:	0000090353	05/06/2004	Unblock user.
Ticket Number:	0000090389	05/06/2004	remove block
Ticket Number:	0000090370	05/06/2004	Dear Madam: Could you help me by unzipping the file?
Ticket Number:	0000090236	05/05/2004	quota warning
Ticket Number:	0000090224	05/05/2004	Unblock user.
Ticket Number:	0000090699	05/10/2004	List of users who need to be UNBLOCKED 5/10
Ticket Number:	0000090730	05/11/2004	User needs to be unblocked from resnet
Ticket Number:	0000090707	05/10/2004	lab check 5/10/04 9pm
Ticket Number:	0000090708	05/10/2004	phonemail 8pm - 5.10.04
Ticket Number:	0000091171	05/14/2004	Resnet unblock request
Ticket Number:	0000090877	05/12/2004	Needed more space for email.
Ticket Number:	0000090865	05/12/2004	blackboard
Ticket Number:	0000090846	05/12/2004	User called in to get unblock from resnet.
Ticket Number:	0000090834	05/12/2004	0000090773-Still can not see email
Ticket Number:	0000090827	05/12/2004	Lab closing 12am 5/12/04
Ticket Number:	0000090826	05/12/2004	VM check 7pm 5/11/04
Ticket Number:	0000090824	05/11/2004	lab check 11pm 5/11/04
Ticket Number:	0000090821	05/11/2004	lab check 7:00pm 5/11/04
Ticket Number:	0000090869	05/12/2004	request
Ticket Number:	0000090944	05/13/2004	Disk Space
Ticket Number:	0000091010	05/13/2004	Mac Resnet Configuration
Ticket Number:	0000090778	05/11/2004	Checklist 5-11-04 13.00
Ticket Number:	0000090767	05/11/2004	Quota increase
Ticket Number:	0000090822	05/11/2004	lab check 5/11/04 9pm
Ticket Number:	0000091052	05/13/2004	Enquiry concerning student and his email facility at UMBC
Ticket Number:	0000091193	05/15/2004	05/15 Phone mail 2:00 pm
Ticket Number:	0000091169	05/14/2004	Lab check 5/14/04 6 PM
Ticket Number:	0000091177	05/14/2004	Resnet block
Ticket Number:	0000091459	05/19/2004	User unblock request.
Ticket Number:	0000091447	05/19/2004	Lab check 12am 5/19/04
Ticket Number:	0000091446	05/18/2004	VM check 7pm 5/18/04
Ticket Number:	0000091445	05/18/2004	user needs to be let back onto resnet
Ticket Number:	0000091444	05/18/2004	lab check 5-18-04 11pm
Ticket Number:	0000091440	05/18/2004	Virus Dat Updating
Ticket Number:	0000091439	05/18/2004	lab check 5-18-04 8pm
Ticket Number:	0000091394	05/18/2004	Fw: Network Associates Webshield - e-mail Content Alert
Ticket Number:	0000091273	05/17/2004	Billing info
Ticket Number:	0000091262	05/17/2004	User unblocked.
Ticket Number:	0000091227	05/16/2004	lab check 5/16/04 9pm
Ticket Number:	0000091218	05/16/2004	Checklist 5-16-04 12.00
Ticket Number:	0000091207	05/15/2004	Help
Ticket Number:	0000091206	05/15/2004	Resnet block
Ticket Number:	0000091204	05/15/2004	Resnet block
Ticket Number:	0000091203	05/15/2004	Phone mail 05/15 7:00 pm
Ticket Number:	0000091202	05/15/2004	Resnet block
Ticket Number:	0000091201	05/15/2004	Lab check 5:00 pm 05/15
Ticket Number:	0000091208	05/15/2004	Lab check 5/15/04 10 pm
Ticket Number:	0000091191	05/15/2004	Change tapes 5-15-04

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000091189	05/15/2004	Phonemail 5-15-04 11.00
Ticket Number:	0000091187	05/15/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000091183	05/15/2004	Checklist 5-15-04 7.30
Ticket Number:	0000091178	05/14/2004	lab check 9:00 pm 05/14
Ticket Number:	0000091353	05/18/2004	5/18 7:30am Helpdesk opening check list.
Ticket Number:	0000091342	05/18/2004	User locked out of resnet
Ticket Number:	0000091341	05/17/2004	lab check 5-17-04 11pm
Ticket Number:	0000091340	05/17/2004	lab check 5-17-04 pm
Ticket Number:	0000091337	05/17/2004	Quota Increase
Ticket Number:	0000091334	05/17/2004	Phonemail - 5.17.04 - 7:30 pm
Ticket Number:	0000091328	05/17/2004	List of users to be UNBLOCKED from resnet 5/17
Ticket Number:	0000091324	05/17/2004	Account cannot be created online
Ticket Number:	0000091233	05/16/2004	lab check 5/16/04 11pm
Ticket Number:	0000091176	05/14/2004	Phone mail 05/14 9:00 pm
Ticket Number:	0000091167	05/14/2004	Resnet unblock request
Ticket Number:	0000091157	05/14/2004	no emails
Ticket Number:	0000091103	05/14/2004	5/14 Tape change.
Ticket Number:	0000091119	05/14/2004	Request for a quota increase
Ticket Number:	0000091886	05/25/2004	SAS license
Ticket Number:	0000091209	05/16/2004	Email marketing
Ticket Number:	0000090164	05/04/2004	User wants refund for PD
Ticket Number:	0000090096	05/04/2004	Mac OS 9.2 dial up help.
Ticket Number:	0000091455	05/19/2004	5/19 7:30am Helpdesk opening check list.
Ticket Number:	0000090070	05/04/2004	User unblock.
Ticket Number:	0000090051	05/04/2004	User unblock.
Ticket Number:	0000090050	05/04/2004	Unblock user.
Ticket Number:	0000090045	05/04/2004	User unlocked.
Ticket Number:	0000090044	05/04/2004	User unblock.
Ticket Number:	0000090030	05/04/2004	User was blocked from resnet.
Ticket Number:	0000090020	05/04/2004	Blocked user removed from list.
Ticket Number:	0000090571	05/09/2004	RE: I saw your profile
Ticket Number:	0000090054	05/04/2004	User unblocked.
Ticket Number:	0000089854	05/02/2004	Have some information on who may be the source of the "Lsass"
Ticket Number:	0000089848	05/02/2004	Quota Increase
Ticket Number:	0000089847	05/02/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000089831	05/01/2004	Help--Spam
Ticket Number:	0000089836	05/02/2004	account
Ticket Number:	0000089811	05/01/2004	help!
Ticket Number:	0000091640	05/21/2004	Tape Changes, Friday 5/21

anna

Create

Date

Total: **230**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		230	
Ticket Number: 0000090163	05/04/2004		Disk Quota
Ticket Number: 0000090274	05/05/2004		email
Ticket Number: 0000090067	05/04/2004		Need to get unblocked
Ticket Number: 0000089835	05/02/2004		Checklist 5-2-04 0.00
Ticket Number: 0000089823	05/01/2004		Phone mail 5/1 2:00 pm
Ticket Number: 0000089946	05/03/2004		Work Order Request-Account over quota
Ticket Number: 0000089907	05/03/2004		I am not over my limit yet it says I am
Ticket Number: 0000089898	05/03/2004		(no subject)
Ticket Number: 0000089889	05/03/2004		The 2004 edition of The American Medical Directory doctors, physic
Ticket Number: 0000089886	05/03/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000089878	05/03/2004		Work Order Request
Ticket Number: 0000089868	05/03/2004		Lab opening 7:00 am 05/03
Ticket Number: 0000089866	05/03/2004		My computer is not starting properly
Ticket Number: 0000089864	05/03/2004		lab check 12:00 am 5-2-04
Ticket Number: 0000089863	05/02/2004		Labcheck 5-2-04 23.00
Ticket Number: 0000089862	05/02/2004		e-mail after graduation
Ticket Number: 0000089861	05/02/2004		UMBC user account problem
Ticket Number: 0000089860	05/02/2004		lab check 9:00pm 5-2-04
Ticket Number: 0000089858	05/02/2004		Phonemail 5-2-04 19.00
Ticket Number: 0000089857	05/02/2004		Labcheck 5-2-04 18.00
Ticket Number: 0000089856	05/02/2004		Phonemail 5-2-04 18.00
Ticket Number: 0000089850	05/02/2004		Change Tapes 5-2-04
Ticket Number: 0000089846	05/02/2004		Helpdesk time clock pc and PD pc restarted.
Ticket Number: 0000089834	05/01/2004		Labcheck 5-1-04 23.00
Ticket Number: 0000089830	05/01/2004		Phonemail 5/1 7pm
Ticket Number: 0000089828	05/01/2004		RE:My details
Ticket Number: 0000090111	05/04/2004		User Needs Password Reset to Log into Bb to vote in PSS Election
Ticket Number: 0000090110	05/04/2004		Faculty needs password reset
Ticket Number: 0000090106	05/04/2004		5/4/04 phone mail check for 2pm
Ticket Number: 0000090076	05/04/2004		needs to get unblocked
Ticket Number: 0000090072	05/04/2004		need to be unblocked
Ticket Number: 0000090071	05/04/2004		Needs to be unblocked
Ticket Number: 0000090064	05/04/2004		Needs to get unblocked
Ticket Number: 0000090403	05/06/2004		Windows Update
Ticket Number: 0000089992	05/03/2004		lab check 11:00pm 5/3/04
Ticket Number: 0000090329	05/05/2004		School and University Crisis Management
Ticket Number: 0000090121	05/04/2004		unblock
Ticket Number: 0000089990	05/03/2004		Question
Ticket Number: 0000089989	05/03/2004		Lab check 05/03 9:00pm
Ticket Number: 0000090332	05/05/2004		Work Order Request
Ticket Number: 0000089976	05/03/2004		GAOBOT worm/virus
Ticket Number: 0000089971	05/03/2004		Re: Recent Virus Alert
Ticket Number: 0000089958	05/03/2004		Work Order Request-Virus
Ticket Number: 0000089954	05/03/2004		Work Order Request-ecs wireless not connecting
Ticket Number: 0000089952	05/03/2004		Work Order Request-Forgot pin number
Ticket Number: 0000090022	05/04/2004		Quota
Ticket Number: 0000090680	05/10/2004		Create new accounts for Upward Bound Math and Science Center
Ticket Number: 0000090330	05/05/2004		School and University Crisis Management
Ticket Number: 0000090335	05/05/2004		Phonemail, Wednesday 5/5, 7pm (SORT OF)
Ticket Number: 0000089995	05/04/2004		Closing labs for 5/4/2004 12:30am
Ticket Number: 0000089993	05/03/2004		inquiry
Ticket Number: 0000089825	05/01/2004		Lab check 05/1 6:00 pm
Ticket Number: 0000089819	05/01/2004		disk usage limit
Ticket Number: 0000089809	05/01/2004		Question regarding spamming

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000090166	05/04/2004	5/4/04 7pm phone mail check
Ticket Number:	0000090285	05/05/2004	Resnet Block
Ticket Number:	0000090284	05/05/2004	Resnet Block
Ticket Number:	0000090160	05/04/2004	User cannot open any files on sasser removal tool
Ticket Number:	0000091048	05/13/2004	Continuous Emails
Ticket Number:	0000091056	05/13/2004	lab check, Thur. 5/13, 6:00pm
Ticket Number:	0000091069	05/14/2004	43-lowest mortgages in the USA
Ticket Number:	0000091222	05/16/2004	List of users to be unblocked from 5.16.04
Ticket Number:	0000091205	05/15/2004	Resnet block
Ticket Number:	0000091144	05/14/2004	Phonemail 5-14-04 14.00
Ticket Number:	0000091133	05/14/2004	Receive the Title to Your Car ligb Receive the Title to Your C
Ticket Number:	0000091129	05/14/2004	someone is sending emails using my acct name
Ticket Number:	0000091121	05/14/2004	Phonemail 5-14-04 12.00
Ticket Number:	0000091081	05/14/2004	Hidden message
Ticket Number:	0000091077	05/14/2004	You can Order Anti-de*pressants, wei*ght l0ss me*ds,and p*ain r*el
Ticket Number:	0000091091	05/14/2004	Worm?
Ticket Number:	0000091062	05/13/2004	Lab Check 5.13.2004 10:15p
Ticket Number:	0000091473	05/19/2004	New changes
Ticket Number:	0000091553	05/20/2004	Windows re-install
Ticket Number:	0000091346	05/18/2004	didn't go to college - that's ok we'll give you a diploma
Ticket Number:	0000091552	05/20/2004	helpdesk@umbc.edu
Ticket Number:	0000091344	05/18/2004	=?GB2312?B?t6LGsQ==?=
Ticket Number:	0000091312	05/17/2004	email "return address"
Ticket Number:	0000091306	05/17/2004	Olympus Microscopy Clearance Sale
Ticket Number:	0000091301	05/17/2004	increase quota
Ticket Number:	0000091300	05/17/2004	OIR
Ticket Number:	0000091251	05/17/2004	account expiration?
Ticket Number:	0000091379	05/18/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000091348	05/18/2004	help help desk
Ticket Number:	0000091247	05/17/2004	Need More Space
Ticket Number:	0000091244	05/17/2004	quota
Ticket Number:	0000091237	05/17/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000091066	05/14/2004	Work Order Request
Ticket Number:	0000091065	05/14/2004	Lab Check 5.13.2004 12a
Ticket Number:	0000090658	05/10/2004	=?GB2312?B?vKjQp7ncwO3Ptc2zx7+7r9G1wbc=?=
Ticket Number:	0000090711	05/10/2004	Save thousands on Analytical Instruments today!!!
Ticket Number:	0000090716	05/11/2004	RE: Message Notify
Ticket Number:	0000090704	05/10/2004	Password reset
Ticket Number:	0000090747	05/11/2004	Work Order Request
Ticket Number:	0000091074	05/14/2004	5/14 Helpdesk opening check list.
Ticket Number:	0000090975	05/13/2004	bb course deletion
Ticket Number:	0000091011	05/13/2004	rebooting virus
Ticket Number:	0000090925	05/12/2004	Re: Possible virus?
Ticket Number:	0000090922	05/12/2004	Strange e-mails
Ticket Number:	0000090913	05/12/2004	Work Order Request
Ticket Number:	0000090878	05/12/2004	Receiving strange emails...
Ticket Number:	0000090879	05/12/2004	Quota increase request for class.
Ticket Number:	0000090871	05/12/2004	strange e-mails
Ticket Number:	0000090870	05/12/2004	email problem
Ticket Number:	0000090860	05/12/2004	Blocked Message
Ticket Number:	0000090816	05/11/2004	umbc accounts
Ticket Number:	0000090809	05/11/2004	DISK USAGE
Ticket Number:	0000091602	05/21/2004	Business partnership Required
Ticket Number:	0000090941	05/12/2004	random emails
Ticket Number:	0000090937	05/12/2004	this worm i found in my inbox:[Fwd: VIRUS (I-Worm.Bagle.z) IN

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000090702	05/10/2004	[GWAVA:lov1or1j] Attachment block message notification
Ticket Number:	0000090692	05/10/2004	Outlook
Ticket Number:	0000090700	05/10/2004	removal from old bb courses
Ticket Number:	0000090168	05/04/2004	Get V.icodin Fast and Easy
Ticket Number:	0000090185	05/05/2004	Resnet user needs to be unblocked
Ticket Number:	0000090312	05/05/2004	delete inbox messages?
Ticket Number:	0000090311	05/05/2004	user blocked for resent 2nd time
Ticket Number:	0000090279	05/05/2004	my webmail is NOT working
Ticket Number:	0000090276	05/05/2004	resnet unlock
Ticket Number:	0000090273	05/05/2004	my email
Ticket Number:	0000090267	05/05/2004	umbc email address doesn't work
Ticket Number:	0000090264	05/05/2004	Work Order Request
Ticket Number:	0000090263	05/05/2004	Work Order Request
Ticket Number:	0000090262	05/05/2004	Resnet block
Ticket Number:	0000090270	05/05/2004	quota increase request
Ticket Number:	0000090260	05/05/2004	Resnet Block
Ticket Number:	0000090579	05/09/2004	To the Manager
Ticket Number:	0000090566	05/09/2004	Over my disk quota
Ticket Number:	0000090493	05/07/2004	Office XP for Windows
Ticket Number:	0000090487	05/07/2004	deleting deleted items
Ticket Number:	0000090463	05/07/2004	5/7 Helpdesk Opening check list.
Ticket Number:	0000090462	05/07/2004	=?ISO-8859-1?B?qqetubNxuPSkarvm?=-
Ticket Number:	0000090458	05/07/2004	Labcheck 5-7-04 2.30
Ticket Number:	0000090453	05/07/2004	Work Order Request
Ticket Number:	0000090454	05/07/2004	PhoneMail 5-7-04 0.48
Ticket Number:	0000090451	05/06/2004	Lab check 05/06 9:30 pm
Ticket Number:	0000090408	05/06/2004	profile exceeded
Ticket Number:	0000090515	05/07/2004	how long can I have and use my account?
Ticket Number:	0000090500	05/07/2004	email login
Ticket Number:	0000090404	05/06/2004	Problems logging in 005
Ticket Number:	0000090624	05/10/2004	Returned mail: Possible Virus Infection
Ticket Number:	0000090387	05/06/2004	left voicemail msg for us to call her back
Ticket Number:	0000090382	05/06/2004	remove block
Ticket Number:	0000090380	05/06/2004	No subject
Ticket Number:	0000090362	05/06/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000090346	05/06/2004	Phonemail 5.6.04- 1:15am/Users to be unblocked
Ticket Number:	0000090343	05/06/2004	No subject
Ticket Number:	0000090416	05/06/2004	Tape Changes, Thursday 5/6
Ticket Number:	0000090321	05/05/2004	users who are blocked off of resnet
Ticket Number:	0000090320	05/05/2004	Request for Unblock - rwalden1
Ticket Number:	0000090317	05/05/2004	resnet access
Ticket Number:	0000090294	05/05/2004	Unable to login to GL
Ticket Number:	0000090291	05/05/2004	Resnet Block
Ticket Number:	0000090287	05/05/2004	5/5/04 2pm phone mail check
Ticket Number:	0000090280	05/05/2004	my webmail is NOT working
Ticket Number:	0000090322	05/05/2004	Spam filter
Ticket Number:	0000090189	05/05/2004	Remove block for user
Ticket Number:	0000090219	05/05/2004	Disk Quota
Ticket Number:	0000090213	05/05/2004	resnet unblock request
Ticket Number:	0000090192	05/05/2004	Unblock user
Ticket Number:	0000090194	05/05/2004	Unblock User
Ticket Number:	0000090186	05/05/2004	Remove block for user
Ticket Number:	0000090183	05/05/2004	quota problem
Ticket Number:	0000091964	05/26/2004	Phonemail, Wednesday 5/26, 2:00pm
Ticket Number:	0000092262	05/31/2004	e-mail inbox will not delete

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000092260	05/31/2004	my umbc account
Ticket Number:	0000092249	05/31/2004	setting up Microsoft Outlook
Ticket Number:	0000092248	05/31/2004	No sales skills are required to be successful in selling this product
Ticket Number:	0000092246	05/31/2004	Work Order Request-Can not register
Ticket Number:	0000092247	05/31/2004	Get Tylenol three cheap
Ticket Number:	0000092245	05/31/2004	=?GB2312?B?yKuH+NfutPO1xNOW0vS9u9PRvlfVvmh0dHA6Ly93
Ticket Number:	0000092233	05/31/2004	=?GB2312?B?MjAwNMTqNtTCt93M2Lzbu/rGsQ===?=-
Ticket Number:	0000092227	05/31/2004	Get any software you want 90% off!
Ticket Number:	0000092148	05/28/2004	5/28 2pm Phone mail check.
Ticket Number:	0000092143	05/28/2004	Work Order Request
Ticket Number:	0000092141	05/28/2004	Disc Space
Ticket Number:	0000092125	05/28/2004	Phonemail, Friday 5/28, 11:00am
Ticket Number:	0000092104	05/28/2004	Morning Checklist, Friday 5/28
Ticket Number:	0000092096	05/27/2004	Removing Blackboard courses
Ticket Number:	0000092092	05/27/2004	frontpage 2003
Ticket Number:	0000092044	05/27/2004	cleaning out spam folder
Ticket Number:	0000091975	05/26/2004	Virus Dat Updating
Ticket Number:	0000092220	05/30/2004	Work Order Request-remove webpage
Ticket Number:	0000092199	05/30/2004	Need Help
Ticket Number:	0000092161	05/28/2004	REUOIT MY UMBC TEMP ACCTS
Ticket Number:	0000092162	05/28/2004	Hillside Residents
Ticket Number:	0000092158	05/28/2004	Remove Blackboard Courses
Ticket Number:	0000092151	05/28/2004	Tape Changes, Friday 5/28
Ticket Number:	0000091484	05/19/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000091675	05/22/2004	No subject
Ticket Number:	0000091642	05/21/2004	Phonemail, Friday 5/21, 2:00pm
Ticket Number:	0000091636	05/21/2004	OEM software Cheap!
Ticket Number:	0000091635	05/21/2004	Phonemail, Friday 5/21, 11:00am
Ticket Number:	0000091606	05/21/2004	7:30am Checklist, Friday 5/21
Ticket Number:	0000091597	05/20/2004	block mail
Ticket Number:	0000091596	05/20/2004	[Fwd: Hidden message]
Ticket Number:	0000091595	05/20/2004	[Fwd: Re: Incoming Message]
Ticket Number:	0000091591	05/20/2004	Get latest software almost free!
Ticket Number:	0000091565	05/20/2004	Windows XP pro \$60
Ticket Number:	0000091907	05/25/2004	No one can sell software cheaper!
Ticket Number:	0000091559	05/20/2004	SAVE 10 - 30% OFF - BRAND NAME BALANCES
Ticket Number:	0000091498	05/19/2004	=?GB2312?B?trzk0MaltcC7ttOtxPqjoQ===?=-
Ticket Number:	0000091948	05/26/2004	5/26 11am Phone mail check.
Ticket Number:	0000091943	05/26/2004	Removal of classes from Blackboard
Ticket Number:	0000091912	05/25/2004	Lab Check, Tuesday 5/25, 10:00pm
Ticket Number:	0000091910	05/25/2004	Phonemail, Tuesday 5/25, 7:00pm
Ticket Number:	0000091906	05/25/2004	Lab Check, Tuesday 5/25, 6:00pm
Ticket Number:	0000091903	05/25/2004	Can't log on
Ticket Number:	0000091900	05/25/2004	request
Ticket Number:	0000091883	05/25/2004	clear classes
Ticket Number:	0000091876	05/25/2004	question for how to clean the disk
Ticket Number:	0000091859	05/25/2004	my mailbox is full
Ticket Number:	0000091833	05/25/2004	Create Email account for Dr Ronghui Ma
Ticket Number:	0000091815	05/24/2004	Home/School Networking
Ticket Number:	0000091716	05/23/2004	sucks
Ticket Number:	0000091714	05/23/2004	User ID: sghaff1 Name: Shazia Ghaffar
Ticket Number:	0000091705	05/23/2004	Blackboard Course Deletion
Ticket Number:	0000091702	05/23/2004	my grades
Ticket Number:	0000091688	05/23/2004	Blackboard 5 not accessible
Ticket Number:	0000091647	05/21/2004	quota

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000091630	05/21/2004	workorder for SAS
Ticket Number:	0000091629	05/21/2004	Remove class from account.
Ticket Number:	0000091616	05/21/2004	No subject
Ticket Number:	0000091607	05/21/2004	ticket # 0000090743
Ticket Number:	0000091548	05/20/2004	Work Order Request
Ticket Number:	0000091507	05/19/2004	Account activation requests
Ticket Number:	0000091494	05/19/2004	Virus Dat Updating
Ticket Number:	0000091811	05/24/2004	McAfee CD Checkout
Ticket Number:	0000091747	05/24/2004	periwinkle
Ticket Number:	0000091744	05/24/2004	IFSU on-line student
Ticket Number:	0000091722	05/23/2004	=?GB2312?B??=-
ha2		<u>Total:</u> 35	
Closed		<u>Total:</u> 35	
Ticket Number:	0000091516	05/19/2004	does that position require a university degree? We'll sell you a REAL o
Ticket Number:	0000091649	05/21/2004	not recieving email?
Ticket Number:	0000091517	05/19/2004	Amazing Software Deals ingratitude cobblestone remember m
Ticket Number:	0000091686	05/22/2004	5/22 Tape change.
Ticket Number:	0000091689	05/23/2004	Can't beat our software prices!
Ticket Number:	0000091690	05/23/2004	=?GB2312?B??=-
Ticket Number:	0000091693	05/23/2004	Get latest software almost free!
Ticket Number:	0000091695	05/23/2004	ID#0000091613] Request for additional owner of created site
Ticket Number:	0000091719	05/23/2004	Question
Ticket Number:	0000091692	05/23/2004	=?GB2312?B??=-
Ticket Number:	0000091691	05/23/2004	Get latest software almost free!
Ticket Number:	0000091687	05/22/2004	Why pay \$200 for windows Xp pro. \$60
Ticket Number:	0000091978	05/26/2004	Work Order Request
Ticket Number:	0000091994	05/26/2004	Best prices on X@N@X
Ticket Number:	0000092213	05/30/2004	disk space
Ticket Number:	0000092196	05/30/2004	Work Order Request
Ticket Number:	0000091995	05/26/2004	E-mail
Ticket Number:	0000091993	05/26/2004	Celebrate Memorial Day!
Ticket Number:	0000091979	05/26/2004	Xanax get it now!
Ticket Number:	0000090337	05/05/2004	Save thousands on Analytical Instruments today!!!
Ticket Number:	0000090561	05/08/2004	Resnet unblock request
Ticket Number:	0000090559	05/08/2004	Resnet unblock
Ticket Number:	0000090787	05/11/2004	Office XP CD Loan
Ticket Number:	0000090797	05/11/2004	Content violation
Ticket Number:	0000090800	05/11/2004	ticket #89777
Ticket Number:	0000091989	05/26/2004	Get X@N@X today!
Ticket Number:	0000090790	05/11/2004	Tape changes 5/11/04
Ticket Number:	0000091323	05/17/2004	E-Mail Alias
Ticket Number:	0000091426	05/18/2004	=?GB2312?B?t6LGsQ==?=-
Ticket Number:	0000091347	05/18/2004	disk quota
Ticket Number:	0000091431	05/18/2004	=?GB2312?B?t6LGsQ==?=-
Ticket Number:	0000090116	05/04/2004	User needs to be unblocked from resnet
Ticket Number:	0000090114	05/04/2004	Unblock from resnet, virus removed
Ticket Number:	0000090331	05/05/2004	Cleaned machine please give back resnet
Ticket Number:	0000089985	05/03/2004	Spam filters

	<u>Create</u>	<u>Short Description</u>
jperron1	<u>Date</u>	
	<u>Total:</u> 7	
Closed	<u>Total:</u> 7	
Ticket Number: 0000091060	05/13/2004	let me see that again X
Ticket Number: 0000090181	05/04/2004	Why Harry, Instead of Bush or Kerry?
Ticket Number: 0000090196	05/05/2004	Buy Viagra and many other medicines here.
Ticket Number: 0000090195	05/05/2004	Buy your medicines from us.
Ticket Number: 0000090191	05/05/2004	Re, Your Hydrocodone refill is ready
Ticket Number: 0000090190	05/05/2004	Block removed
Ticket Number: 0000090187	05/05/2004	Wholesale Prices on Vicodin _ ybnjqfeteq
kherna1	<u>Total:</u> 21	
Closed	<u>Total:</u> 21	
Ticket Number: 0000090173	05/04/2004	Work Order Request
Ticket Number: 0000090180	05/04/2004	lab chech 5/4/04 10:00pm
Ticket Number: 0000090197	05/05/2004	lab check 5.5.2004 6:15a
Ticket Number: 0000090598	05/10/2004	Checklist 5-10-04 0.00
Ticket Number: 0000090595	05/09/2004	lab check 5/9/04 11pm
Ticket Number: 0000090348	05/06/2004	The new edition of The American dental products, dcl z
Ticket Number: 0000090347	05/06/2004	The new edition of The American oral surgeons, xtw
Ticket Number: 0000090345	05/06/2004	Lab check 12am 5/6/04
Ticket Number: 0000090344	05/06/2004	Lab check 11pm 5/5/04
Ticket Number: 0000090184	05/05/2004	Lab check 12am 5/5/04
Ticket Number: 0000090646	05/10/2004	Unlocked from resnet
Ticket Number: 0000090886	05/12/2004	Library 006B. x51310. Virus infection suspected on computer.
Ticket Number: 0000090881	05/12/2004	Mcafee 4.5.1 loan
Ticket Number: 0000090858	05/12/2004	No subject
Ticket Number: 0000090788	05/11/2004	Needs quota Increase
Ticket Number: 0000091950	05/26/2004	jack check
Ticket Number: 0000092027	05/27/2004	Quota
Ticket Number: 0000091228	05/16/2004	Tape change 5-16-05
Ticket Number: 0000091274	05/17/2004	Is this Spam?
Ticket Number: 0000091277	05/17/2004	Calendar Account Creation Request
Ticket Number: 0000090161	05/04/2004	lab check 5-4-04 7:30pm

<u>kincaid</u>	<u>Create</u>	<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	
	<u>Total:</u> 41	
	<u>Total:</u> 41	
Ticket Number: 0000090948	05/13/2004	Sa,ve money on buying software! necromancy
Ticket Number: 0000090275	05/05/2004	email2
Ticket Number: 0000090949	05/13/2004	Norco now in Stock
Ticket Number: 0000089927	05/03/2004	Customer cannot log into reflections
Ticket Number: 0000089874	05/03/2004	No tree or server found
Ticket Number: 0000091476	05/19/2004	Graduation
Ticket Number: 0000091996	05/26/2004	Ready to get some X@N@X?
Ticket Number: 0000092229	05/31/2004	better stock gains
Ticket Number: 0000092208	05/30/2004	VERY URGENTLY
Ticket Number: 0000092197	05/30/2004	Friend, You Must see this!
Ticket Number: 0000092193	05/29/2004	Deliver Mail (ps-support@umbc.edu)
Ticket Number: 0000092192	05/29/2004	Delivery Failed (ps-support@umbc.edu)
Ticket Number: 0000092097	05/28/2004	Friend Don't Miss Out On Your Check Next Month!
Ticket Number: 0000092041	05/27/2004	my grades
Ticket Number: 0000092029	05/27/2004	2004ÖĐ'ú¼-ÀřÈÈÄê»á£"7ÔÁ15-18ÈÕ ++´÷°Ó£©
Ticket Number: 0000092003	05/27/2004	Ready to get some X@N@X?
Ticket Number: 0000092001	05/27/2004	Friend,What Does It take to Retire?
Ticket Number: 0000091568	05/20/2004	Work Order Request
Ticket Number: 0000091860	05/25/2004	Proposal
Ticket Number: 0000091862	05/25/2004	Proposal
Ticket Number: 0000091868	05/25/2004	Friend, Internet GIANT has risen for 2004!
Ticket Number: 0000091941	05/26/2004	Windows XP & Office XP for \$80
Ticket Number: 0000091920	05/26/2004	V!@gr@ not working? Try this!
Ticket Number: 0000091864	05/25/2004	[Fwd: Returned mail: see transcript for details]
Ticket Number: 0000091861	05/25/2004	Proposal
Ticket Number: 0000091826	05/25/2004	NEW! Levitra. Better than v1agr@.
Ticket Number: 0000091863	05/25/2004	Proposal
Ticket Number: 0000091808	05/24/2004	people soft
Ticket Number: 0000090616	05/10/2004	imagine if you had a diploma
Ticket Number: 0000090968	05/13/2004	Prescription Diet Pills..., cialis, Viagra, levitra, Valium, xanax, and mor
Ticket Number: 0000090967	05/13/2004	Changes..
Ticket Number: 0000090828	05/12/2004	Email marketing
Ticket Number: 0000090651	05/10/2004	Hidden message
Ticket Number: 0000090953	05/13/2004	Site changes
Ticket Number: 0000090694	05/10/2004	Monday schedule
Ticket Number: 0000090248	05/05/2004	Susquehanna 120 x20116. Not getting any IP from jack giving 0.0.0.0
Ticket Number: 0000090308	05/05/2004	Internet producing no stuff
Ticket Number: 0000090843	05/12/2004	Colección - XP 2004 wkvtn
Ticket Number: 0000090519	05/07/2004	Lose Weight Now with Phentermine..., Adipex, Bontril, Prescribed On
Ticket Number: 0000090643	05/10/2004	Re: Incoming Message
Ticket Number: 0000090398	05/06/2004	The new edition of The American dentist lists, zzo

<u>mnolan1</u>		<u>Create</u>	<u>Short Description</u>
<u>Closed</u>		<u>Date</u>	
		<u>Total:</u> 20	
		<u>Total:</u> 20	
Ticket Number:	0000090392	05/06/2004	WinXP mcafee install.
Ticket Number:	0000090457	05/07/2004	undeletable email
Ticket Number:	0000090456	05/07/2004	Email marketing
Ticket Number:	0000090549	05/08/2004	ÖÐ¹úÒ½Ò©±£½;ÐÐÒµÓªÍú¾-Àí,ß¼¶ÑÐÐºà
Ticket Number:	0000090552	05/08/2004	i ;can't believe the pr,ices
Ticket Number:	0000090593	05/09/2004	ÖÐ¹úÒ½Ò©±£½;ÐÐÒµÓªÍú¾-Àí,ß¼¶ÑÐÐºà(µÚ22ÆÚ)
Ticket Number:	0000090581	05/09/2004	Hey.
Ticket Number:	0000090584	05/09/2004	73? fill out a questionnaire, earn some \$
Ticket Number:	0000090550	05/08/2004	Buy Viagra and many other medicines here.
Ticket Number:	0000090541	05/07/2004	Needs to get unblocked
Ticket Number:	0000091503	05/19/2004	Best prices on OMC software.
Ticket Number:	0000091712	05/23/2004	Update your outdated OS! MS XP Pro \$60
Ticket Number:	0000092223	05/30/2004	PPºü×º;ç¹ã,æ´ü;çpp»·±£´ü
Ticket Number:	0000091102	05/14/2004	checking out windows XP CD
Ticket Number:	0000091185	05/15/2004	Acute Traumatic Stress Management
Ticket Number:	0000091124	05/14/2004	User having problems
Ticket Number:	0000091184	05/15/2004	Acute Traumatic Stress Management
Ticket Number:	0000091179	05/15/2004	=?gb2312?B?x+W7qrTz0ae5qdOmwbS53MDt1q7KtdW9zu/B97ncw
Ticket Number:	0000089816	05/01/2004	Work Order Request
Ticket Number:	0000089842	05/02/2004	The 2004 edition of The American Medical Directory geriatrics, anae

moneill1

Create

Date

Total: **110**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		110	
Ticket Number: 0000090109	05/04/2004		virus
Ticket Number: 0000090141	05/04/2004		Users continually getting first blocks
Ticket Number: 0000090000	05/04/2004		5/4 7:30am Helpdesk Opening List.
Ticket Number: 0000089928	05/03/2004		Checked out Office XP Pro
Ticket Number: 0000089921	05/03/2004		Erick206a; infected with GAOBOT
Ticket Number: 0000090053	05/04/2004		phonemail 12.00 5-4-04
Ticket Number: 0000090636	05/10/2004		005 DV Key
Ticket Number: 0000089844	05/02/2004		05/02 11:30am Helpdesk Check List.
Ticket Number: 0000089893	05/03/2004		virus
Ticket Number: 0000092168	05/28/2004		Lab check 7:30pm 05/28
Ticket Number: 0000091053	05/13/2004		301 Dial Up: Access Denied
Ticket Number: 0000091343	05/18/2004		Work Order Request-exceed disk quota for gl
Ticket Number: 0000091188	05/15/2004		help
Ticket Number: 0000091058	05/13/2004		let me see that again X
Ticket Number: 0000091059	05/13/2004		myUMBC account DISK QUERY
Ticket Number: 0000092091	05/27/2004		SAS 8.1
Ticket Number: 0000091998	05/26/2004		Lab check 10pm 5/26/04
Ticket Number: 0000091999	05/26/2004		VM check 7pm 5/26/04
Ticket Number: 0000092011	05/27/2004		Returned mail (fwd)
Ticket Number: 0000092021	05/27/2004		Work Order Request
Ticket Number: 0000091997	05/26/2004		Lab check 6pm 5/26/04
Ticket Number: 0000092164	05/28/2004		CD checked out
Ticket Number: 0000092103	05/28/2004		Don't lose your friends and family 079
Ticket Number: 0000092101	05/28/2004		Very powerful weightloss now available.
Ticket Number: 0000092100	05/28/2004		amazing p;rices on software
Ticket Number: 0000092098	05/28/2004		=?GB2312?B?16jStbDswO2y+rXY1qQ=?=
Ticket Number: 0000092095	05/27/2004		Checklist 5-27-04 22.00
Ticket Number: 0000092090	05/27/2004		Labcheck 5-27-04 21.00
Ticket Number: 0000092088	05/27/2004		VM check 7pm 5/27/04
Ticket Number: 0000092073	05/27/2004		UMBC Account Password Reset for b1
Ticket Number: 0000092076	05/27/2004		Tape changes are done
Ticket Number: 0000092075	05/27/2004		SAS v9 CDs Loan
Ticket Number: 0000092068	05/27/2004		UMBC Account Password Reset for ktokic1
Ticket Number: 0000092064	05/27/2004		Fwd: [Fwd: Encrypted document]
Ticket Number: 0000092113	05/28/2004		Work Order Request
Ticket Number: 0000092224	05/30/2004		Checklist 5-30-04 22.00
Ticket Number: 0000092221	05/30/2004		Labcheck 5-30-04 21.00
Ticket Number: 0000092217	05/30/2004		Phonemail 5-30-04 19.00
Ticket Number: 0000092216	05/30/2004		Labcheck 5-30-04 18.00
Ticket Number: 0000092204	05/30/2004		Phone mail 05/30 11:30 am
Ticket Number: 0000092184	05/29/2004		Phone mail 11:00 am 05/29
Ticket Number: 0000092181	05/29/2004		Lab check 05/29 8:00 am
Ticket Number: 0000092178	05/29/2004		Work Order Request
Ticket Number: 0000092179	05/29/2004		05/29 Phone mail 7:30 AM
Ticket Number: 0000092166	05/28/2004		quota warning
Ticket Number: 0000092047	05/27/2004		Disk quota & clean out
Ticket Number: 0000092045	05/27/2004		New employee needs email password changed.
Ticket Number: 0000091499	05/19/2004		Borrowing CD
Ticket Number: 0000091944	05/26/2004		can't use FTP in web
Ticket Number: 0000091931	05/26/2004		UMBC Account Password Reset for madayipu
Ticket Number: 0000091921	05/26/2004		Work Order Request
Ticket Number: 0000091787	05/24/2004		Phonemail 5-24-04 14.00
Ticket Number: 0000091778	05/24/2004		Borrow CD
Ticket Number: 0000091643	05/21/2004		LabServiceTech - Service Repair and Calibration Specials!

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000091661	05/21/2004	lab times
Ticket Number:	0000091621	05/21/2004	PeopleSoft Access
Ticket Number:	0000091618	05/21/2004	[Fwd: Email account utilization warning.]
Ticket Number:	0000091600	05/20/2004	Checklist 5-20-04 22.00
Ticket Number:	0000091599	05/20/2004	Labcheck 5-20-04 21.00
Ticket Number:	0000091598	05/20/2004	disk quota
Ticket Number:	0000091588	05/20/2004	phonemail 5-20-04 19.00
Ticket Number:	0000091589	05/20/2004	Cant send messages
Ticket Number:	0000091909	05/25/2004	CIALIS
Ticket Number:	0000091543	05/20/2004	Connection dropped by imap server
Ticket Number:	0000091829	05/25/2004	2 questions
Ticket Number:	0000091809	05/24/2004	Work Order Request
Ticket Number:	0000091665	05/21/2004	Can't beat our software prices!
Ticket Number:	0000091627	05/21/2004	Blackboard is not working!?!
Ticket Number:	0000091623	05/21/2004	UMBC Account Password Reset for coates
Ticket Number:	0000091527	05/20/2004	Space Quota
Ticket Number:	0000091525	05/20/2004	5/20 Helpdesk opening check list.
Ticket Number:	0000091518	05/20/2004	Lab check 12am 5/20/04
Ticket Number:	0000091511	05/19/2004	Labcheck 5-19-04 19.00
Ticket Number:	0000091510	05/19/2004	Phonemail, Wednesday 5/19, 7:00pm
Ticket Number:	0000091936	05/26/2004	Connecting to my Outlook
Ticket Number:	0000091611	05/21/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000090182	05/04/2004	question about internet explorer
Ticket Number:	0000090278	05/05/2004	Maple Checkout x53442
Ticket Number:	0000090205	05/05/2004	Mcafee 4.5.1 loan
Ticket Number:	0000090352	05/06/2004	labcheck/morning taks
Ticket Number:	0000090426	05/06/2004	UMBC Linux Distro Loan
Ticket Number:	0000090431	05/06/2004	SAS 9 CDs Loan
Ticket Number:	0000090555	05/08/2004	Cisco VPN error
Ticket Number:	0000090442	05/06/2004	List of users who need to be UNBLOCKED from resnet
Ticket Number:	0000090430	05/06/2004	UMBC Account Password Reset for darren
Ticket Number:	0000090383	05/06/2004	remove block
Ticket Number:	0000090359	05/06/2004	New fac member needs to be activated so he can create an account.
Ticket Number:	0000090351	05/06/2004	labcheck 5.6.04 - 7:30am
Ticket Number:	0000090179	05/04/2004	Phonemail check 8pm-10pm 5/4/04
Ticket Number:	0000090193	05/05/2004	Lab Check 5.5.2004 3:15a
Ticket Number:	0000090656	05/10/2004	Quota
Ticket Number:	0000091037	05/13/2004	re: ticket #0000089259
Ticket Number:	0000091029	05/13/2004	[Fwd: FW: Revised Advertising] re: ticket #0000089259
Ticket Number:	0000091025	05/13/2004	Password reset
Ticket Number:	0000090964	05/13/2004	5/13 7:30am Helpdesk opening check list.
Ticket Number:	0000090973	05/13/2004	disk quota
Ticket Number:	0000090946	05/13/2004	Lab check 12am 5/13/04
Ticket Number:	0000090945	05/13/2004	Lab check 9pm 5/12/04
Ticket Number:	0000090939	05/12/2004	Phonemail, Wednesday 5/12, 7:00pm
Ticket Number:	0000090938	05/12/2004	McAfee 4.5.1 CD Loan
Ticket Number:	0000090935	05/12/2004	0000090871
Ticket Number:	0000090931	05/12/2004	Quota Increase for Staff
Ticket Number:	0000090903	05/12/2004	error message on boot up
Ticket Number:	0000090997	05/13/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000090873	05/12/2004	5/12 11am Phonemail checkl.
Ticket Number:	0000091172	05/14/2004	Disk Quota Problem
Ticket Number:	0000090697	05/10/2004	real looking fake rolex watches
Ticket Number:	0000090845	05/12/2004	5/12 Helpdesk opening check list.
Ticket Number:	0000091781	05/24/2004	5/24 Borrowed SPSS CD.

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000090698	05/10/2004	Re: high quality rolex watches discount prices
myers	<u>Total:</u> 14	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000090237	05/05/2004	USR0006.PERS could not connect to HPUMBC1
Closed	<u>Total:</u> 13	
Ticket Number: 0000091804	05/24/2004	Work Order Request
Ticket Number: 0000091830	05/25/2004	Create account for Dr. David Kim-Boyle
Ticket Number: 0000091831	05/25/2004	Create account for Dr. Dawn Bennett
Ticket Number: 0000091834	05/25/2004	New Faculty Member requests account name change
Ticket Number: 0000091837	05/25/2004	Create HP account for Peggy Ingle
Ticket Number: 0000091832	05/25/2004	Create account for Dr. Patricia A. Young
Ticket Number: 0000090994	05/13/2004	Please activate students
Ticket Number: 0000090409	05/06/2004	HPUMBC2 Tape Drive Errors
Ticket Number: 0000090499	05/07/2004	Please activate Dr. Zhiyuan Chen
Ticket Number: 0000091071	05/14/2004	Tets print for Payroll Entries from UMCP
Ticket Number: 0000091142	05/14/2004	Please activate Daniel Sheckells 214-70-8857
Ticket Number: 0000091467	05/19/2004	ATTN Barbara: Computer accounts for new students
Ticket Number: 0000089873	05/03/2004	HP security password problem.

myo

Create

Date

Total: **70**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		70	
Ticket Number: 0000090052	05/04/2004		User has cleaned sasser, needs to be unlocked from resnet
Ticket Number: 0000090135	05/04/2004		Unblock user from resnet
Ticket Number: 0000090133	05/04/2004		User needs to be unblocked from resnet block
Ticket Number: 0000090132	05/04/2004		Remove user from resnet block
Ticket Number: 0000090129	05/04/2004		User needs to be unblocked from resnet
Ticket Number: 0000090124	05/04/2004		User needs to be unblocked from resnet
Ticket Number: 0000090123	05/04/2004		Remove user from resnet block
Ticket Number: 0000090122	05/04/2004		user needs to be unblocked from resnet
Ticket Number: 0000090125	05/04/2004		User needs to be unblocked from resnet
Ticket Number: 0000090120	05/04/2004		User needs to be unblocked from resnet
Ticket Number: 0000090117	05/04/2004		Unblock from Resnet virus is removed.
Ticket Number: 0000090107	05/04/2004		Unblock User from Resnet
Ticket Number: 0000090103	05/04/2004		User needs to be unblocked from resnet since he has removed virus f
Ticket Number: 0000090102	05/04/2004		User needs to be unblocked from resnet for sasser. Virus has been re
Ticket Number: 0000090093	05/04/2004		User needs to be unblocked from resnet from agobot.
Ticket Number: 0000090074	05/04/2004		Needs to be unblocked from resnet, sasser removed from comp.
Ticket Number: 0000090062	05/04/2004		Needs to be unblocked
Ticket Number: 0000090058	05/04/2004		User has removed sasser from their machine, needs to be unblocked f
Ticket Number: 0000090055	05/04/2004		User has cleaned virus, unblock from resnet
Ticket Number: 0000090048	05/04/2004		User has cleaned virus and needs to be unblocked from resnet
Ticket Number: 0000090490	05/07/2004		User needs to be unblocked
Ticket Number: 0000089870	05/03/2004		Automatic install of VPN client fails
Ticket Number: 0000091057	05/13/2004		list of customers to be unblocked from resnet 5/13
Ticket Number: 0000091381	05/18/2004		Problem with my Email
Ticket Number: 0000091421	05/18/2004		Quota increase request
Ticket Number: 0000091332	05/17/2004		Customer has set up a Spam filter and doesn't know how to empty the f
Ticket Number: 0000091329	05/17/2004		Customer wants to know how to set up spam filter
Ticket Number: 0000091261	05/17/2004		5/17 Borrowed Office XP and VS .Net.
Ticket Number: 0000091308	05/17/2004		Customer Cannot print from Office Printer
Ticket Number: 0000091326	05/17/2004		student account
Ticket Number: 0000090214	05/05/2004		User needs to be unblocked from resnet.
Ticket Number: 0000090597	05/09/2004		Borrowing CD
Ticket Number: 0000090494	05/07/2004		remove use from block
Ticket Number: 0000090400	05/06/2004		User requests more space for email storing
Ticket Number: 0000090372	05/06/2004		Resnet unlock
Ticket Number: 0000090371	05/06/2004		Unlock from resnet for second time, forgot to turn off system restore f
Ticket Number: 0000090306	05/05/2004		unlock from resnet
Ticket Number: 0000090305	05/05/2004		Resnet blocked
Ticket Number: 0000090304	05/05/2004		Resnet block
Ticket Number: 0000090297	05/05/2004		unlock from resnet
Ticket Number: 0000090296	05/05/2004		unlock from resnet
Ticket Number: 0000090295	05/05/2004		Resnet Block
Ticket Number: 0000090290	05/05/2004		unlock from resnet
Ticket Number: 0000090288	05/05/2004		unlock from resnet
Ticket Number: 0000090272	05/05/2004		User needs to be unlocked from resnet.
Ticket Number: 0000090229	05/05/2004		User needs to be unlocked from resnet.
Ticket Number: 0000090234	05/05/2004		User needs to be unlocked from resnet
Ticket Number: 0000090242	05/05/2004		User needs to be unblocked from resnet.
Ticket Number: 0000090265	05/05/2004		Resnet Unlock, did all steps
Ticket Number: 0000090257	05/05/2004		User's second unblock from resnet. This time he has done system rest
Ticket Number: 0000090402	05/06/2004		Account Creation
Ticket Number: 0000090657	05/10/2004		User needs to be unlocked from resnet.
Ticket Number: 0000090744	05/11/2004		quota
Ticket Number: 0000090957	05/13/2004		BS464 - infected machine

	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>		
Ticket Number: 0000090764	05/11/2004		unblock from resnet 2nd time
Ticket Number: 0000090729	05/11/2004		user needs to be unblocked from resnet
Ticket Number: 0000090725	05/11/2004		Unblock from resnet
Ticket Number: 0000090727	05/11/2004		User needs to be unblocked from resnet
Ticket Number: 0000090726	05/11/2004		Unblock from resnet
Ticket Number: 0000091697	05/23/2004		5/23/04 Opening activites
Ticket Number: 0000091701	05/23/2004		5/23/04 3:00pm phone mail check
Ticket Number: 0000091709	05/23/2004		PhoneCheck 5-23-04 19-00
Ticket Number: 0000091718	05/23/2004		CheckList 5-23-04 22.30
Ticket Number: 0000091729	05/24/2004		Checklist 5-24-04 8.00
Ticket Number: 0000091763	05/24/2004		Borrow CD
Ticket Number: 0000091715	05/23/2004		Labcheck 5-23-04 21.00
Ticket Number: 0000091708	05/23/2004		Labcheck 5-23-04 18.00
Ticket Number: 0000091698	05/23/2004		Tape changes for 5/23/04
Ticket Number: 0000092127	05/28/2004		Palm syncing problem.
Ticket Number: 0000092155	05/28/2004		McAfee Virus Scan Checkout
nevans1	<u>Total:</u>	2	
Closed	<u>Total:</u>	2	
Ticket Number: 0000091322	05/17/2004		Work Order Request-images jump all over screen
Ticket Number: 0000090094	05/04/2004		Work Order Request

nitinr1

Create

Date

Total: **56**

Short Description

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000090538	05/07/2004	56	Service Repair and Calibration Specials
Ticket Number: 0000092167	05/28/2004		freedom to remain erect
Ticket Number: 0000089821	05/01/2004		Hey!
Ticket Number: 0000089827	05/01/2004		Buy Vicodin online today, overnight shipping xaeeznaawqe
Ticket Number: 0000089865	05/03/2004		release the man in you spiky book honeycomb
Ticket Number: 0000089981	05/03/2004		Save thousands on Overstock Clearance
Ticket Number: 0000089987	05/03/2004		Re.plica Watches, Genuine Rolex only 160 /nightcap
Ticket Number: 0000089983	05/03/2004		feel you got ripped off in university? What? no diploma?
Ticket Number: 0000089829	05/01/2004		Online Canadian Generic Pharmacy - Wholesale Prices vvvvoht ruub r
Ticket Number: 0000089824	05/01/2004		The 2004 edition of The American Medical Directory emergency med
Ticket Number: 0000091200	05/15/2004		=?GB2312?B?MjAwNMTqNdTCt93M2Lzbu/rGsQ===?=-
Ticket Number: 0000091164	05/14/2004		Service Repair and Calibration Specials
Ticket Number: 0000091480	05/19/2004		Would You Like To Get A Mortgage?
Ticket Number: 0000091311	05/17/2004		Resnet Block
Ticket Number: 0000091293	05/17/2004		Resnet Block
Ticket Number: 0000091285	05/17/2004		Password reset requested
Ticket Number: 0000091271	05/17/2004		Resnet block
Ticket Number: 0000091230	05/16/2004		Does your host put popup ads on your site?,pupil
Ticket Number: 0000091232	05/16/2004		Buy Vicodin Online ylzaljbm
Ticket Number: 0000091197	05/15/2004		Password reset requested
Ticket Number: 0000092206	05/30/2004		SmallCap market news
Ticket Number: 0000092169	05/28/2004		=?GB2312?B?1+66w7XE1MbEz8LD087N+NW+LS3X39TGxM8tL
Ticket Number: 0000092160	05/28/2004		Service Repair and Calibration Specials!
Ticket Number: 0000092211	05/30/2004		VERY URGENTLY
Ticket Number: 0000092207	05/30/2004		these prices won't last . dafzewcrcluf
Ticket Number: 0000092205	05/30/2004		SmallCap market news
Ticket Number: 0000092203	05/30/2004		Sun, 30 May 2004 08:49:29 -0600
Ticket Number: 0000092202	05/30/2004		Sun, 30 May 2004 08:34:46 -0600
Ticket Number: 0000092201	05/30/2004		Sun, 30 May 2004 08:25:48 -0600
Ticket Number: 0000092195	05/29/2004		Inkjet, Laser & Copier Cartridges ~ Save up to 89%
Ticket Number: 0000092191	05/29/2004		Best prices on OEM software.
Ticket Number: 0000092186	05/29/2004		Tape change 05/29
Ticket Number: 0000092187	05/29/2004		Get medicines here, great prices.
Ticket Number: 0000092188	05/29/2004		Wanna save \$\$ on software?
Ticket Number: 0000092185	05/29/2004		=?GB2312?B?s6y1zbzbuPHIw8Tjz+3K3LOs1rW3/s7xo6yxs6pzc
Ticket Number: 0000092180	05/29/2004		Buy Viagra and many other medicines here.
Ticket Number: 0000092177	05/29/2004		Save hundreds on OEM software!
Ticket Number: 0000092175	05/29/2004		super V,LAGRA made better
Ticket Number: 0000092176	05/29/2004		Upgrade your OS to XP Pro for \$50
Ticket Number: 0000092173	05/28/2004		Unbeatable prices - Get yours now toward 8 because
Ticket Number: 0000092172	05/28/2004		Unbeatable prices - Get yours now toward 8 because
Ticket Number: 0000092171	05/28/2004		No subject
Ticket Number: 0000092170	05/28/2004		Windows XP pro for \$50
Ticket Number: 0000092182	05/29/2004		Best ED med out!
Ticket Number: 0000092165	05/28/2004		Password reset requested
Ticket Number: 0000091917	05/26/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000090650	05/10/2004		Resnet unblock
Ticket Number: 0000090890	05/12/2004		Resnet block
Ticket Number: 0000091192	05/15/2004		Password Reset
Ticket Number: 0000090445	05/06/2004		My girlfriend was more than pleased, because of neanderthal
Ticket Number: 0000090645	05/10/2004		Lose Weight Now with Phentermine..., Adipex, Bontril, Prescribed On
Ticket Number: 0000090446	05/06/2004		My girlfriend was more than pleased, because of neanderthal
Ticket Number: 0000090448	05/06/2004		Had to forward, girlfriend is amazed, didn't expect this at all. 3
Ticket Number: 0000090449	05/06/2004		What saved my relationship 19 days later.

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000090450	05/06/2004	Had to forward, girlfriend is amazed, didn't expect this at all. 3
Ticket Number: 0000090447	05/06/2004	My girlfriend was more than pleased, because of crowd
pzearf01	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000090971	05/13/2004	Borrowed SAS 9 6 CDs.
ramosm1	<u>Total:</u> 14	
Closed	<u>Total:</u> 14	
Ticket Number: 0000090524	05/07/2004	high quality rolex watches discount prices
Ticket Number: 0000090534	05/07/2004	Buy your medicines from us.
Ticket Number: 0000090553	05/08/2004	What is Lev tra irateness blackly
Ticket Number: 0000090558	05/08/2004	Prescriptions written and filled online!.. US doctors and pharmacies!
Ticket Number: 0000090554	05/08/2004	Oracle Access for mtayag1
Ticket Number: 0000091132	05/14/2004	Borrowing CD
Ticket Number: 0000091198	05/15/2004	=?GB2312?B?t6LGsQ==?= periodontology,
Ticket Number: 0000091194	05/15/2004	bonus pick with important earnings update
Ticket Number: 0000091195	05/15/2004	=?GB2312?B?t6LGsQ==?= Checklist 5-1-04 7.30
Ticket Number: 0000091199	05/15/2004	005 Cabinet key checkout
Ticket Number: 0000089814	05/01/2004	Hidden message
Ticket Number: 0000089938	05/03/2004	Checklist 5-1-04 0.00
Ticket Number: 0000089822	05/01/2004	
Ticket Number: 0000089808	05/01/2004	

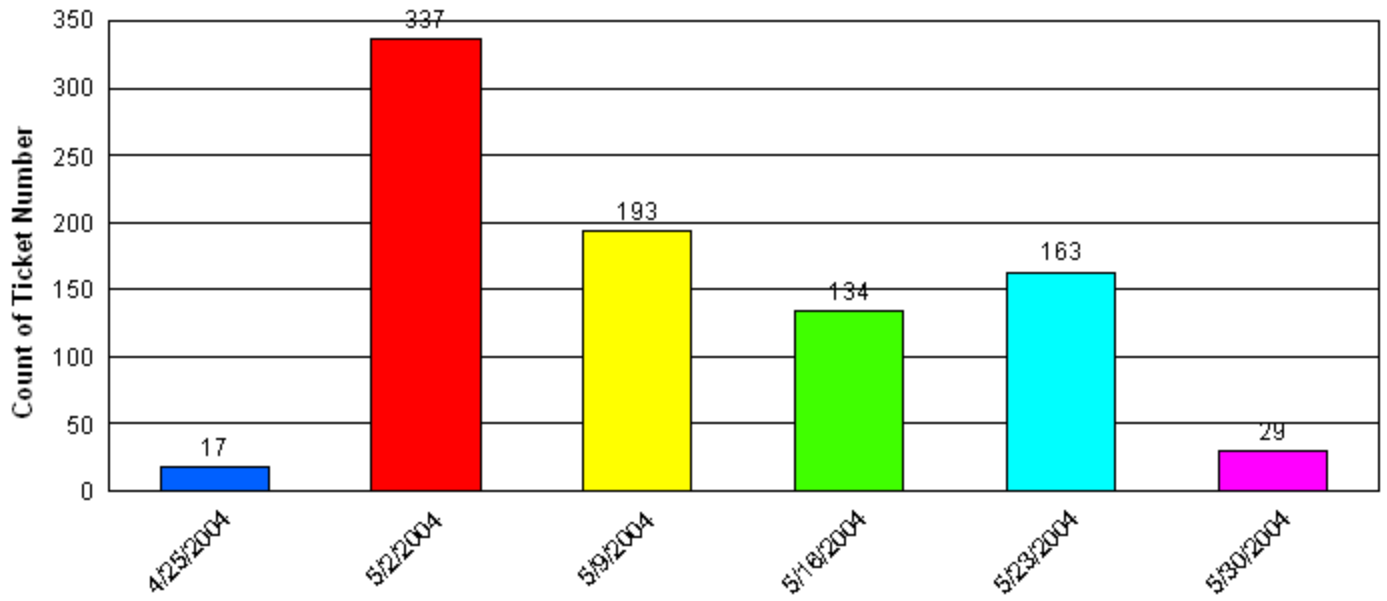
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
talder1			Total: 35	
	Closed		Total: 35	
Ticket Number:	0000090038	05/04/2004		Chem 109; need machine cleaned
Ticket Number:	0000090150	05/04/2004		PUP420: User needs pc to be cleaned for Sasser
Ticket Number:	0000090098	05/04/2004		PUP 218. x52074. Sasser removal help needed.
Ticket Number:	0000090083	05/04/2004		FA 511 virus
Ticket Number:	0000090060	05/04/2004		ECS 325; reboots before removal tool finishes scanning
Ticket Number:	0000090059	05/04/2004		Walker 411; check jack
Ticket Number:	0000090017	05/04/2004		Fine Arts 214 F. x52941. Sasser removal on win2k
Ticket Number:	0000090012	05/04/2004		PC infected with sasser.
Ticket Number:	0000089984	05/03/2004		Resnet user can't connect, SUS 127
Ticket Number:	0000089979	05/03/2004		PUP439: sasser virus removal
Ticket Number:	0000089975	05/03/2004		FA 467B: System Shut Down
Ticket Number:	0000089967	05/03/2004		Sasser virus removal
Ticket Number:	0000089943	05/03/2004		PUP416: Sasser virus removal
Ticket Number:	0000089940	05/03/2004		PUP413. x52180 Needs Sasser removed from his comp
Ticket Number:	0000089852	05/02/2004		Resnet Wont come up
Ticket Number:	0000090328	05/05/2004		ERICKSON 305B: PPP setup problem
Ticket Number:	0000090152	05/04/2004		User is receiving a "Cable Disconnected"
Ticket Number:	0000090068	05/04/2004		PC infected with Sasser.
Ticket Number:	0000090170	05/04/2004		User is getting a 169 IP address
Ticket Number:	0000090210	05/05/2004		AD527; pls remove virus
Ticket Number:	0000090340	05/05/2004		User cannot load resnet login page
Ticket Number:	0000090338	05/05/2004		wireless
Ticket Number:	0000090318	05/05/2004		PUP421: Sasser Manual Removal Needed
Ticket Number:	0000090302	05/05/2004		PUP421: Virus removal
Ticket Number:	0000090241	05/05/2004		Phys419: remove virus
Ticket Number:	0000090239	05/05/2004		Commons 338. x53240. Sasser removal help needed. Comp shutsd
Ticket Number:	0000090201	05/05/2004		LIB 216C: sasser on machines
Ticket Number:	0000090198	05/05/2004		BS364: User needs assistance with Sasser removal
Ticket Number:	0000090452	05/06/2004		Customer cannot connect to Mail Clients using Resnet
Ticket Number:	0000091368	05/18/2004		Dial-up Connection not working
Ticket Number:	0000090819	05/11/2004		Need someone to come out and look at pc
Ticket Number:	0000090940	05/12/2004		User receives 169 ip and can't connect to resnet
Ticket Number:	0000091758	05/24/2004		Loosing connection. Breton 821D
Ticket Number:	0000091807	05/24/2004		User getting 130.85 IP, but unable to load resnet
Ticket Number:	0000092039	05/27/2004		Failed to log in to Windows Workstation
tmcrcray1			Total: 3	
	Closed		Total: 3	
Ticket Number:	0000091224	05/16/2004		Find out how much you can borrow
Ticket Number:	0000091229	05/16/2004		=?GB2312?B?yMvBptfK1LS+rcDttcTXytS0udzA7Q==?=-
Ticket Number:	0000091226	05/16/2004		Win a turbocharged Jaguar XP in Helen's casino mycology

Create
Date

Short Description

Count of Ticket Number / Create Date

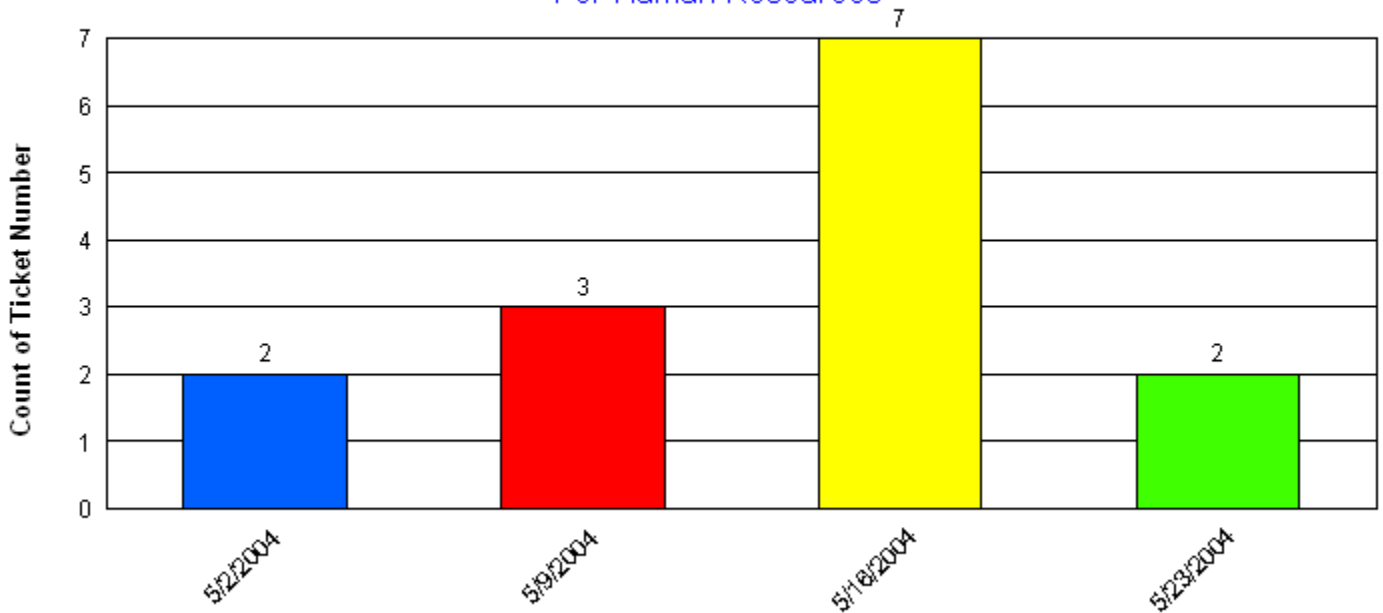
For Helpdesk



Human Resources		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Total:		14	
mcnamara		Total:	4
Closed		Total:	4
Ticket Number:	0000092061	05/27/2004	Pay Period 25 Timesheets - Leave Balances
Ticket Number:	0000091405	05/18/2004	HR question: Student Assistant Employment Terminations
Ticket Number:	0000091239	05/17/2004	Timesheets
Ticket Number:	0000091650	05/21/2004	Multiple Primary Jobs in HR
rsanders		Total:	10
Closed		Total:	10
Ticket Number:	0000091481	05/19/2004	Report
Ticket Number:	0000092078	05/27/2004	Employee Salary
Ticket Number:	0000090792	05/11/2004	Summer Salaries
Ticket Number:	0000090798	05/11/2004	Statements of Payroll charges
Ticket Number:	0000090281	05/05/2004	HR account code
Ticket Number:	0000091382	05/18/2004	John Fritz memo
Ticket Number:	0000091147	05/14/2004	HR Corrections
Ticket Number:	0000091419	05/18/2004	Re: Complaints about PS time sheets
Ticket Number:	0000091393	05/18/2004	Complaints about PS time sheets
Ticket Number:	0000090069	05/04/2004	payroll fringe problems

Count of Ticket Number / Create Date

For Human Resources



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
LAN	Total:	58	
jesse		Total:	28
Closed		Total:	28
Ticket Number:	0000091806	05/24/2004	Problems logging into NetStorage
Ticket Number:	0000090130	05/04/2004	More Space Is Needed For Financial Services I:\ Drive.
Ticket Number:	0000090097	05/04/2004	dhcp & dns request for printer
Ticket Number:	0000090036	05/04/2004	New novell account.
Ticket Number:	0000091315	05/17/2004	Novell Password Reset
Ticket Number:	0000089887	05/03/2004	Increase Capacity on H drive
Ticket Number:	0000090209	05/05/2004	quota increase for H: drive
Ticket Number:	0000091100	05/14/2004	novel login problems
Ticket Number:	0000091291	05/17/2004	deactivate for summer
Ticket Number:	0000091383	05/18/2004	Create a Novell Account
Ticket Number:	0000091479	05/19/2004	Novell Account password
Ticket Number:	0000091953	05/26/2004	David Flack
Ticket Number:	0000091317	05/17/2004	Novell drive access
Ticket Number:	0000091292	05/17/2004	disable/delete account
Ticket Number:	0000091252	05/17/2004	problem with user akala login
Ticket Number:	0000090252	05/05/2004	User: rhunting, Dept: Environ Safety and Health. Needs a novell acco
Ticket Number:	0000090255	05/05/2004	Employee Needs Novell Password Reset.
Ticket Number:	0000090485	05/07/2004	Multiple logins simultaneously
Ticket Number:	0000090782	05/11/2004	Novell Quota increase
Ticket Number:	0000090982	05/13/2004	reset Novell pass
Ticket Number:	0000090993	05/13/2004	Can't Save SPSS and SAS to J:
Ticket Number:	0000090999	05/13/2004	H: Drive
Ticket Number:	0000092028	05/27/2004	User: Mcnamara faxed in ID to have her novell password reset, canno
Ticket Number:	0000092121	05/28/2004	increase H drive quota
Ticket Number:	0000091634	05/21/2004	New context access
Ticket Number:	0000091683	05/22/2004	New novell account request.
Ticket Number:	0000091897	05/25/2004	Context change for existing Novell account
Ticket Number:	0000092054	05/27/2004	Novell Context Addition

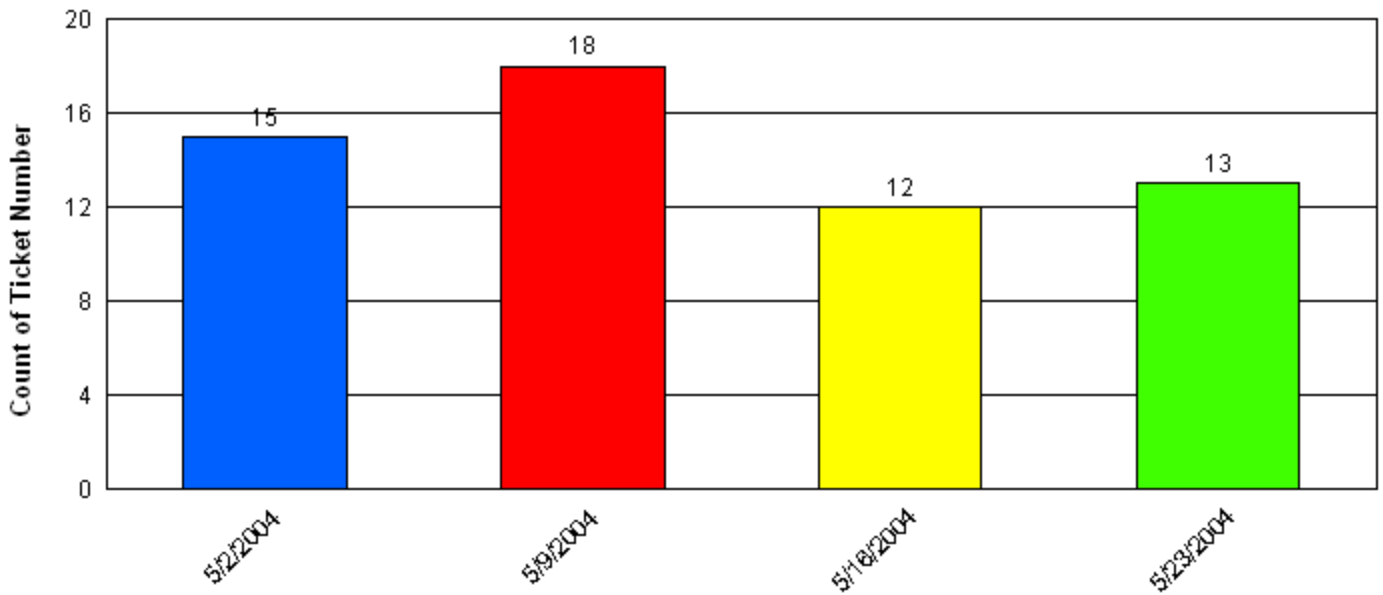
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
ostrove		<u>Total:</u>	26	
Closed		<u>Total:</u>	26	
Ticket Number:	0000091483	05/19/2004		File I:/budget/expense04.xls needs to be restored for user ashahegh.
Ticket Number:	0000091771	05/24/2004		Might need a restore
Ticket Number:	0000091872	05/25/2004		NEW EMPLOYEE ACCESS
Ticket Number:	0000092084	05/27/2004		Work Order Request
Ticket Number:	0000092128	05/28/2004		Access
Ticket Number:	0000090617	05/10/2004		restore
Ticket Number:	0000090633	05/10/2004		New Novell account request for New Helpdesk Consultant.
Ticket Number:	0000090620	05/10/2004		New Novell account request.
Ticket Number:	0000090998	05/13/2004		Novell Authentication Error
Ticket Number:	0000090981	05/13/2004		Shared Drive J:/ Phys Plant dept Shops is full and requests more spac
Ticket Number:	0000090894	05/12/2004		New Novell account
Ticket Number:	0000090872	05/12/2004		Novell Permissions
Ticket Number:	0000090864	05/12/2004		DELETE ACCESS
Ticket Number:	0000090835	05/12/2004		Adding a new user to ION
Ticket Number:	0000090756	05/11/2004		FW: asp1 server and SQL Server Account
Ticket Number:	0000090732	05/11/2004		Larry Evans needs access to a Novell Printer.
Ticket Number:	0000091050	05/13/2004		Corrupt win2k profile
Ticket Number:	0000090678	05/10/2004		Profile error on login
Ticket Number:	0000090349	05/06/2004		Error upon login to ECS021 lab machines.
Ticket Number:	0000090396	05/06/2004		Novell DPET Marketing Folder
Ticket Number:	0000090377	05/06/2004		from VM; need file recovered
Ticket Number:	0000091777	05/24/2004		Novel Account and Password
Ticket Number:	0000091458	05/19/2004		New novell account request.
Ticket Number:	0000090313	05/05/2004		Work Order Request
Ticket Number:	0000089905	05/03/2004		increase I: drive
Ticket Number:	0000089855	05/02/2004		Work Order Request
vladimir		<u>Total:</u>	4	
Closed		<u>Total:</u>	4	
Ticket Number:	0000090433	05/06/2004		DHCP printer in AD 410 for OIR
Ticket Number:	0000092050	05/27/2004		Please check Public Policy shared drive I:/ 'polysi on Shared\Shared\D
Ticket Number:	0000091657	05/21/2004		restore users H: drive to 5/20/04 South Campus 4.019
Ticket Number:	0000091796	05/24/2004		i: drive folder contents missing

Create
Date

Short Description

Count of Ticket Number / Create Date

For LAN



Library Computing Ser

Total: 1

stjones

Total: 1

Closed

Total: 1

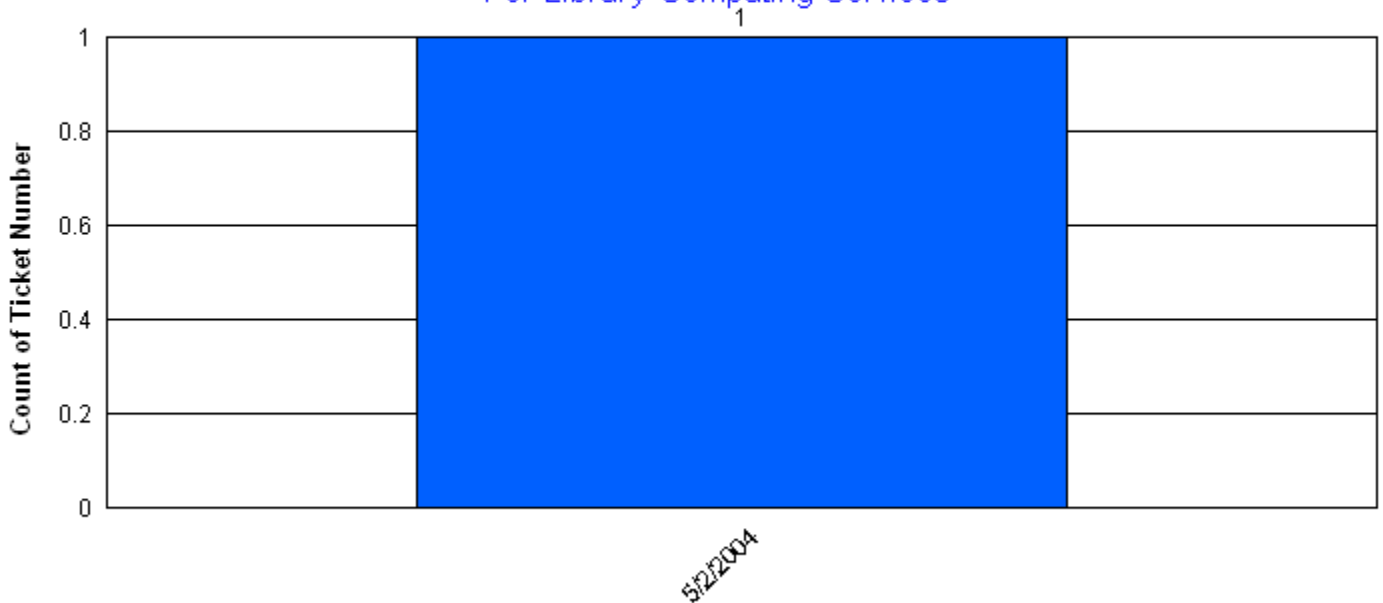
Ticket Number: 0000089884

05/03/2004

Prob with CatMe connection

Count of Ticket Number / Create Date

For Library Computing Services



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
New Media	Total:	137	
ebenson1		Total:	34
Closed		Total:	34
Ticket Number:	0000091957	05/26/2004	Viewing Grades on Blackboards 5 & 6
Ticket Number:	0000090049	05/04/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000091942	05/26/2004	can't get on blackboard
Ticket Number:	0000091678	05/22/2004	my gradebook
Ticket Number:	0000091736	05/24/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000091750	05/24/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000091764	05/24/2004	Problem
Ticket Number:	0000091828	05/25/2004	Bb5
Ticket Number:	0000091801	05/24/2004	New Course
Ticket Number:	0000091791	05/24/2004	grade spreadsheet (fwd)
Ticket Number:	0000091786	05/24/2004	No subject
Ticket Number:	0000091788	05/24/2004	No subject
Ticket Number:	0000091768	05/24/2004	(no subject)
Ticket Number:	0000091751	05/24/2004	having trouble logging onto bb5
Ticket Number:	0000091752	05/24/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000091745	05/24/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000091684	05/22/2004	Grades not accessible on blackboard
Ticket Number:	0000091743	05/24/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000091706	05/23/2004	problem please help
Ticket Number:	0000091961	05/26/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000091987	05/26/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000092030	05/27/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000092026	05/27/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000092120	05/28/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000092241	05/31/2004	RE: Access to BB6 denied
Ticket Number:	0000092250	05/31/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000092119	05/28/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000092118	05/28/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000091988	05/26/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000090231	05/05/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000090233	05/05/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000090235	05/05/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000091039	05/13/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000091040	05/13/2004	Blackboard COPY Course: Assign to New Media: Blackboard
fritz		Total:	2
Closed		Total:	2
Ticket Number:	0000092228	05/31/2004	Request for URL change (Assign to Webdev)
Ticket Number:	0000091428	05/18/2004	Work Order Request

rarmstro
Resolved
Ticket Number: 0000091108

Create
Date
Total: **99**
Total: **1**
05/14/2004

Short Description

Blackboard COPY Course: Assign to New Media: Blackboard

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		98	
Ticket Number: 0000092214	05/30/2004		Why I cannot enter course IFSM498C_0101_SP2004?
Ticket Number: 0000091982	05/26/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000092094	05/27/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000092093	05/27/2004		Bb 6 course tools: Tasks is not available. I need that capability.
Ticket Number: 0000092089	05/27/2004		IFSM 605 605
Ticket Number: 0000092072	05/27/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000092060	05/27/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000092058	05/27/2004		BB6 causes Safari to crash
Ticket Number: 0000092032	05/27/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000092022	05/27/2004		Can't access Bb6
Ticket Number: 0000091986	05/26/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000092238	05/31/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000092230	05/31/2004		Lack of Access
Ticket Number: 0000092218	05/30/2004		FW: Course Access
Ticket Number: 0000092200	05/30/2004		RE: Access not allowed
Ticket Number: 0000092198	05/30/2004		why are my courses for the summer available?
Ticket Number: 0000092189	05/29/2004		http://bb6.umbc.edu/webapps/portal/frameset.jsp?tab=courses&url=/b
Ticket Number: 0000092154	05/28/2004		Blackboard crashes the default browser on Mac OS X (Safari)
Ticket Number: 0000092146	05/28/2004		How do students see grades?
Ticket Number: 0000092117	05/28/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000092256	05/31/2004		No subject
Ticket Number: 0000092254	05/31/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000092253	05/31/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000092252	05/31/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000092251	05/31/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000092244	05/31/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000092243	05/31/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000092242	05/31/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000092239	05/31/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000092240	05/31/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000091985	05/26/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000091984	05/26/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000092070	05/27/2004		help
Ticket Number: 0000091680	05/22/2004		Blackboard
Ticket Number: 0000091904	05/25/2004		Blackboard - Which system is current?
Ticket Number: 0000091814	05/24/2004		Work Order Request
Ticket Number: 0000091810	05/24/2004		Problems with EDUC641 Summer 2004
Ticket Number: 0000091992	05/26/2004		my summer course
Ticket Number: 0000091790	05/24/2004		BB6 Gradebook not working (for both instructors and students) (fwd)
Ticket Number: 0000091789	05/24/2004		Blackboard Problem (fwd)
Ticket Number: 0000091738	05/24/2004		FW: grades
Ticket Number: 0000091682	05/22/2004		No subject
Ticket Number: 0000091681	05/22/2004		Blackboard gradebook problem.
Ticket Number: 0000090687	05/10/2004		Course 'MUSC230_6060_SU2004' quota exceeded
Ticket Number: 0000090661	05/10/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000090673	05/10/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000090662	05/10/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000090664	05/10/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000090674	05/10/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000090709	05/10/2004		Disk quota
Ticket Number: 0000091034	05/13/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000091033	05/13/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000091017	05/13/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000091046	05/13/2004		Set up for summer speech class

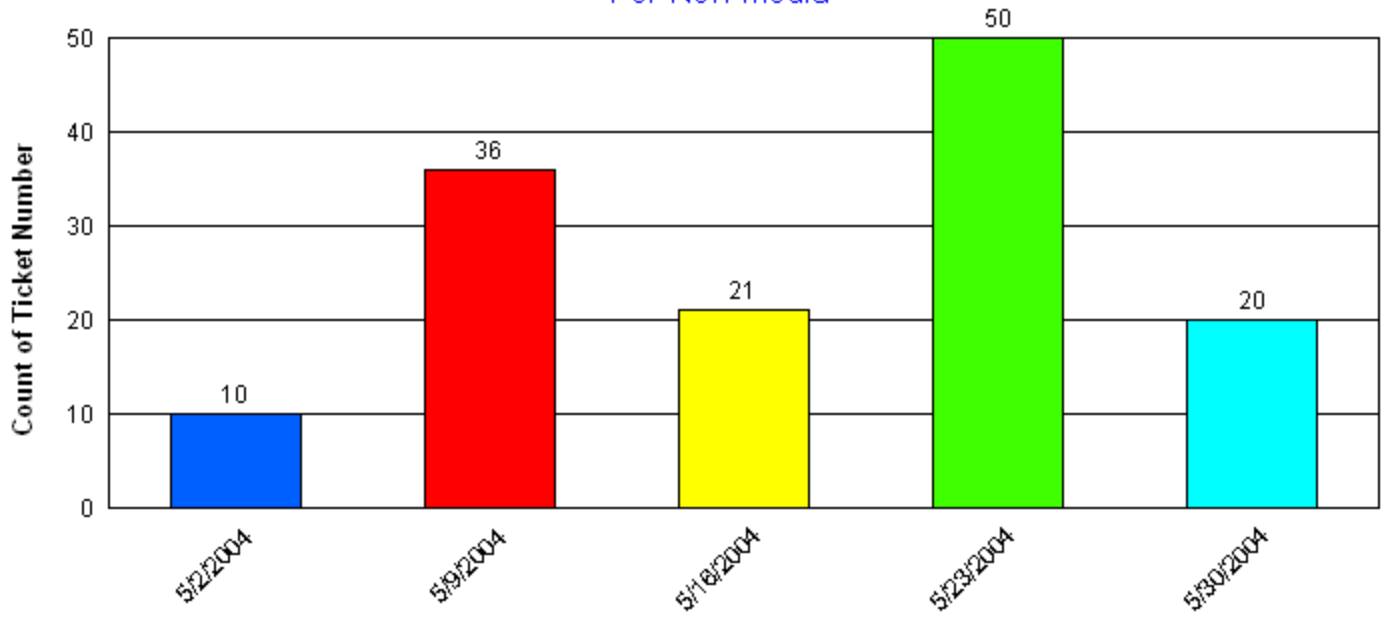
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000091013	05/13/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000090812	05/11/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000090814	05/11/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000090810	05/11/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000090746	05/11/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000090739	05/11/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000090737	05/11/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000090736	05/11/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000090731	05/11/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000090720	05/11/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000090712	05/11/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000090677	05/10/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000090719	05/11/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000090421	05/06/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000090459	05/07/2004	Missing courses
Ticket Number:	0000091021	05/13/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000090556	05/08/2004	Course requested
Ticket Number:	0000090432	05/06/2004	Course 'ENME204_0101_SP2004' quota exceeded
Ticket Number:	0000090039	05/04/2004	Blackboard Demo: Assign to New Media: Blackboard
Ticket Number:	0000091802	05/24/2004	Blackboard help -- deleting files from digital dropbox
Ticket Number:	0000090025	05/04/2004	New Blackboard Organization
Ticket Number:	0000090671	05/10/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000090625	05/10/2004	Re: Hello
Ticket Number:	0000091105	05/14/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000091242	05/17/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000092232	05/31/2004	FW: Access not allowed
Ticket Number:	0000091408	05/18/2004	Request For Course
Ticket Number:	0000091389	05/18/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000091319	05/17/2004	Blackboard Entry Request
Ticket Number:	0000091275	05/17/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000091272	05/17/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000091250	05/17/2004	Course 'BIOL430_6060_SU2004' quota exceeded
Ticket Number:	0000091249	05/17/2004	Course 'BIOL430_6060_SU2004' quota exceeded
Ticket Number:	0000091248	05/17/2004	Course 'BIOL430_6060_SU2004' quota exceeded
Ticket Number:	0000091246	05/17/2004	Course 'BIOL430_6060_SU2004' quota exceeded
Ticket Number:	0000091245	05/17/2004	Course 'BIOL430_6060_SU2004' quota exceeded
Ticket Number:	0000091243	05/17/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000091234	05/17/2004	Request For Course Deletion
Ticket Number:	0000091138	05/14/2004	User Changed User Names
Ticket Number:	0000091141	05/14/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000091196	05/15/2004	Blackboard course
Ticket Number:	0000091223	05/16/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000091174	05/14/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000091137	05/14/2004	Blackboard COPY Course: Assign to New Media: Blackboard
vergil		<u>Total:</u> 2	
Closed		<u>Total:</u> 2	
Ticket Number:	0000091472	05/19/2004	Request for URL change (Assign to Webdev)
Ticket Number:	0000091795	05/24/2004	ME Dept Website

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:	182	
BSG:HP3000_Systems		Total:	1
Closed		Total:	1
Ticket Number:	0000090475	05/07/2004	Can not signon to HP3
BSG:Operational_Support		Total:	27
Closed		Total:	27
Ticket Number:	0000090483	05/07/2004	hp1 has shutdown again
Ticket Number:	0000090240	05/05/2004	MVBR4025 Tape
Ticket Number:	0000090478	05/07/2004	2nd time - hp3 shut down on me
Ticket Number:	0000090501	05/07/2004	HPumbc3 session dropped again
Ticket Number:	0000090470	05/07/2004	HP session locked
Ticket Number:	0000091556	05/20/2004	Sceq scanning
Ticket Number:	0000091557	05/20/2004	sceq scanning
Ticket Number:	0000090675	05/10/2004	Delete 3 grade processing jobs for May 28
Ticket Number:	0000090876	05/12/2004	hpumbc3 session just went down again.
Ticket Number:	0000090991	05/13/2004	MVBR4024 MVA Flag Sending Tape
Ticket Number:	0000090850	05/12/2004	HP1&HP3 sessions locked for Paula Keys
Ticket Number:	0000091856	05/25/2004	Input Proposal #676
Ticket Number:	0000091858	05/25/2004	Input Proposal #678
Ticket Number:	0000091857	05/25/2004	Input Proposal #677
Ticket Number:	0000092046	05/27/2004	Have forgotten menu password
Ticket Number:	0000092055	05/27/2004	Need security pw reset
Ticket Number:	0000091083	05/14/2004	USR0071.REG Security Password Reset
Ticket Number:	0000091457	05/19/2004	Asking me to save config
Ticket Number:	0000091456	05/19/2004	Can not connect to HP
Ticket Number:	0000091269	05/17/2004	HP3 session has dropped again.
Ticket Number:	0000091268	05/17/2004	Having problems w/hp security pw
Ticket Number:	0000091259	05/17/2004	HP3 session dropped - session locked
Ticket Number:	0000091110	05/14/2004	Eli Jacobson/VPN Client connection problem
Ticket Number:	0000091375	05/18/2004	USR0322.GENL needs to be aborted
Ticket Number:	0000090471	05/07/2004	Session for USR0263.genl still exists
Ticket Number:	0000089885	05/03/2004	stuck in connection loop; HP keeps trying to connect via VTMGR an
Ticket Number:	0000091558	05/20/2004	sceq scanning

BSG:Web_Infrastructure

Create

Date

Total:

111

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		111	
Ticket Number: 0000089881	05/03/2004		sowk389 - okundaye
Ticket Number: 0000090001	05/04/2004		chem102 - bush
Ticket Number: 0000089883	05/03/2004		chem124 - rottman
Ticket Number: 0000089882	05/03/2004		chem102L - brothers
Ticket Number: 0000091042	05/13/2004		biol301 - bradley
Ticket Number: 0000091043	05/13/2004		biol252 - fkleischman
Ticket Number: 0000091044	05/13/2004		psyc330 - coleman
Ticket Number: 0000091088	05/14/2004		PSYC 200/301 Sonnenschein
Ticket Number: 0000091090	05/14/2004		CHEM 351/Perks
Ticket Number: 0000091096	05/14/2004		psyc 210/201 David Rizhman
Ticket Number: 0000091107	05/14/2004		ECON 122/Mary Davis
Ticket Number: 0000091289	05/17/2004		phys111 - dymski / exam 5
Ticket Number: 0000091288	05/17/2004		phys111 - dymski / exam 4
Ticket Number: 0000091281	05/17/2004		sowk388 - vourlekis
Ticket Number: 0000091279	05/17/2004		ECON 101/401 Carpenter
Ticket Number: 0000091278	05/17/2004		ECON 101/301 Carpenter
Ticket Number: 0000091095	05/14/2004		EHS 477 Polk
Ticket Number: 0000091089	05/14/2004		BIOL 301 Leips
Ticket Number: 0000091087	05/14/2004		PSYC 382/101 Cindy Schaeffer
Ticket Number: 0000091410	05/18/2004		biol275 - sandoz / final
Ticket Number: 0000091409	05/18/2004		biol275 - sandoz / exam 3
Ticket Number: 0000091402	05/18/2004		socy300 - silva
Ticket Number: 0000091400	05/18/2004		econ102 - goldfarb
Ticket Number: 0000091399	05/18/2004		psyc210 / catania
Ticket Number: 0000091392	05/18/2004		chem102 - bush
Ticket Number: 0000091374	05/18/2004		EHS 302 Polk
Ticket Number: 0000091373	05/18/2004		SOCY 201 O'Hatnick
Ticket Number: 0000091366	05/18/2004		ECON 312 Dr. Ng
Ticket Number: 0000091364	05/18/2004		PSYC 380 Anderson
Ticket Number: 0000091361	05/18/2004		PSYC 100/Anderson
Ticket Number: 0000091362	05/18/2004		PSYC 285 Anderson
Ticket Number: 0000091471	05/19/2004		biol303/601 - kloetzel / exam 5
Ticket Number: 0000091470	05/19/2004		biol303/601 - kloetzel / exam 4
Ticket Number: 0000091454	05/19/2004		psyc370 - provine
Ticket Number: 0000091453	05/19/2004		psyc393b - provine
Ticket Number: 0000091452	05/19/2004		psyc360 - rabin
Ticket Number: 0000091451	05/19/2004		chem352 - smith
Ticket Number: 0000091450	05/19/2004		geog110 - dubois
Ticket Number: 0000091449	05/19/2004		chem101 - perks
Ticket Number: 0000091309	05/17/2004		ECON 122 Davis
Ticket Number: 0000091307	05/17/2004		ECON 121 Croteau
Ticket Number: 0000091310	05/17/2004		ECON 122 Croteau
Ticket Number: 0000091303	05/17/2004		biol100/100H - sokolove
Ticket Number: 0000091302	05/17/2004		anth211 - san antonio
Ticket Number: 0000091537	05/20/2004		SOWK 260/101 McClellan
Ticket Number: 0000091524	05/20/2004		econ102 - palmateer
Ticket Number: 0000091536	05/20/2004		IFSM 300/501 Dana Smith
Ticket Number: 0000091603	05/21/2004		stat121 / kegan
Ticket Number: 0000091614	05/21/2004		Incorrect phone # displayed on health services reg elig page
Ticket Number: 0000091605	05/21/2004		econ101 0301 - carpenter
Ticket Number: 0000091794	05/24/2004		CHEM 351 Perks
Ticket Number: 0000091793	05/24/2004		ECON 1101/Thomas
Ticket Number: 0000091792	05/24/2004		ECON 801/Thomas
Ticket Number: 0000091604	05/21/2004		econ101 0401 - carpenter

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000091554	05/20/2004	psyc363 - warwick
Ticket Number:	0000091534	05/20/2004	SOWK 360/201 McClellan
Ticket Number:	0000090607	05/10/2004	ECON 100/301 CARPENTER
Ticket Number:	0000090608	05/10/2004	ECON 100/401 Carpenter
Ticket Number:	0000090609	05/10/2004	psyc100 - anderson
Ticket Number:	0000090612	05/10/2004	psyc100 - anderson
Ticket Number:	0000091005	05/13/2004	biol233 - payne
Ticket Number:	0000090989	05/13/2004	Tatarewicz, J. - HIST 102/201 Exam
Ticket Number:	0000090962	05/13/2004	phys105 - dymski / exam6
Ticket Number:	0000090961	05/13/2004	phys105 - dymski / exam5
Ticket Number:	0000090960	05/13/2004	socy 220 - kleinberg
Ticket Number:	0000090959	05/13/2004	socy101 - kleinberg
Ticket Number:	0000090958	05/13/2004	psyc306 - freiberg
Ticket Number:	0000090956	05/13/2004	psyc - murphy
Ticket Number:	0000090955	05/13/2004	psyc285 - murphy
Ticket Number:	0000090750	05/11/2004	psyc 385 l.mcguire
Ticket Number:	0000090749	05/11/2004	PSYC 335 L..MCGUIRE
Ticket Number:	0000090748	05/11/2004	PSYC 382/Schaeff
Ticket Number:	0000090909	05/12/2004	EHS 486/polk
Ticket Number:	0000090714	05/11/2004	IFSM 310/201
Ticket Number:	0000090713	05/11/2004	PSYC 200/401 Schaeff
Ticket Number:	0000090669	05/10/2004	poli100 - miller
Ticket Number:	0000090613	05/10/2004	psyc200 - schultz
Ticket Number:	0000091008	05/13/2004	SOCY 101/Trela
Ticket Number:	0000091006	05/13/2004	POLI 250 P. Fletcher
Ticket Number:	0000090917	05/12/2004	psyc 307/101 freiberg
Ticket Number:	0000090915	05/12/2004	psyc 335 McGuire
Ticket Number:	0000090914	05/12/2004	PSYC 385 - MCGUIRE
Ticket Number:	0000090910	05/12/2004	psyc 200/201 d.schultz
Ticket Number:	0000090893	05/12/2004	Biol303 - kloetzel /corrections to exam 3
Ticket Number:	0000090842	05/12/2004	ecad360 - cohen
Ticket Number:	0000090841	05/12/2004	ecad210 0201 - armor
Ticket Number:	0000091041	05/13/2004	chem124 - rottman
Ticket Number:	0000091024	05/13/2004	socy201 - ohatnick
Ticket Number:	0000091022	05/13/2004	socy352 - stuart
Ticket Number:	0000091020	05/13/2004	GEOG110/Jeffrey
Ticket Number:	0000091019	05/13/2004	psyc285 - jordan
Ticket Number:	0000090840	05/12/2004	ecad210 0101 - armor
Ticket Number:	0000090839	05/12/2004	biol302L - caruso
Ticket Number:	0000090610	05/10/2004	psyc380 - anderson
Ticket Number:	0000090200	05/05/2004	psyc200 - schultz
Ticket Number:	0000090465	05/07/2004	socy333 - servatius
Ticket Number:	0000090466	05/07/2004	socy353/servatius
Ticket Number:	0000090472	05/07/2004	BIOL 302/EXAM 4
Ticket Number:	0000090502	05/07/2004	psyc370/370h - provine
Ticket Number:	0000090908	05/12/2004	EHS 486/polk
Ticket Number:	0000090606	05/10/2004	psyc 100/301 OBrien
Ticket Number:	0000090605	05/10/2004	psyc 200 O'Brien
Ticket Number:	0000090611	05/10/2004	psyc285 - anderson
Ticket Number:	0000090514	05/07/2004	biol302 - bradley
Ticket Number:	0000090505	05/07/2004	EHS 376 Polk
Ticket Number:	0000090474	05/07/2004	socy/anthrop fys102a lottes
Ticket Number:	0000090473	05/07/2004	PSYC 200/201
Ticket Number:	0000090468	05/07/2004	biol301 - leips
Ticket Number:	0000090467	05/07/2004	anth211 - frankowski

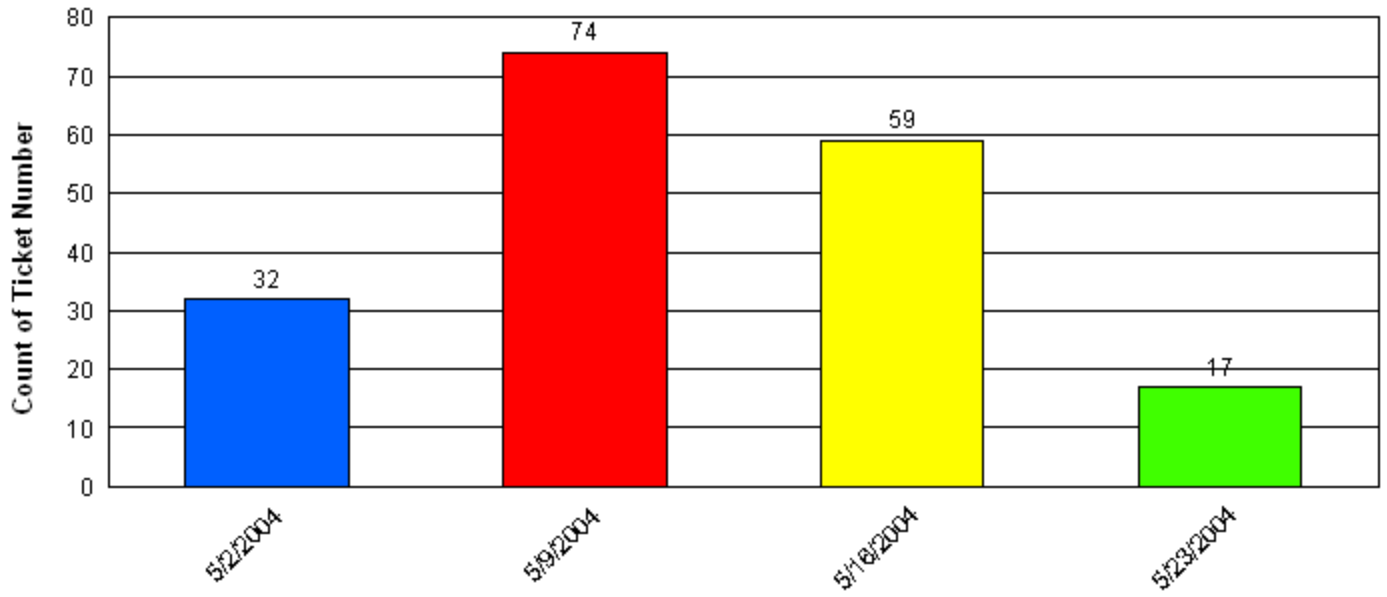
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000090225	05/05/2004	BIOL 100/100H Dr.Sokolove
Ticket Number: 0000090476	05/07/2004	CMSC 486/GREEN
blanchet	<u>Total:</u> 11	
Closed	<u>Total:</u> 11	
Ticket Number: 0000090207	05/05/2004	Notification from UMCP that it's time for our UMBC password to ch
Ticket Number: 0000091255	05/17/2004	MVBM4009 needs to have tape copied to disk on the HPUMBC2 m
Ticket Number: 0000091528	05/20/2004	Signing on to Reflections
Ticket Number: 0000091932	05/26/2004	ORL New Main Processor Access for USR0044. ORL and USR0065.
Ticket Number: 0000091741	05/24/2004	Misc calls and requests for the week of 5/24 & 6/1
Ticket Number: 0000091070	05/14/2004	ARBM4428 SAR Crossover aborted
Ticket Number: 0000091156	05/14/2004	Reflections / HP 8000 (SAR) Printer Problem
Ticket Number: 0000091316	05/17/2004	Misc calls and requests for the week of 5/17
Ticket Number: 0000090721	05/11/2004	Misc calls and requests for the week of 5/10
Ticket Number: 0000089963	05/03/2004	Misc calls and requests for the week of 5/3
Ticket Number: 0000090806	05/11/2004	Need to reload an MVA file for flagging information
dina	<u>Total:</u> 14	
Closed	<u>Total:</u> 14	
Ticket Number: 0000091284	05/17/2004	Misc calls and requests week ending 5/21/04
Ticket Number: 0000089955	05/03/2004	RDBR2009 printing issues
Ticket Number: 0000089871	05/03/2004	ABORT:TCBR2203
Ticket Number: 0000091109	05/14/2004	Student drop research
Ticket Number: 0000091225	05/16/2004	Class registration
Ticket Number: 0000091474	05/19/2004	Course room not showing up on web
Ticket Number: 0000091297	05/17/2004	No lables for UABR1632 from Friday
Ticket Number: 0000091486	05/19/2004	Ability to Post Degrees
Ticket Number: 0000092016	05/27/2004	No lables/reports for uabm1623 & uabm1644
Ticket Number: 0000092051	05/27/2004	Undergrad admissions report running too long
Ticket Number: 0000090618	05/10/2004	Work Order Request
Ticket Number: 0000090992	05/13/2004	Misc calls and requests for week ending 5/14/04
Ticket Number: 0000090972	05/13/2004	RDBR2059/SSN Capture for OIA/Input File Error Report
Ticket Number: 0000090988	05/13/2004	Redirect Admission Reports to EMGTLJ1
paulr	<u>Total:</u> 7	
Closed	<u>Total:</u> 7	
Ticket Number: 0000090710	05/10/2004	question
Ticket Number: 0000090818	05/11/2004	Correct Address
Ticket Number: 0000090565	05/08/2004	Registration service not available
Ticket Number: 0000092043	05/27/2004	Translation for IFSM not correct for ADVS dept on academic tab
Ticket Number: 0000091631	05/21/2004	Request to add text to Academics Screen on myUMBC
Ticket Number: 0000091703	05/23/2004	MyUMBC isn't working correctly
Ticket Number: 0000091068	05/14/2004	Missing links in myumbc
putro	<u>Total:</u> 11	
Closed	<u>Total:</u> 11	
Ticket Number: 0000091295	05/17/2004	Weekly Operational Support 5/17 - 5/21
Ticket Number: 0000089911	05/03/2004	Misc Issues 5/3 - 5/7
Ticket Number: 0000091893	05/25/2004	Coverpages for HP print outs.
Ticket Number: 0000091766	05/24/2004	Misc Support 5/24 - 5/28
Ticket Number: 0000091894	05/25/2004	Printing 2 sheets per page
Ticket Number: 0000090286	05/05/2004	Review translation for major
Ticket Number: 0000090642	05/10/2004	Missing Minor of STAT
Ticket Number: 0000090644	05/10/2004	Misc support issues. 5/10 - 5/14,
Ticket Number: 0000091007	05/13/2004	MPP in Public Policy
Ticket Number: 0000091325	05/17/2004	Students claims was registered for the course
Ticket Number: 0000090667	05/10/2004	Needs Help with scheduling

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:	187	
PS:HR		Total: 2	
Closed		Total: 2	
Ticket Number: 0000091148		05/14/2004	Change User Name from 'NUNOO' to 'FRANC'
Ticket Number: 0000091149		05/14/2004	Change User Name 'JESSELL' to 'JLEPUS'
chriss		Total: 25	
Closed		Total: 25	
Ticket Number: 0000091045		05/13/2004	What Crestone consultants still have direct Oracle access? All should
Ticket Number: 0000091411		05/18/2004	Create PS Views
Ticket Number: 0000091404		05/18/2004	Create PS Views
Ticket Number: 0000091363		05/18/2004	Create PS Views
Ticket Number: 0000091359		05/18/2004	Create PS Views
Ticket Number: 0000091294		05/17/2004	truncate sysadm.ps_cc_trans_ec (fsprd)
Ticket Number: 0000090436		05/06/2004	oracle password request
Ticket Number: 0000090011		05/04/2004	Restore HRPRO
Ticket Number: 0000089906		05/03/2004	view creation
Ticket Number: 0000090883		05/12/2004	No subject
Ticket Number: 0000090943		05/12/2004	Refresh HRCNV instance from HRPRD Backup from night of 5/12/0
Ticket Number: 0000090350		05/06/2004	Sql scripts for hruat
Ticket Number: 0000090439		05/06/2004	process scheduler down for PS SADMO
Ticket Number: 0000090388		05/06/2004	Please setup ByRequest for Kevin Joseph
Ticket Number: 0000090435		05/06/2004	Grant New Consultant Oracle Access to HRTST2 instance Comparabl
Ticket Number: 0000091490		05/19/2004	run script
Ticket Number: 0000091839		05/25/2004	Run Attached Script Against HRDEV Instance
Ticket Number: 0000091838		05/25/2004	Run Script to fix duplicate data (FSPRD)
Ticket Number: 0000091817		05/24/2004	HRTST2 - SQL Script
Ticket Number: 0000091677		05/22/2004	RE: SQL Script - HRTST2
Ticket Number: 0000091676		05/22/2004	SQL Script - HRTST2
Ticket Number: 0000091575		05/20/2004	Restore HRPRD instance from backup of evening of 5/9/04 to HRTR
Ticket Number: 0000091572		05/20/2004	Sql script hrtst2
Ticket Number: 0000091551		05/20/2004	Export Table
Ticket Number: 0000091533		05/20/2004	Bob Dore's Access
dharry		Total: 1	
Closed		Total: 1	
Ticket Number: 0000091136		05/14/2004	2 - UMGMR005 & 007 Rpt Mod Addendum.
enoch		Total: 4	
Closed		Total: 4	
Ticket Number: 0000091958		05/26/2004	host change
Ticket Number: 0000091972		05/26/2004	bfs5 host change
Ticket Number: 0000091585		05/20/2004	various changes
Ticket Number: 0000091586		05/20/2004	netsaint ip change

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
haddaway	Total: 19	
Closed	Total: 19	
Ticket Number: 0000091497	05/19/2004	Create PS build file
Ticket Number: 0000091933	05/26/2004	Build Tables - FSPRD
Ticket Number: 0000092000	05/27/2004	Update in FSPRD
Ticket Number: 0000092036	05/27/2004	Set aside a copy of backup of HRPRD instance from evening of 5/26/0
Ticket Number: 0000092102	05/28/2004	Payroll 22
Ticket Number: 0000092067	05/27/2004	Delete FS Combo Rules from Combo Table
Ticket Number: 0000090218	05/05/2004	Refresh hruat
Ticket Number: 0000090647	05/10/2004	Retriever Data Load Failed - undo tablespace
Ticket Number: 0000091000	05/13/2004	reload descriptions in shadow for brecs.dtrns_enr_sum
Ticket Number: 0000090722	05/11/2004	SQL Error
Ticket Number: 0000091624	05/21/2004	Truncate
Ticket Number: 0000089820	05/01/2004	Fax Message Received
Ticket Number: 0000090104	05/04/2004	R25 additional indexes
Ticket Number: 0000091971	05/26/2004	missing view
Ticket Number: 0000091098	05/14/2004	run scrip
Ticket Number: 0000091139	05/14/2004	Unlock ORACLE access to HRDEV Instance for user cminton
Ticket Number: 0000091143	05/14/2004	Reset ORACLE password for user lrand on HRDEV instance
Ticket Number: 0000091161	05/14/2004	Grant user minton same access to HRTST2 instance that he has to HRD
Ticket Number: 0000091280	05/17/2004	Payroll 21
jeremy	Total: 5	
Closed	Total: 5	
Ticket Number: 0000089935	05/03/2004	run script
Ticket Number: 0000090434	05/06/2004	Grant New Consultant Oracle Access to HRDEV, HRTST, and HRTST
Ticket Number: 0000090498	05/07/2004	PS_JOB table empty in EPMDEV
Ticket Number: 0000091901	05/25/2004	Execute attached script against the HRTST2 Instance
Ticket Number: 0000091911	05/25/2004	SQL Script - HRDEV
jgood	Total: 18	
Closed	Total: 18	
Ticket Number: 0000091522	05/20/2004	Daily File transfer from PS GL to the HP3000 appears to be in a loop
Ticket Number: 0000091881	05/25/2004	new hosts
Ticket Number: 0000091739	05/24/2004	FW: Info - PSXFER: fasglaccts.20040524
Ticket Number: 0000091713	05/23/2004	FW: ERROR - PSXFER:
Ticket Number: 0000091651	05/21/2004	Change bb-app4
Ticket Number: 0000091571	05/20/2004	Create Unix access for Oakland consultants: Usernames 'engle' and 'c
Ticket Number: 0000092052	05/27/2004	Second log in screen presented to view report in Process Monitor
Ticket Number: 0000090414	05/06/2004	netsaint IP change
Ticket Number: 0000090492	05/07/2004	Add Additional Machines to NetSaint
Ticket Number: 0000090663	05/10/2004	FSTST jobs hanging in queing stage
Ticket Number: 0000090905	05/12/2004	mod phys/phys-crit
Ticket Number: 0000090742	05/11/2004	Jobset queuing multiple times
Ticket Number: 0000090665	05/10/2004	Perl modules request
Ticket Number: 0000089904	05/03/2004	Check, and add to netsaint when you have time?
Ticket Number: 0000091521	05/20/2004	Processes Slow
Ticket Number: 0000091365	05/18/2004	App Engine Tracing
Ticket Number: 0000091160	05/14/2004	host removal
Ticket Number: 0000091434	05/18/2004	Retain Specified Backups of HRPRD Database

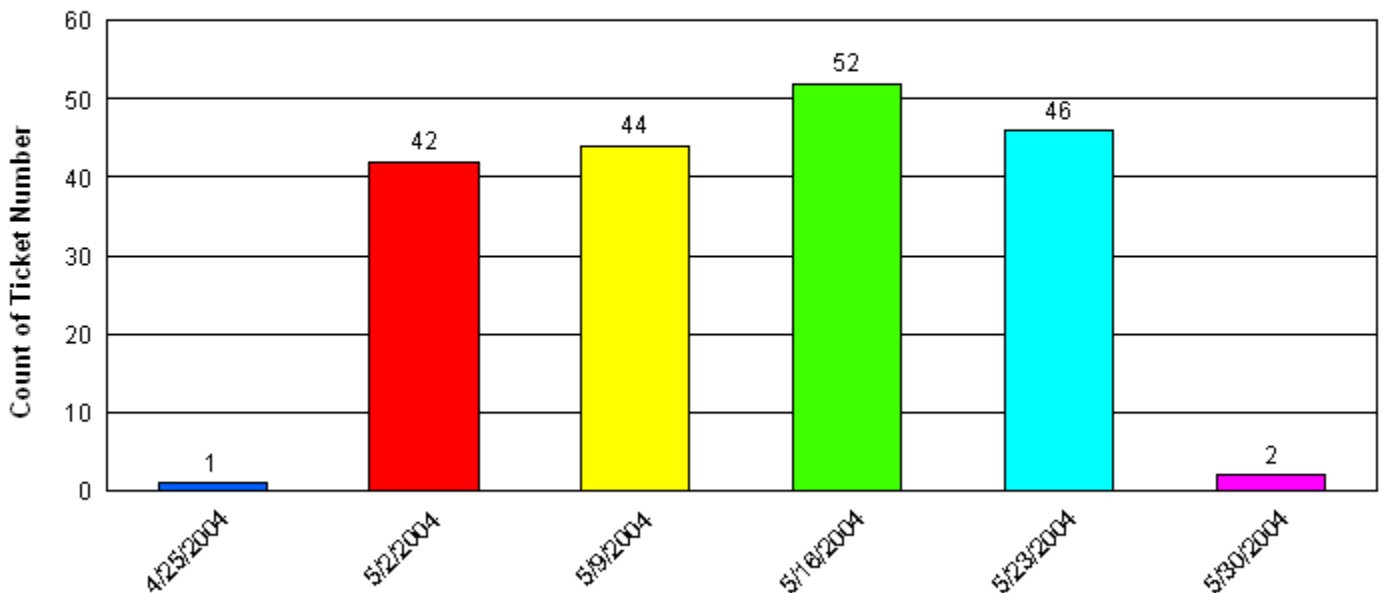
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
jking	Total: 9	
Closed	Total: 9	
Ticket Number: 0000091159	05/14/2004	Work Order Request-Novell acct disabled
Ticket Number: 0000089913	05/03/2004	PS SADM Instance down
Ticket Number: 0000090119	05/04/2004	edomin2, error trying to pull up transaction detail report in retriever.
Ticket Number: 0000090105	05/04/2004	Work Order Request
Ticket Number: 0000090895	05/12/2004	Process Scheduler Error
Ticket Number: 0000091002	05/13/2004	2 Cannot download from Retriever to Excel
Ticket Number: 0000091003	05/13/2004	2 Customer cannot download from Retriever to Excel
Ticket Number: 0000090904	05/12/2004	Download to Excel not working in Retriever
Ticket Number: 0000091656	05/21/2004	nvision
jking4	Total: 10	
Closed	Total: 10	
Ticket Number: 0000091566	05/20/2004	1Payroll Conversion - Migrate EFFDT'ing for PS_UM_FAS_CHILD t
Ticket Number: 0000091913	05/25/2004	1Migrate Enhanced Statement of Payroll Charges Source Code (atta
Ticket Number: 0000091577	05/20/2004	2 Create fica/visa comparison sqr
Ticket Number: 0000092037	05/27/2004	Update an earnings amount for emplid 1000000414 on the CR1 earn
Ticket Number: 0000090776	05/11/2004	2 [Fwd: Non-exempt SQR Process]
Ticket Number: 0000091018	05/13/2004	[Fwd: Distribution Load Errors - Pay 21]
Ticket Number: 0000090980	05/13/2004	Address HR's Concerns with how PS Calculates Hourly Rate for Exem
Ticket Number: 0000090355	05/06/2004	DOE CODE DT NEEDS TO BE ADDED TO THE TRANSLATE T
Ticket Number: 0000091145	05/14/2004	2Delete CR1 Entry
Ticket Number: 0000091240	05/17/2004	1Review Attached SQR, Run Against HRPRD, and Assign UMBC P
jpatna1	Total: 1	
Closed	Total: 1	
Ticket Number: 0000090496	05/07/2004	Time Trax Installation
kirby	Total: 15	
Resolved	Total: 1	
Ticket Number: 0000092136	05/28/2004	Dept description for 10573
Closed	Total: 14	
Ticket Number: 0000091583	05/20/2004	Setup Bob Dore for Remedy
Ticket Number: 0000091704	05/23/2004	Unable to de-install and re-install 3.63 VPN client
Ticket Number: 0000091655	05/21/2004	1Grant rpreston access to UMHRR072 Query
Ticket Number: 0000091626	05/21/2004	HR Security Access
Ticket Number: 0000091609	05/21/2004	HPUMBC3 Access: Colleen Sly
Ticket Number: 0000090245	05/05/2004	Move HPLaserJet 5Si MX Printer to ADM410
Ticket Number: 0000090867	05/12/2004	MYO HP1 account will not deactivate
Ticket Number: 0000090300	05/05/2004	Academic Services Advisement center rm 301. x53879 .User gmule1 C
Ticket Number: 0000090682	05/10/2004	1 Grant user CNEWTON App Designer Access to HR Instances
Ticket Number: 0000090853	05/12/2004	create hp3 accounts for Anna / Min
Ticket Number: 0000090887	05/12/2004	Important Security Setup
Ticket Number: 0000091352	05/18/2004	Netbase communication issues for batch jobs
Ticket Number: 0000090075	05/04/2004	LDEV8 (79805) UMBC1 (967) cannot access
Ticket Number: 0000090079	05/04/2004	2nd request for security access
kjoseph	Total: 9	
Closed	Total: 9	
Ticket Number: 0000091461	05/19/2004	Misc support for week of 5/10 to 5/16
Ticket Number: 0000089894	05/03/2004	Misc Support for 4/26 to 4/30
Ticket Number: 0000089895	05/03/2004	Misc Support for 5/3 to 5/7
Ticket Number: 0000089872	05/03/2004	R25 Web Viewer is down
Ticket Number: 0000091464	05/19/2004	Misc support for week of 5/24 to 5/30
Ticket Number: 0000091463	05/19/2004	Misc support for week of 5/17 to 5/23
Ticket Number: 0000090477	05/07/2004	Create data extract for Nancy Young
Ticket Number: 0000092152	05/28/2004	Students' names not showing correctly on Transcript in myUMBC
Ticket Number: 0000092159	05/28/2004	test for remedy

<u>lrand</u>	<u>Create</u>	<u>Short Description</u>
<u>Date</u>	<u>Total:</u>	
Closed	10	
Ticket Number: 0000092049	05/27/2004	Grant User 'DCAPLAN' row-level security equivalent to 'ONEILL'
Ticket Number: 0000092031	05/27/2004	Grant Username 'JEFFRIES' access to DEPTID 10574
Ticket Number: 0000092236	05/31/2004	Implementation of Custom Position Budget process
Ticket Number: 0000091805	05/24/2004	Stmnt of P/R Chgs -- No Output Produced
Ticket Number: 0000090486	05/07/2004	[Fwd: Re: Peoplesoft access]
Ticket Number: 0000090963	05/13/2004	[Fwd: Re: Tiem Entry Delayed]
Ticket Number: 0000090996	05/13/2004	1Setup for Chris Minton for remote access
Ticket Number: 0000091430	05/18/2004	Report Detailing Retro Transactions Not Processed Thru To Finance S
Ticket Number: 0000091432	05/18/2004	Report showing 'Flat Rate' retro transactions successfully processed t
Ticket Number: 0000091401	05/18/2004	Inactivate User--IMMEDIATELY
psimon	2	
Closed	2	
Ticket Number: 0000091241	05/17/2004	1 - PCard Load problem - No records in staging table
Ticket Number: 0000091827	05/25/2004	No Success
slong	32	
Resolved	1	
Ticket Number: 0000090717	05/11/2004	2 Add a Tree to TST database
Closed	31	
Ticket Number: 0000092108	05/28/2004	Je)_ID 0000007072 is locked
Ticket Number: 0000092126	05/28/2004	LOCKED JE
Ticket Number: 0000092105	05/28/2004	remedy
Ticket Number: 0000092106	05/28/2004	Remedy
Ticket Number: 0000091530	05/20/2004	Slow System
Ticket Number: 0000091938	05/26/2004	2 Effort Reporting Component produces SQL error
Ticket Number: 0000091928	05/26/2004	App Designer
Ticket Number: 0000091873	05/25/2004	Retriever Temp Tablespace getting out of hand
Ticket Number: 0000091545	05/20/2004	Reset Password
Ticket Number: 0000091774	05/24/2004	Change Tcode
Ticket Number: 0000091846	05/25/2004	Retriever Access
Ticket Number: 0000091847	05/25/2004	Retriever Access
Ticket Number: 0000091775	05/24/2004	Retriever Access
Ticket Number: 0000090693	05/10/2004	1 UMEFFRPT ran to Error in FSTST
Ticket Number: 0000090882	05/12/2004	Edit Process Failure
Ticket Number: 0000090215	05/05/2004	Retriever Access
Ticket Number: 0000090986	05/13/2004	2 Retriever Access Request for new user
Ticket Number: 0000090391	05/06/2004	Retriever Access
Ticket Number: 0000090369	05/06/2004	Retriever access for existing user
Ticket Number: 0000090367	05/06/2004	Retriever Access
Ticket Number: 0000090217	05/05/2004	Retriever Access
Ticket Number: 0000090216	05/05/2004	Retriever Access
Ticket Number: 0000091055	05/13/2004	Fwd: Returned mail: see transcript for details
Ticket Number: 0000091422	05/18/2004	2 - Need Retriever ID verified
Ticket Number: 0000091076	05/14/2004	Set GL Journal header Status
Ticket Number: 0000091414	05/18/2004	1 Contracts to BI interface pulled all rows
Ticket Number: 0000091501	05/19/2004	2 - Retriever Login request
Ticket Number: 0000091462	05/19/2004	2 Retriever Access needed
Ticket Number: 0000089964	05/03/2004	Retriever Access
Ticket Number: 0000090009	05/04/2004	Retriever Access
Ticket Number: 0000089997	05/04/2004	1 Request access to NVISION menu setup

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
stephen		Total: 25	
	Resolved	Total: 3	
Ticket Number:	0000090755	05/11/2004	DELTA TRAINING CENTER
Ticket Number:	0000092123	05/28/2004	[Fwd: Peoplesoft Bug in HR]
Ticket Number:	0000092145	05/28/2004	Security & HR Department Tree
	Closed	Total: 22	
Ticket Number:	0000092134	05/28/2004	SECURITY FOR CYNTHIA HILL
Ticket Number:	0000092225	05/30/2004	Peoplesoft Bug in HR (fwd)
Ticket Number:	0000092133	05/28/2004	Unable to view PAR Change report in Process Monitor
Ticket Number:	0000092153	05/28/2004	Time Sheets
Ticket Number:	0000091542	05/20/2004	PS Support Request
Ticket Number:	0000091564	05/20/2004	1Grant PS Security for Chair training attendees for HR db access
Ticket Number:	0000091935	05/26/2004	Grant user RPRESTON access to the Tree Viewer in HRPRD
Ticket Number:	0000091902	05/25/2004	QUERY 35 AND 36 AVAILABLE AS CRYSTAL REPORT
Ticket Number:	0000091761	05/24/2004	Security Revision
Ticket Number:	0000091540	05/20/2004	1Security Access
Ticket Number:	0000091541	05/20/2004	1Access to Statement of Payroll Charges
Ticket Number:	0000090777	05/11/2004	1 Security Revision
Ticket Number:	0000090928	05/12/2004	[Fwd: Fw: Permissions on Peoplesoft]
Ticket Number:	0000090978	05/13/2004	Access to Query
Ticket Number:	0000091036	05/13/2004	1 Disable PeopleSoft Accounts for Consultants (and others) no longer
Ticket Number:	0000089899	05/03/2004	Pay Run ID for Employee Timesheets
Ticket Number:	0000090029	05/04/2004	Adjust formula for leave balances on timesheet
Ticket Number:	0000091369	05/18/2004	Need Preparer Access to dept 10231
Ticket Number:	0000090088	05/04/2004	Timesheet should only show balances for active leave plans
Ticket Number:	0000089949	05/03/2004	Security Revision
Ticket Number:	0000091371	05/18/2004	Re-activate Approver Role for dept 10274
Ticket Number:	0000091376	05/18/2004	Need Preparer access to dept 10491

Count of Ticket Number / Create Date

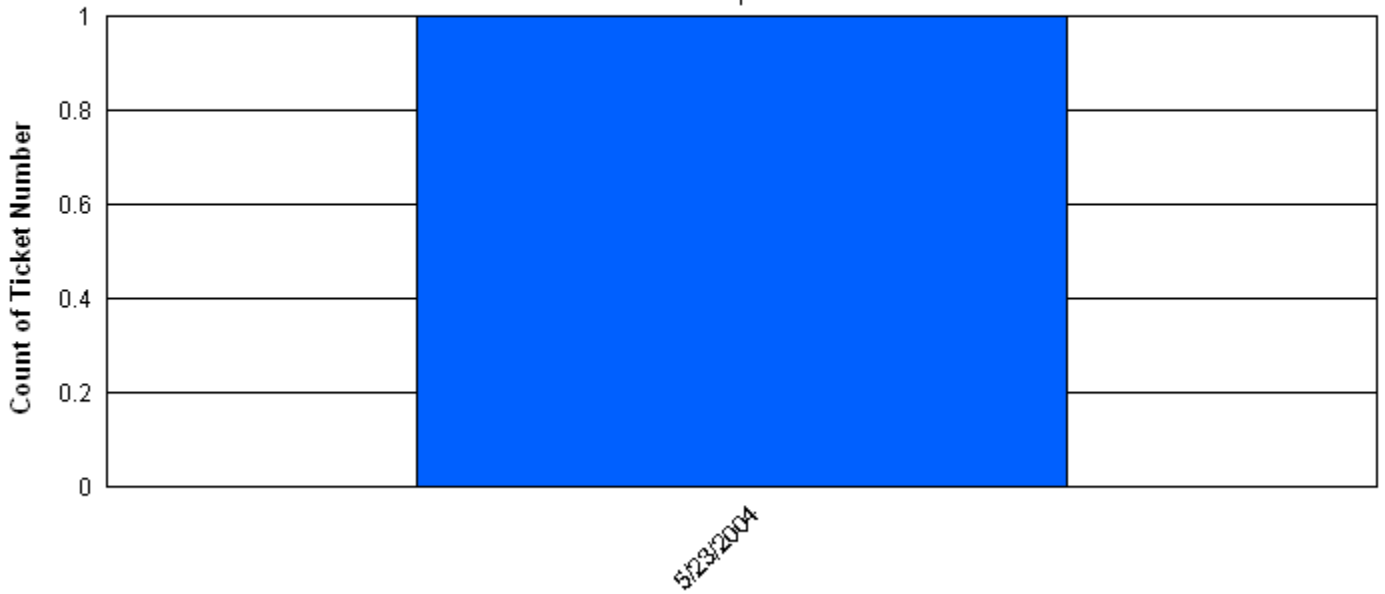
For OIT Business Systems: PeopleSoft



PeopleSoft	Total:	Create Date	Short Description
elaine	1		
Closed	Total: 1		
Ticket Number: 0000091869	05/25/2004	Total: 1	Create a Corp. Time calendar acct. for David Sylva, uid=dsylva

Count of Ticket Number / Create Date

For PeopleSoft

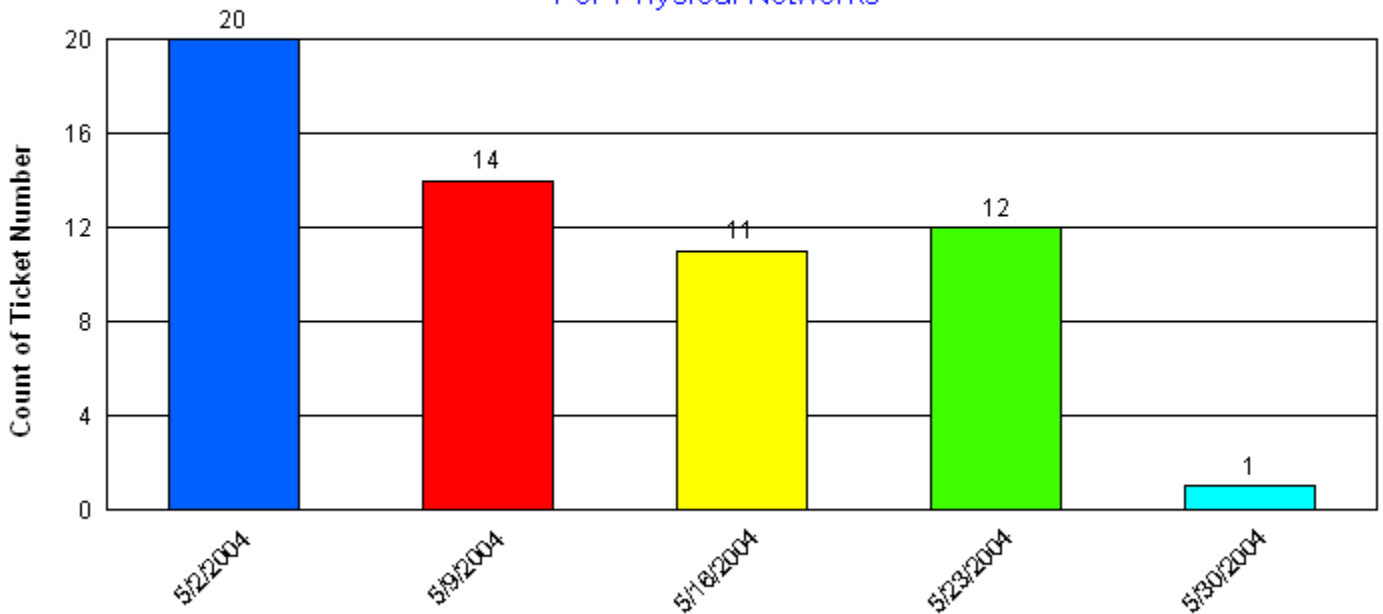


	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Physical Networks	Total: 58	
PhyNet:ResNet	Total: 1	
Closed	Total: 1	
Ticket Number: 0000090042	05/04/2004	Says had the Virus but deleted it
beakja1	Total: 19	
Closed	Total: 19	
Ticket Number: 0000091127	05/14/2004	jack activation
Ticket Number: 0000090516	05/07/2004	Re: Finals Week computer Work station ;Jacks in UC Food for Thought
Ticket Number: 0000089919	05/03/2004	CHPDM circuit is down
Ticket Number: 0000089867	05/03/2004	AD 302
Ticket Number: 0000089859	05/02/2004	Resnet needs to be unblocked
Ticket Number: 0000091395	05/18/2004	Library jack activation - jack 2028
Ticket Number: 0000091466	05/19/2004	Activate Jack
Ticket Number: 0000091544	05/20/2004	activate network jacks in ecs 234A on 70 subnet pls
Ticket Number: 0000091531	05/20/2004	Dead Jack in Dave's office.
Ticket Number: 0000091934	05/26/2004	No subject
Ticket Number: 0000091730	05/24/2004	GroupG chem servers net unreliable ...slow/drops, wall or hub? Take e
Ticket Number: 0000090641	05/10/2004	Jesse Robinson's Machine located in Image Resource Center 101C. MA
Ticket Number: 0000090681	05/10/2004	[Site Survey] TRC/172: Jack Check/Activation
Ticket Number: 0000091032	05/13/2004	Activate Jacks-Room 306A
Ticket Number: 0000090901	05/12/2004	Ticket number 0000090532
Ticket Number: 0000090211	05/05/2004	Work Order Request
Ticket Number: 0000090223	05/05/2004	Need lines run in Computer room
Ticket Number: 0000090315	05/05/2004	Activate Jack
Ticket Number: 0000090532	05/07/2004	Library jack activation
cmckin1	Total: 5	
Closed	Total: 5	
Ticket Number: 0000090324	05/05/2004	sangria.noc.umbc.edu DOWN
Ticket Number: 0000090510	05/07/2004	Need 4 rollover console cables
Ticket Number: 0000090511	05/07/2004	activate jack
Ticket Number: 0000090518	05/07/2004	Need 2 new DNS entries
Ticket Number: 0000090701	05/10/2004	CHESAPEAKE - Lobby area
damian	Total: 5	
Resolved	Total: 1	
Ticket Number: 0000091960	05/26/2004	Wireless weak point in Commons main street lounge
Closed	Total: 4	
Ticket Number: 0000091853	05/25/2004	Central Plant losing communication to network cabinets in ACIV
Ticket Number: 0000091874	05/25/2004	mail.umbc.edu/imap-webmail config change
Ticket Number: 0000090041	05/04/2004	Had the worm but deleted it
Ticket Number: 0000090046	05/04/2004	GAOBOT and Port 5000
marke	Total: 2	
Closed	Total: 2	
Ticket Number: 0000090043	05/04/2004	Unable to use PeopleSoft Application Designer for HR 8.3
Ticket Number: 0000092112	05/28/2004	Porn site on student page?
rays1	Total: 2	
Closed	Total: 2	
Ticket Number: 0000092212	05/30/2004	Ethernet Alarm in ECS 021 on
Ticket Number: 0000091879	05/25/2004	Network connectoin problem in FA 467C.
vicki	Total: 3	
Closed	Total: 3	
Ticket Number: 0000091625	05/21/2004	Laptop needs to connect in BIO 205
Ticket Number: 0000090759	05/11/2004	Computer not finding DHCP under linux.
Ticket Number: 0000091726	05/24/2004	ns2 and ns3 no chem domain? Maybe others too? ns1 ok

zicka		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
		<u>Total:</u> 21	
		<u>Total:</u> 21	
Ticket Number:	0000091123	05/14/2004	DHCP change
Ticket Number:	0000091296	05/17/2004	name change
Ticket Number:	0000091305	05/17/2004	ACTIVATE JACKS
Ticket Number:	0000091238	05/17/2004	Please check that maldi3.chem is blocked from off campus traffic... or
Ticket Number:	0000089922	05/03/2004	IP & DNS request on the computer science static IP network.
Ticket Number:	0000089926	05/03/2004	DHCP Printer
Ticket Number:	0000090689	05/10/2004	Physics 415. x53546. New computer being added to lab. MAC 00-03-
Ticket Number:	0000090808	05/11/2004	Work Order Request
Ticket Number:	0000090984	05/13/2004	Add reverse lookup entries
Ticket Number:	0000091031	05/13/2004	Static IP needs remapped to new MAC address
Ticket Number:	0000090779	05/11/2004	request for nameserver alias
Ticket Number:	0000090745	05/11/2004	name change
Ticket Number:	0000090250	05/05/2004	Register clients
Ticket Number:	0000090316	05/05/2004	requesting IP addresses
Ticket Number:	0000091509	05/19/2004	ITE 4th Floor no connection
Ticket Number:	0000091619	05/21/2004	Work Order Request
Ticket Number:	0000091584	05/20/2004	Work Order Request
Ticket Number:	0000091866	05/25/2004	Static IP Request
Ticket Number:	0000091759	05/24/2004	Please register in DHCP
Ticket Number:	0000091980	05/26/2004	Work Order Request-More static ip requests
Ticket Number:	0000092053	05/27/2004	DNS for Studio Macs

Count of Ticket Number / Create Date

For Physical Networks



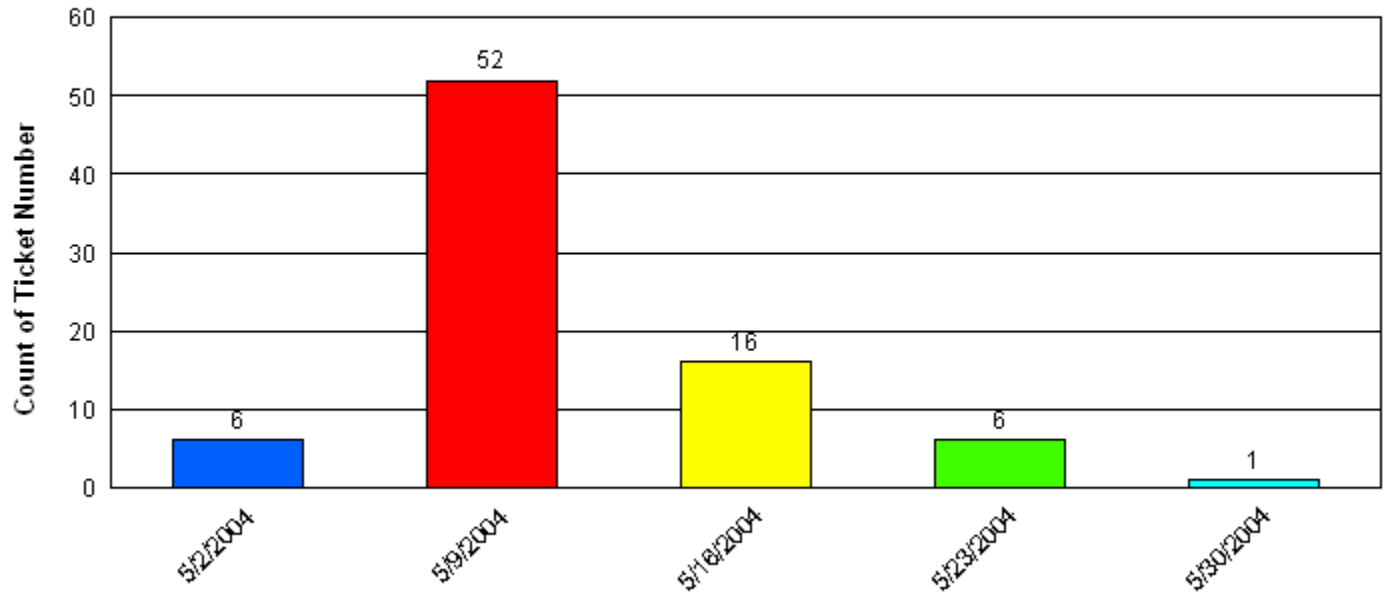
	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>		
Security	Total:	81	
Security:AUP		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number: 0000090757	05/11/2004		Student contests copyright infringement notice
Security:Extern-case		<u>Total:</u>	2
Closed		<u>Total:</u>	2
Ticket Number: 0000091720	05/23/2004		FW: Case ID 2871468 - Notice of Claimed Infringement (fwd)
Ticket Number: 0000090752	05/11/2004		Infected user
Security:Investigations		<u>Total:</u>	4
Closed		<u>Total:</u>	4
Ticket Number: 0000091333	05/17/2004		Dabber Research
Ticket Number: 0000091335	05/17/2004		Backdoor Scans
Ticket Number: 0000090874	05/12/2004		Bagel.Z study and 130.85.114.110
Ticket Number: 0000091016	05/13/2004		Unix Hardening Effort
andy		<u>Total:</u>	22
Resolved		<u>Total:</u>	1
Ticket Number: 0000090762	05/11/2004		possible infected ucommons-114-110.pooled.umbc.edu (fwd)
Closed		<u>Total:</u>	21
Ticket Number: 0000092025	05/27/2004		Incident #040527-1 - Scan for Padobot worm
Ticket Number: 0000091512	05/19/2004		email virus (origin: (chem-87-77.pooled.umbc.edu [130.85.87.77]))
Ticket Number: 0000091727	05/24/2004		spam abuse - spam origin: fh-74-216.pooled.umbc.edu
Ticket Number: 0000090695	05/10/2004		Fwd: Fw: Mystery Mail (fwd)
Ticket Number: 0000091027	05/13/2004		Using LaBrea logs to detect virus activity
Ticket Number: 0000091014	05/13/2004		Re: Status (fwd)
Ticket Number: 0000090934	05/12/2004		Detection of Sasser and similar worms
Ticket Number: 0000090888	05/12/2004		Financial Services is getting virus email.
Ticket Number: 0000090838	05/12/2004		looks like sasser is still on campus
Ticket Number: 0000090837	05/12/2004		[UMBC SECURITY] Authentication Failures by source
Ticket Number: 0000090836	05/12/2004		[UMBC SECURITY] Authentication Failures by userid
Ticket Number: 0000090833	05/12/2004		[UMBC NIDS] Maximum port 4444 Traffic Generators
Ticket Number: 0000090832	05/12/2004		[UMBC NIDS] Maximum TFTP Traffic Generators
Ticket Number: 0000090831	05/12/2004		[UMBC NIDS] Maximum MS Traffic Generators
Ticket Number: 0000090830	05/12/2004		[UMBC NIDS] Maximum MSSQL Traffic Generators
Ticket Number: 0000091495	05/19/2004		New virus definition update (fwd)
Ticket Number: 0000090825	05/12/2004		[UMBC NIDS] Maximum IRC Traffic Generators
Ticket Number: 0000091331	05/17/2004		Requesting block on External IP (fwd)
Ticket Number: 0000091051	05/13/2004		mouse & keyboard don't work properly
Ticket Number: 0000091336	05/17/2004		Re: Unix Vulnerability (fwd)
Ticket Number: 0000091101	05/14/2004		Notification (fwd)

<u>robin</u>	<u>Close</u>	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
		<u>Total:</u>	34	
	<u>Closed</u>	<u>Total:</u>	34	
Ticket Number:	0000091072	05/14/2004		[UMBC SECURITY] Authentication Failures by source
Ticket Number:	0000091214	05/16/2004		[UMBC SECURITY] Authentication Failures by source
Ticket Number:	0000091349	05/18/2004		[UMBC SECURITY] Authentication Failures by source
Ticket Number:	0000091413	05/18/2004		Reconfigure Security Scripts to Work With New Lists
Ticket Number:	0000091350	05/18/2004		[UMBC SECURITY] Authentication Failures by userid
Ticket Number:	0000091215	05/16/2004		[UMBC SECURITY] Authentication Failures by userid
Ticket Number:	0000091235	05/17/2004		[UMBC SECURITY] Authentication Failures by userid
Ticket Number:	0000091182	05/15/2004		[UMBC SECURITY] Authentication Failures by source
Ticket Number:	0000091181	05/15/2004		[UMBC SECURITY] Authentication Failures by userid
Ticket Number:	0000089918	05/03/2004		[Fwd: Let's talk, my friend!]
Ticket Number:	0000089945	05/03/2004		[Fwd: email]
Ticket Number:	0000090356	05/06/2004		help
Ticket Number:	0000090401	05/06/2004		[MailServer Notification]To Sender virus found and action taken.
Ticket Number:	0000091073	05/14/2004		[UMBC SECURITY] Authentication Failures by userid
Ticket Number:	0000090951	05/13/2004		[UMBC SECURITY] Authentication Failures by userid
Ticket Number:	0000090497	05/07/2004		Returned mail (fwd)
Ticket Number:	0000090652	05/10/2004		weird email
Ticket Number:	0000090653	05/10/2004		RE: Message Notify
Ticket Number:	0000090723	05/11/2004		Fax Message Received
Ticket Number:	0000090724	05/11/2004		Fw: Re: Document
Ticket Number:	0000090741	05/11/2004		[Fwd: New changes]
Ticket Number:	0000090862	05/12/2004		Re: Hello
Ticket Number:	0000090859	05/12/2004		Re: Thanks :)
Ticket Number:	0000090857	05/12/2004		Notification
Ticket Number:	0000090856	05/12/2004		Notification
Ticket Number:	0000090855	05/12/2004		[Fwd: Re: Yahoo!]
Ticket Number:	0000090852	05/12/2004		Protected message
Ticket Number:	0000090849	05/12/2004		Hidden message
Ticket Number:	0000090932	05/12/2004		New virus definition update (fwd)
Ticket Number:	0000090952	05/13/2004		[UMBC SECURITY] Authentication Failures by source
Ticket Number:	0000090848	05/12/2004		Re: Hello
Ticket Number:	0000091236	05/17/2004		[UMBC SECURITY] Authentication Failures by source
Ticket Number:	0000090740	05/11/2004		[Fwd: re[8]]
Ticket Number:	0000090728	05/11/2004		[Fwd: re[6]]

<u>sziad1</u>		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		Total: 18	
Ticket Number:	0000091216	05/16/2004	Email report (fwd)
Closed		Total: 17	
Ticket Number:	0000092209	05/30/2004	VERY URGENTLY
Ticket Number:	0000091637	05/21/2004	Fwd: Email Virus
Ticket Number:	0000091731	05/24/2004	Re: Msg reply
Ticket Number:	0000091844	05/25/2004	Re: Document
Ticket Number:	0000091737	05/24/2004	Fw: failure notice
Ticket Number:	0000090823	05/11/2004	Problem
Ticket Number:	0000090923	05/12/2004	Another PC is sending Financial Services virus email.
Ticket Number:	0000090966	05/13/2004	RE: Protected message
Ticket Number:	0000090977	05/13/2004	[Malware] Strange messages
Ticket Number:	0000090256	05/05/2004	Possible breakin attempt
Ticket Number:	0000091175	05/14/2004	un authorized email
Ticket Number:	0000091061	05/13/2004	Security issue - Source IP: 130.85.74.216 (fwd)
Ticket Number:	0000091221	05/16/2004	Full headings of strange emails -- 130.85.83.174
Ticket Number:	0000091186	05/15/2004	[Spam] Acute Traumatic Stress Management
Ticket Number:	0000091115	05/14/2004	FW: Message Notify (fwd)
Ticket Number:	0000091104	05/14/2004	Fwd: Possible spam... -- 130.85.83.174
Ticket Number:	0000091092	05/14/2004	random emails

Count of Ticket Number / Create Date

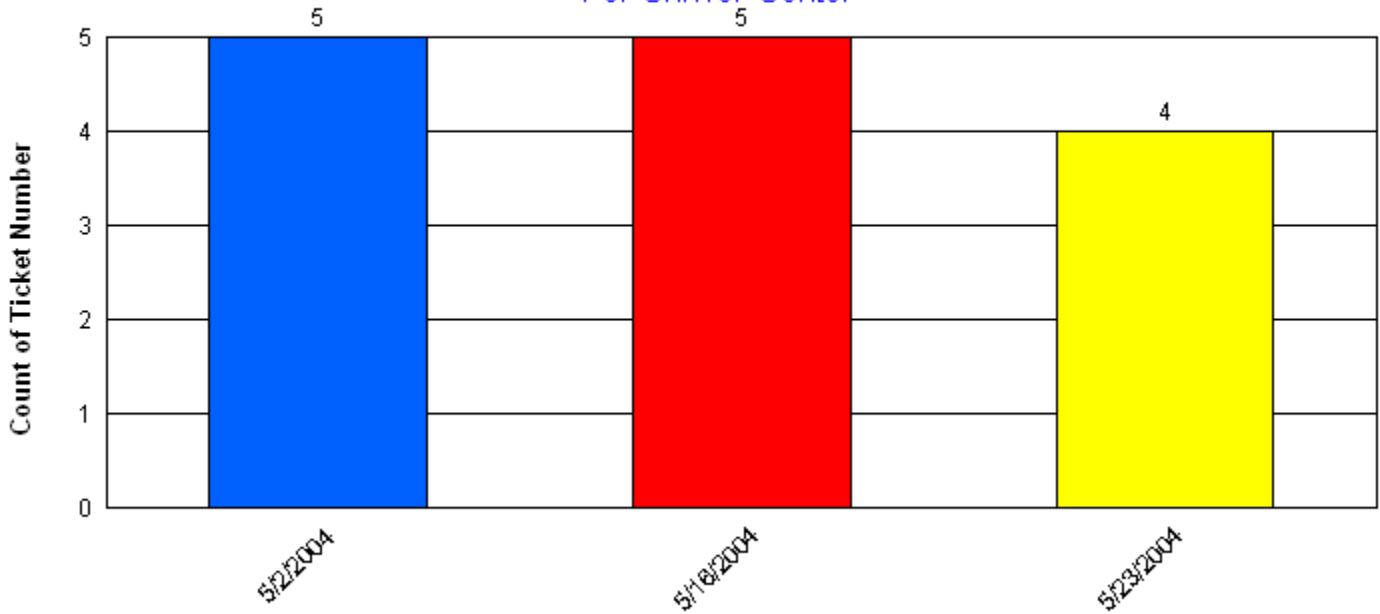
For Security



Shriver Center		<u>Create</u>	<u>Short Description</u>
pscott		<u>Date</u>	
Total:		14	
Closed		Total:	14
Ticket Number:	0000091438	05/18/2004	Printer and networking problems - Choice NC
Ticket Number:	0000091437	05/18/2004	No Video on Dan's PC
Ticket Number:	0000089845	05/02/2004	trouble with my printer - Choice NC
Ticket Number:	0000090165	05/04/2004	PC will not boot - Cherry Hill
Ticket Number:	0000091590	05/20/2004	Virus found - Choice MC
Ticket Number:	0000090415	05/06/2004	PC infected by virus - Choice BC
Ticket Number:	0000090327	05/05/2004	Implement Wireless office network - Choice BC
Ticket Number:	0000090325	05/05/2004	Server Maintenance - Choice NC
Ticket Number:	0000091592	05/20/2004	PC errors - Choice MC
Ticket Number:	0000091891	05/25/2004	Network PCs (peer-to-peer) Cherry Hill
Ticket Number:	0000091594	05/20/2004	Create automated backup - Choice MC
Ticket Number:	0000091966	05/26/2004	email problems - Choice WC
Ticket Number:	0000091973	05/26/2004	Malware found on PC - Cherry Hill
Ticket Number:	0000092018	05/27/2004	Computer problem - Cherry Hill

Count of Ticket Number / Create Date

For Shriver Center



<u>SysCore</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
banz	Total:	11	
Closed	Total:	11	
Ticket Number: 0000092157	05/28/2004		Blackboard logout button does NOT REALLY LOG YOU OUT.
Ticket Number: 0000091841	05/25/2004		Disable email account
Ticket Number: 0000090282	05/05/2004		Avoiding email from getting into spam
Ticket Number: 0000090283	05/05/2004		pagec and paging through Remedy down
Ticket Number: 0000090528	05/07/2004		unable to access /download off campus
Ticket Number: 0000090688	05/10/2004		big problem
Ticket Number: 0000089815	05/01/2004		News group gives a weird error
Ticket Number: 0000089914	05/03/2004		Graduated Email Account
Ticket Number: 0000089944	05/03/2004		lug.umbc.edu
Ticket Number: 0000089832	05/01/2004		newsgroup postings
Ticket Number: 0000089833	05/01/2004		newsgroup postings
dave	Total:	1	
Closed	Total:	1	
Ticket Number: 0000091769	05/24/2004		Restore Bb6 Pilot Course from Tape Backup?
jcgriego	Total:	36	
Closed	Total:	36	
Ticket Number: 0000091696	05/23/2004		Work Order Request
Ticket Number: 0000091875	05/25/2004		Need calendar account.
Ticket Number: 0000091800	05/24/2004		Problem emailing attachments through Remedy
Ticket Number: 0000091728	05/24/2004		Setup David Sylva for start date of 6-1-2004
Ticket Number: 0000092035	05/27/2004		Calendar account request.
Ticket Number: 0000092219	05/30/2004		Temporary Account Activation
Ticket Number: 0000090621	05/10/2004		New Calendar account.
Ticket Number: 0000090632	05/10/2004		Calendar account for New Helpdesk consultant.
Ticket Number: 0000091012	05/13/2004		New Fac member needs account activated to create myumbc account.
Ticket Number: 0000090912	05/12/2004		Calendar Account Creation Request
Ticket Number: 0000090861	05/12/2004		Re: Relocation (fwd)
Ticket Number: 0000090820	05/11/2004		User would like to temporarily reactivate account
Ticket Number: 0000090760	05/11/2004		Test message alias
Ticket Number: 0000090758	05/11/2004		Test Message for armail syschem
Ticket Number: 0000090743	05/11/2004		Work Order Request
Ticket Number: 0000090660	05/10/2004		New calendar account request
Ticket Number: 0000090622	05/10/2004		Reactivate Existing Accounts
Ticket Number: 0000090629	05/10/2004		New remedy account.
Ticket Number: 0000090222	05/05/2004		Pls. create Novell accounts
Ticket Number: 0000090393	05/06/2004		Re-activate account.
Ticket Number: 0000090424	05/06/2004		Corporate Time Accounts
Ticket Number: 0000090907	05/12/2004		Calendar Account Creation Request
Ticket Number: 0000090604	05/10/2004		re[14]:
Ticket Number: 0000092056	05/27/2004		email issue
Ticket Number: 0000090037	05/04/2004		New calendar account.
Ticket Number: 0000090603	05/10/2004		Fw :
Ticket Number: 0000089991	05/03/2004		corporate calendar account setup
Ticket Number: 0000091257	05/17/2004		Please Create CorporateTime Account for Fac. Member
Ticket Number: 0000091286	05/17/2004		new user setup for Corporate Time Calendar
Ticket Number: 0000091320	05/17/2004		Account Deactivation
Ticket Number: 0000091475	05/19/2004		Corporate Time Account Needed For New Employee.
Ticket Number: 0000091397	05/18/2004		User: Putts, Micheal Putts needs a calender account.
Ticket Number: 0000091390	05/18/2004		Too many flags
Ticket Number: 0000091290	05/17/2004		User: vcrane1 needs calendar account created. Name: Victoria Crane
Ticket Number: 0000091152	05/14/2004		Temporary Account Reactivation
Ticket Number: 0000091165	05/14/2004		Ceate Corporate Cal Account

sbrown7

Create

Date

Total: 207

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		207	
Ticket Number: 0000091047	05/13/2004		46-quick loan application
Ticket Number: 0000091054	05/13/2004		Someone is interested in you.
Ticket Number: 0000091067	05/14/2004		Re: Fri, 14 May 2004 00:40:03 -0500
Ticket Number: 0000091080	05/14/2004		Leola Erickson didn't have time for classes....but still got a Diploma!
Ticket Number: 0000091094	05/14/2004		wow your friends with a rolex for only 160
Ticket Number: 0000091276	05/17/2004		Gre@t s0ftw@re at gre@t pr ces faintest Vasquez
Ticket Number: 0000091190	05/15/2004		Work Order Request
Ticket Number: 0000091180	05/15/2004		No subject
Ticket Number: 0000091173	05/14/2004		(potomac)Web List Request
Ticket Number: 0000092077	05/27/2004		Can You Last 3 Times a Day? c z cnpiogh g ircwqg
Ticket Number: 0000091163	05/14/2004		Graduate Now With Your Degree.
Ticket Number: 0000091162	05/14/2004		(circle)Web List Request
Ticket Number: 0000091154	05/14/2004		Louis Barrett didn't have time for classes....but still got a Diploma!
Ticket Number: 0000091153	05/14/2004		(adp)Web List Request
Ticket Number: 0000091150	05/14/2004		(alumsga)Web List Request
Ticket Number: 0000091258	05/17/2004		use of TITAN
Ticket Number: 0000091140	05/14/2004		industry leader posting record sales and earnings is on fire
Ticket Number: 0000091125	05/14/2004		inspector
Ticket Number: 0000091120	05/14/2004		Accounts
Ticket Number: 0000091093	05/14/2004		Let us compare rates for you
Ticket Number: 0000091460	05/19/2004		website permissions
Ticket Number: 0000091443	05/18/2004		Exploding sales positively noticed by investors
Ticket Number: 0000091442	05/18/2004		VIA<GRA Ci3alis VAL,IUM X\ANAX
Ticket Number: 0000091441	05/18/2004		List Deletion Request: D12
Ticket Number: 0000091959	05/26/2004		Add to your watch list and acquire a position
Ticket Number: 0000091417	05/18/2004		Strap In For CGHI.OB, On The Move aofiqk
Ticket Number: 0000091502	05/19/2004		57% money is paid for your opinions
Ticket Number: 0000091263	05/17/2004		Web Alias Request for AV Services
Ticket Number: 0000091220	05/16/2004		Fw: buy original looking rolex watches
Ticket Number: 0000091219	05/16/2004		Gre@t B@rg@in S@le! subgroup darned
Ticket Number: 0000091217	05/16/2004		Let us help you 2684
Ticket Number: 0000091213	05/16/2004		Fw: real looking fake rolex watches
Ticket Number: 0000091212	05/16/2004		99% Winning Picks CGHI.OB Today! tswmsc
Ticket Number: 0000091211	05/16/2004		Real Company Great Profits, CGHI.OB hwgdra
Ticket Number: 0000091210	05/16/2004		American Medical Directory geriatrics, anaesthesiology,
Ticket Number: 0000091085	05/14/2004		get the job you deserve with a university degree - no classes needed!
Ticket Number: 0000091396	05/18/2004		User janet
Ticket Number: 0000091391	05/18/2004		User mabrown
Ticket Number: 0000091385	05/18/2004		List for PROPCUST
Ticket Number: 0000091360	05/18/2004		Your Software opportunity 235
Ticket Number: 0000091357	05/18/2004		We will soon be shutting down our website.
Ticket Number: 0000091356	05/18/2004		Generic Account needed for labs
Ticket Number: 0000091351	05/18/2004		WTAFF Hot Tuesday Morning Pick! cleavage
Ticket Number: 0000091345	05/18/2004		Receive discount code on Corel, Adobe, Microsoft software from Har
Ticket Number: 0000091339	05/17/2004		(baptiststudentministry)Web List Request
Ticket Number: 0000091338	05/17/2004		(baptiststudentministry)Web List Request
Ticket Number: 0000091668	05/21/2004		50% off all Vicodin Orders
Ticket Number: 0000091079	05/14/2004		Emails being delayed.
Ticket Number: 0000091513	05/19/2004		problem with subscribe
Ticket Number: 0000091653	05/21/2004		Get a mortgage now Sitemanager.
Ticket Number: 0000091578	05/20/2004		Humagen, makes you look up to 15 years younger.
Ticket Number: 0000091570	05/20/2004		Email Account
Ticket Number: 0000091567	05/20/2004		account deactivation.
Ticket Number: 0000091562	05/20/2004		Mailbox is read-only

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000091560	05/20/2004	Fw: Vicodin - No Prior PFwscription FwquiFwd
Ticket Number:	0000091918	05/26/2004	No subject
Ticket Number:	0000091519	05/20/2004	Get Cialapren, and boost the size of your penís.
Ticket Number:	0000091520	05/20/2004	Work Order Request
Ticket Number:	0000091940	05/26/2004	Need webadmin access added for user: lenhart1 for sga.umbc.edu
Ticket Number:	0000091929	05/26/2004	Access to Sociology's Server
Ticket Number:	0000091927	05/26/2004	Question about archiving listserv messages
Ticket Number:	0000091922	05/26/2004	space for a portfolio online
Ticket Number:	0000091914	05/25/2004	Adobe, Microsoft and more...
Ticket Number:	0000091908	05/25/2004	(shs304)Web List Request
Ticket Number:	0000091905	05/25/2004	No subject
Ticket Number:	0000091823	05/25/2004	amazing p:rices on software
Ticket Number:	0000091822	05/25/2004	Buy VÍagra and many other medicines here.
Ticket Number:	0000091821	05/25/2004	No subject
Ticket Number:	0000091820	05/25/2004	No subject
Ticket Number:	0000091819	05/24/2004	Refinance boaid
Ticket Number:	0000091818	05/24/2004	refill your xanax or cialis or valium all online Sitemanager support gro
Ticket Number:	0000091784	05/24/2004	Website Redirect
Ticket Number:	0000091780	05/24/2004	access to TITAN
Ticket Number:	0000091723	05/24/2004	We carry Microsoft, Corel, McAfee and Autodesk OEM software cy
Ticket Number:	0000091840	05/25/2004	Email Change Requested.
Ticket Number:	0000091836	05/25/2004	Very effective weight loss now available.
Ticket Number:	0000091835	05/25/2004	quota increase?
Ticket Number:	0000091825	05/25/2004	you wont find a b*etter deal ; vzrulwwjcu
Ticket Number:	0000091824	05/25/2004	amazing p:rices on software
Ticket Number:	0000091721	05/23/2004	X3ANAX VALI(UM Ci!alis VIA#GRA P3HENTERMINE PA3XIL
Ticket Number:	0000091717	05/23/2004	Very effective weight loss now available.
Ticket Number:	0000091711	05/23/2004	Buy VÍagra and many other medicines here.
Ticket Number:	0000091710	05/23/2004	diplomas for sale from accredited universities
Ticket Number:	0000091700	05/23/2004	Lowest prices guaranteed for Windows, Adobe, Corel and MCafee ac
Ticket Number:	0000091699	05/23/2004	9, No joke, companies will actually pay for your opinions
Ticket Number:	0000091694	05/23/2004	Fw: Order Vicodin descFwetly
Ticket Number:	0000091679	05/22/2004	No subject
Ticket Number:	0000091755	05/24/2004	Beat The Market Monday,..TTTP...Hot Pick! lhigus
Ticket Number:	0000091754	05/24/2004	Another Hot Stock, Pick TTTP.OB!xbbtd
Ticket Number:	0000091725	05/24/2004	entrepreneur
Ticket Number:	0000091724	05/24/2004	rtaylor1@umbc2.umbc.edu - Instant Win Notification
Ticket Number:	0000091671	05/22/2004	valium, ambien, xanax, phentremine all available here James oil filter w
Ticket Number:	0000091669	05/22/2004	No subject
Ticket Number:	0000091641	05/21/2004	(sargentshriverpeaceinstitute)Web List Request
Ticket Number:	0000091515	05/19/2004	software bargains
Ticket Number:	0000091492	05/19/2004	The most effective weight loss is now available.
Ticket Number:	0000091506	05/19/2004	(applphys-grad)Web List Request
Ticket Number:	0000091613	05/21/2004	Request for additional owner of created site
Ticket Number:	0000090128	05/04/2004	Fwd: CMSC491A Quota+=150MB
Ticket Number:	0000090118	05/04/2004	Unidentifiable person/email
Ticket Number:	0000090082	05/04/2004	Request for Creation of AFS Volume
Ticket Number:	0000090077	05/04/2004	NAACP listproc
Ticket Number:	0000090021	05/04/2004	How do I close my email account?
Ticket Number:	0000090006	05/04/2004	Hydrocodone V.icodin ES Generic Lortab Generic V.icodin
Ticket Number:	0000089924	05/03/2004	Enjoy intimate moments more. 14 days to a New You.
Ticket Number:	0000090440	05/06/2004	72} I can't believe they are doing this
Ticket Number:	0000089903	05/03/2004	List Deletion Request: IFSMADVISOR
Ticket Number:	0000089853	05/02/2004	Now you can have her mustard epitaxial blatz
Ticket Number:	0000089851	05/02/2004	multiple 0r_g@zm keener pictures

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000089843	05/02/2004	Re.plica Wat.ches, Genuine Rol.ex only 160 /skyline
Ticket Number:	0000089826	05/01/2004	Pine Inbox Read only error
Ticket Number:	0000089817	05/01/2004	Want to end your problems in bed,? Via!gra is just what you want, o
Ticket Number:	0000089813	05/01/2004	FTP errors
Ticket Number:	0000089980	05/03/2004	Site fta.umbc.edu/orgs/newman/ admin Mr. Shipp no longer has ftp pe
Ticket Number:	0000089951	05/03/2004	you wont find a b:etter deal
Ticket Number:	0000090638	05/10/2004	(msl)Web List Request
Ticket Number:	0000091654	05/21/2004	The most effective weight loss is now available.
Ticket Number:	0000091919	05/26/2004	No subject
Ticket Number:	0000090277	05/05/2004	would like to switch to a non-student format login name
Ticket Number:	0000090947	05/13/2004	Re: Report (Please contact Dean's Office)
Ticket Number:	0000092231	05/31/2004	See For yourself
Ticket Number:	0000090572	05/09/2004	Receive discount code on OEM stuff from Stiles's SoftShop
Ticket Number:	0000090319	05/05/2004	Request from customer to have account deactivated
Ticket Number:	0000090374	05/06/2004	List Deletion Request: CS203DJ
Ticket Number:	0000090527	05/07/2004	Inbox restore.
Ticket Number:	0000090525	05/07/2004	Tau Beta Pi listproc
Ticket Number:	0000090573	05/09/2004	No subject
Ticket Number:	0000090522	05/07/2004	Losing weight impossible? Diet medications prescribed online free
Ticket Number:	0000090521	05/07/2004	Not a valid address
Ticket Number:	0000090512	05/07/2004	immatation rolex watches
Ticket Number:	0000090509	05/07/2004	Web alias request.
Ticket Number:	0000090508	05/07/2004	immatation rolex watches
Ticket Number:	0000090504	05/07/2004	change of web address
Ticket Number:	0000090602	05/10/2004	About Martial Arts.
Ticket Number:	0000090601	05/10/2004	31) I wish I could find better work
Ticket Number:	0000090600	05/10/2004	Sweater OEM 12:31:48:250
Ticket Number:	0000090596	05/09/2004	(wmbc)Web List Request
Ticket Number:	0000090582	05/09/2004	these pr;ices won't last
Ticket Number:	0000090580	05/09/2004	save upto 90% on soft"ware _ zkdezjdnkronp
Ticket Number:	0000090577	05/09/2004	(cbcom-board)Web List Request
Ticket Number:	0000090569	05/09/2004	Best Pharmacy is dedicated to being your best resource for health rel
Ticket Number:	0000090568	05/09/2004	(fyc-board)Web List Request
Ticket Number:	0000090562	05/08/2004	Customer cannot access w: drive
Ticket Number:	0000090548	05/08/2004	you wont find a b:etter deal
Ticket Number:	0000090547	05/08/2004	Love Me Tender
Ticket Number:	0000090540	05/07/2004	(p-house)Web List Request
Ticket Number:	0000090460	05/07/2004	S_u_per V @grg@ dynamism droplet
Ticket Number:	0000090441	05/06/2004	Purchase Hy.drocodone Online Easily Today
Ticket Number:	0000090418	05/06/2004	your prescription drugs done right Sitemanager southernmost trifle wa
Ticket Number:	0000090390	05/06/2004	No subject
Ticket Number:	0000090341	05/06/2004	No subject
Ticket Number:	0000090323	05/05/2004	lpUMBC Feedback: Other
Ticket Number:	0000090631	05/10/2004	New consultant needs access for Webadmin.
Ticket Number:	0000090635	05/10/2004	Career Dev. Center Webmaster Requests AFS File Restore
Ticket Number:	0000090924	05/12/2004	Websites
Ticket Number:	0000090690	05/10/2004	e mail
Ticket Number:	0000091436	05/18/2004	If Ever You're In My Arms Again
Ticket Number:	0000090995	05/13/2004	please help me
Ticket Number:	0000090990	05/13/2004	Looking for xana}x val+ium Ciali1s VIAG{RA?
Ticket Number:	0000090950	05/13/2004	Re: I'm feeling better 73723
Ticket Number:	0000090927	05/12/2004	Silas Pierce sent me this today, can't believe real doctors are happy wit
Ticket Number:	0000090926	05/12/2004	Hope you have similar results as my buddyDevin Patel.
Ticket Number:	0000090921	05/12/2004	Dwight Nix sent me this today, can't believe real doctors are happy w
Ticket Number:	0000090920	05/12/2004	Just wanted to share my success with these, 4 months of bliss!

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000090919	05/12/2004	If doctors are using it, it's gotta be good!, Antonia Ashley
Ticket Number:	0000090900	05/12/2004	(daska)Web List Request
Ticket Number:	0000090884	05/12/2004	(crewexecstudents)Web List Request
Ticket Number:	0000091448	05/19/2004	Business Partnership Required
Ticket Number:	0000090863	05/12/2004	Just wanted to share my success with these, 7 months of bliss!
Ticket Number:	0000090829	05/12/2004	Cheap Vicodin Online - Fast Shipping
Ticket Number:	0000090773	05/11/2004	User: mcglynn cannot receive emails. On sender's end it says sent No e
Ticket Number:	0000090765	05/11/2004	Disable Email Account
Ticket Number:	0000090753	05/11/2004	Add Users to Email Lists
Ticket Number:	0000090637	05/10/2004	(cr_list)Web List Request
Ticket Number:	0000091990	05/26/2004	Very powerful weightloss now available.
Ticket Number:	0000092004	05/27/2004	Get medicines here, great prices.
Ticket Number:	0000092006	05/27/2004	There are many male enhancement products. But only one that is this s
Ticket Number:	0000092008	05/27/2004	Men's health is important to us, and it should be important to you!
Ticket Number:	0000092019	05/27/2004	access to TITAN
Ticket Number:	0000092156	05/28/2004	JCET website transition
Ticket Number:	0000092142	05/28/2004	Bad Credit Mortgage Refinance Now
Ticket Number:	0000092139	05/28/2004	Access to choice directory
Ticket Number:	0000092135	05/28/2004	Save big, by your OEM Software from us.
Ticket Number:	0000092080	05/27/2004	(freethought)Web List Request
Ticket Number:	0000092079	05/27/2004	(freethought)Web List Request
Ticket Number:	0000092081	05/27/2004	Creation of 2nd Generic Email account for Promise program
Ticket Number:	0000092071	05/27/2004	List Deletion Request: HIST442
Ticket Number:	0000092085	05/27/2004	Add to your watch list and acquire a position
Ticket Number:	0000092263	05/31/2004	what your broker should have said
Ticket Number:	0000092259	05/31/2004	Hot Week Picker, GTVCF! Don't Miss It Tuesday nadir
Ticket Number:	0000092258	05/31/2004	Breaking News, GTVCF Get It As Soon As Possible mangle
Ticket Number:	0000092257	05/31/2004	The original software at only a fraction of the cost! ;-) lodge
Ticket Number:	0000092255	05/31/2004	Get Ambienn today from Bingham's DrugOutlet
Ticket Number:	0000092235	05/31/2004	t.adalis deal on toda:y
Ticket Number:	0000092234	05/31/2004	Your desktop needs an immediate treatment 203
Ticket Number:	0000092222	05/30/2004	amazing stock play
Ticket Number:	0000092210	05/30/2004	VERY URGENTLY
Ticket Number:	0000092194	05/29/2004	Very powerful weightloss now available.
Ticket Number:	0000092190	05/29/2004	Toronto Pharmacy Ambien abwu gg
Ticket Number:	0000092174	05/28/2004	You went to school and got no diploma? We can fix that...
Ticket Number:	0000092237	05/31/2004	No subject
Ticket Number:	0000092010	05/27/2004	There are many male enhancement products. But only one that is this s
Ticket Number:	0000092009	05/27/2004	Be confident at the gym, at the club, and when it counts. Natural grow
Ticket Number:	0000092007	05/27/2004	Men are seeing BIG results within 18 days!
Ticket Number:	0000092005	05/27/2004	Rated 10/10 by a survey of 533 women...yet our product is for men!
Ticket Number:	0000092002	05/27/2004	Buy VÍagra and many other medicines here.
Ticket Number:	0000091991	05/26/2004	VIAGR\$A Cial"i\$ VALIU{M XA?NAX PA(XIL PH+ENTERMI

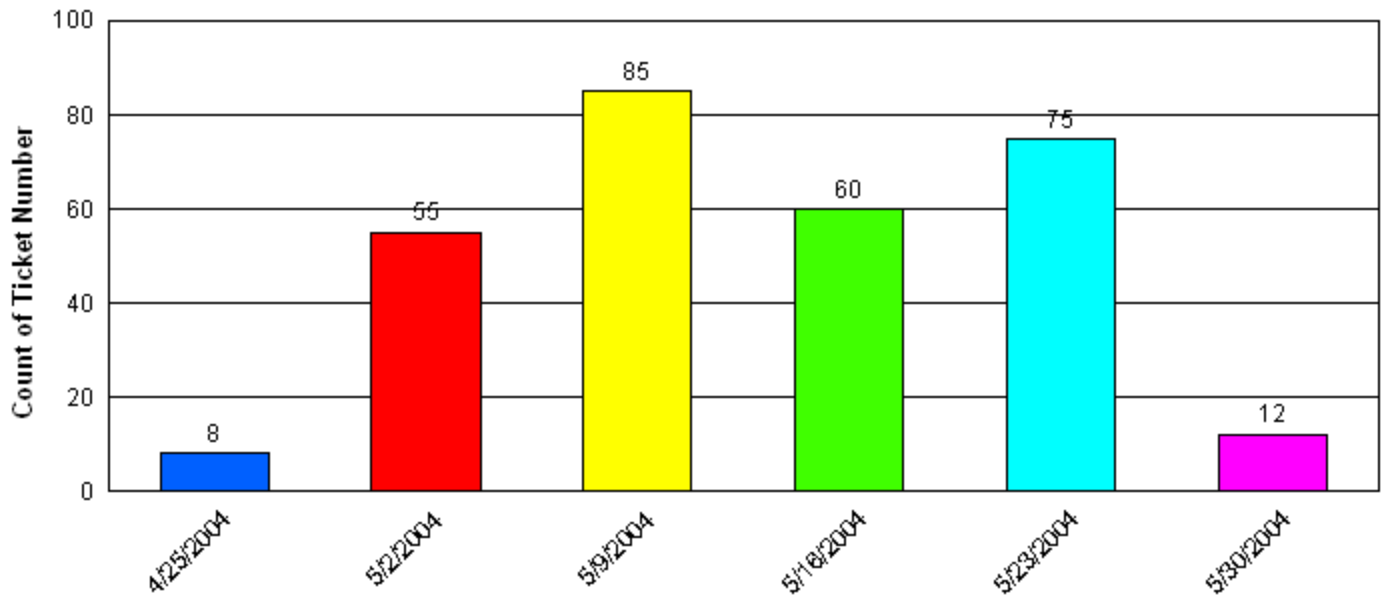
<u>tim</u>	<u>Created</u>	<u>Date</u>	<u>Short Description</u>
	Closed	Total: 40	
Ticket Number: 0000091981	05/26/2004		Chem News list not sending out
Ticket Number: 0000091983	05/26/2004		Listserves
Ticket Number: 0000092147	05/28/2004		Alumni account full.
Ticket Number: 0000090648	05/10/2004		Bursar Office needs "bursar@umbc.edu" alias switched.
Ticket Number: 0000090703	05/10/2004		Request for oracle account creation
Ticket Number: 0000090706	05/10/2004		aqua
Ticket Number: 0000090789	05/11/2004		Just wanted to share my success with these, 4 months of bliss!
Ticket Number: 0000090805	05/11/2004		Banner free hosting,airman
Ticket Number: 0000090803	05/11/2004		Solid size without the hype, here's my experience. Donovan Cotton
Ticket Number: 0000090796	05/11/2004		Hope you have similar results as my buddyCornelius Summers.
Ticket Number: 0000090791	05/11/2004		Solid size without the hype, here's my experience. Lauren Burnette
Ticket Number: 0000090768	05/11/2004		Buy Vicodin online - next day shipping, ...
Ticket Number: 0000090795	05/11/2004		The site that worked for me, see for yourself k's
Ticket Number: 0000090751	05/11/2004		Need volume enlarged..
Ticket Number: 0000090715	05/11/2004		Hope you have similar results as my buddyTherese Greene.
Ticket Number: 0000090705	05/10/2004		Re: Mon, 10 May 2004 18:37:00 -0500
Ticket Number: 0000091114	05/14/2004		Welcome to our SOft PORTal! evenhanded bungled
Ticket Number: 0000091130	05/14/2004		Oracle accounts request
Ticket Number: 0000091287	05/17/2004		Library Oracle Accounts
Ticket Number: 0000090269	05/05/2004		Customer /home is not loading.
Ticket Number: 0000090482	05/07/2004		Oracle Server (fwd)
Ticket Number: 0000090455	05/07/2004		Oracle Login
Ticket Number: 0000090154	05/04/2004		User needs oracle password reset
Ticket Number: 0000089810	05/01/2004		stay hard longer sick caribou gunky
Ticket Number: 0000089902	05/03/2004		Alumni email problems
Ticket Number: 0000089896	05/03/2004		My Account
Ticket Number: 0000089876	05/03/2004		Help with alumni e-mail account please
Ticket Number: 0000089840	05/02/2004		No subject
Ticket Number: 0000089838	05/02/2004		Buy V. icodin Online For Less
Ticket Number: 0000089837	05/02/2004		Buy Viagra and many other medicines here.
Ticket Number: 0000089812	05/01/2004		Economy is finally getting better
Ticket Number: 0000091593	05/20/2004		Stock tip today
Ticket Number: 0000091608	05/21/2004		Generic Login for non-umbc students
Ticket Number: 0000091887	05/25/2004		Just Release: SNNW Expected To Explode. introduction
Ticket Number: 0000091845	05/25/2004		Get SNNW Immediately Tuesday For Big Profits coiffure
Ticket Number: 0000091889	05/25/2004		limite;d time pri:ces
Ticket Number: 0000091735	05/24/2004		Question about Paging system.
Ticket Number: 0000091652	05/21/2004		Work Order Request
Ticket Number: 0000091617	05/21/2004		Help! ORA-01017: invalid username/password; logon denied
Ticket Number: 0000091601	05/21/2004		you wont find a b`etter `deal - ycwkrqoqwfjd

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysCore



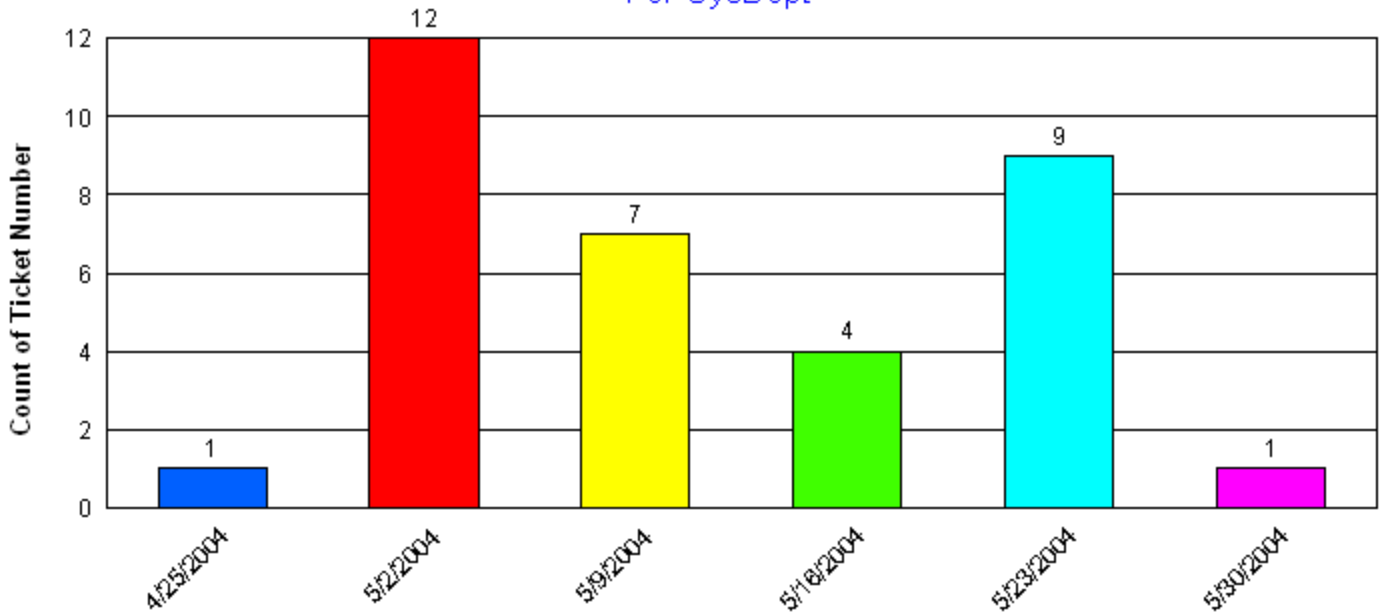
<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
champ	34	Total: 13	
Closed		Total: 13	
Ticket Number: 0000091504		05/19/2004	Windows Journal viewer Installation
Ticket Number: 0000091937		05/26/2004	No subject
Ticket Number: 0000091587		05/20/2004	[Fwd: Re: Computer Replacement Initiative Update]
Ticket Number: 0000091803		05/24/2004	correction
Ticket Number: 0000089841		05/02/2004	URGENT csee's mailserver problems
Ticket Number: 0000090151		05/04/2004	Login failed on cs service
Ticket Number: 0000090232		05/05/2004	Hardware Addresses for ENME227 (Dr. Panos' Lab)
Ticket Number: 0000090539		05/07/2004	fedora upgrade...
Ticket Number: 0000090336		05/05/2004	abaqus on athena...
Ticket Number: 0000091118		05/14/2004	Unable to access Gambit
Ticket Number: 0000091951		05/26/2004	account request on stokes
Ticket Number: 0000091299		05/17/2004	[Fwd: [TopoleskiChasnowChinaTrip] Nobody Walks in LA - How
Ticket Number: 0000092130		05/28/2004	ME Web page
laura		Total: 15	
Closed		Total: 15	
Ticket Number: 0000092129		05/28/2004	Sans2 writing troubles: still network problems oban/sans2 on hub in 1
Ticket Number: 0000092150		05/28/2004	permissions /umbc/hayden ds1.rs
Ticket Number: 0000092215		05/30/2004	Tape Change 5-30-04
Ticket Number: 0000091075		05/14/2004	Re: Kali.math account creation..
Ticket Number: 0000091084		05/14/2004	testing ignore
Ticket Number: 0000090334		05/05/2004	NAMD for groupG
Ticket Number: 0000090461		05/07/2004	Update Disaster Rec doc for Math, Mirrors
Ticket Number: 0000090484		05/07/2004	lancair keyboard not working (physics)
Ticket Number: 0000090801		05/11/2004	User's temporary password will not grant access
Ticket Number: 0000090630		05/10/2004	Namd for groupG
Ticket Number: 0000089818		05/01/2004	Tape Change 5-1
Ticket Number: 0000089915		05/03/2004	Netsaint, accts, amanda/root mail etc
Ticket Number: 0000089930		05/03/2004	New Student, groupG
Ticket Number: 0000091939		05/26/2004	physics/lancair
Ticket Number: 0000091947		05/26/2004	acct groupG
randy		Total: 6	
Closed		Total: 6	
Ticket Number: 0000091639		05/21/2004	Problems loggin into phenotype
Ticket Number: 0000091946		05/26/2004	SSH down on Gravity
Ticket Number: 0000090073		05/04/2004	SSH down for Chang's Lab
Ticket Number: 0000090136		05/04/2004	Math Cluster Internal Networking Problem
Ticket Number: 0000090793		05/11/2004	Request for new Serine account
Ticket Number: 0000090929		05/12/2004	Account problems in Freeland's lab

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysDept



Total Remedy Tickets Closed or Resolved between 05/01/2004 and 05/31/2004 : 2354

Count of Ticket Number / Create Date & HD Department Section

