

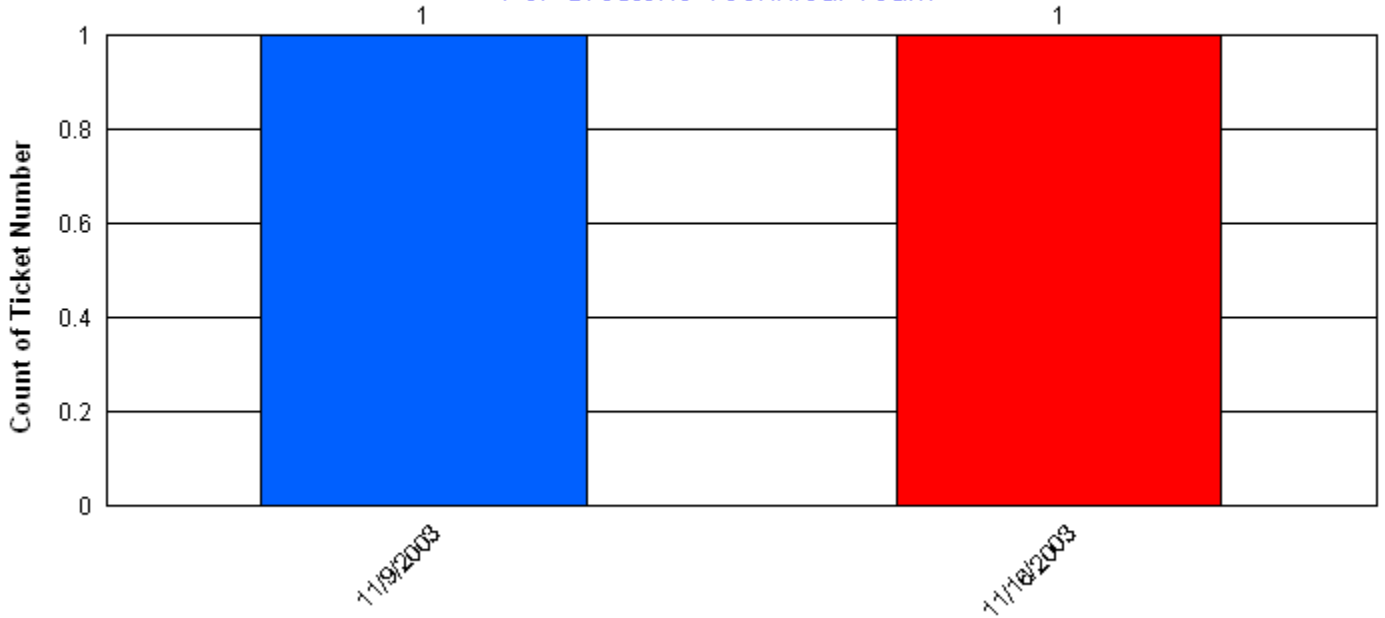
## Closed/Resolved Tickets by OIT Section

*Tickets Created Between 11/01/2003 and 11/30/2003*

Crestone Technical Tea	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
<b>kurilla</b>	<b>2</b>		
<b>Closed</b>	<b>Total: 2</b>		
Ticket Number: 0000076889		11/12/2003	Remedy Ticket - PROJ_RESOURCE / HR_ACCTG_LINE Join
Ticket Number: 0000077459		11/19/2003	Reseach email PeopleCode for Keith

### Count of Ticket Number / Create Date

For Crestone Technical Team



		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>Desktop Support</b>	<b>Total:</b>	<b>112</b>		
<b>Desktop</b>		<b>Total:</b>	<b>4</b>	
<b>Closed</b>		<b>Total:</b>	<b>4</b>	
Ticket Number:	0000077546	11/20/2003		MP212; local workstation account
Ticket Number:	0000077744	11/24/2003		summer proposal
Ticket Number:	0000077893	11/25/2003		can't print to department printers
Ticket Number:	0000076944	11/13/2003		virus software
<b>HD:PPP</b>		<b>Total:</b>	<b>2</b>	
<b>Closed</b>		<b>Total:</b>	<b>2</b>	
Ticket Number:	0000077523	11/20/2003		can't go to any other website
Ticket Number:	0000078070	11/30/2003		Problems connecting to dial up internet
<b>afort1</b>		<b>Total:</b>	<b>1</b>	
<b>Closed</b>		<b>Total:</b>	<b>1</b>	
Ticket Number:	0000077132	11/16/2003		Resnet Setup: POT275
<b>chrism</b>		<b>Total:</b>	<b>2</b>	
<b>Closed</b>		<b>Total:</b>	<b>2</b>	
Ticket Number:	0000077277	11/18/2003		can't send any messages
Ticket Number:	0000076669	11/10/2003		Customer locked out of Windows, admin 820
<b>edortiz</b>		<b>Total:</b>	<b>29</b>	
<b>Resolved</b>		<b>Total:</b>	<b>8</b>	
Ticket Number:	0000076861	11/12/2003		IP conflict error message
Ticket Number:	0000077173	11/17/2003		Customer needs help with email backups
Ticket Number:	0000077028	11/14/2003		removing a worm
Ticket Number:	0000077901	11/25/2003		SS002; bad primary disk
Ticket Number:	0000077711	11/24/2003		HP 4 Printer setup, MP 312
Ticket Number:	0000077699	11/24/2003		Win XP; Novell log on stalls, gets IP
Ticket Number:	0000077490	11/20/2003		PC with virus. (BS 407)
Ticket Number:	0000077978	11/26/2003		Work Order Request
<b>Closed</b>		<b>Total:</b>	<b>21</b>	
Ticket Number:	0000077506	11/20/2003		bio 202; win95 machine (univ. owned) needs to be setup
Ticket Number:	0000076999	11/13/2003		Computer not getting Internet connection
Ticket Number:	0000077064	11/14/2003		Miscellaneous computer problems, UHS
Ticket Number:	0000077278	11/18/2003		User needs to setup printer for network
Ticket Number:	0000077440	11/19/2003		BSR install. Admin 906
Ticket Number:	0000077164	11/17/2003		Formatting bar not visible in OE
Ticket Number:	0000077031	11/14/2003		Win XP, wireless mouse not responding
Ticket Number:	0000077131	11/16/2003		Problem with Office word
Ticket Number:	0000076536	11/07/2003		AD400: printing to HP2500
Ticket Number:	0000076693	11/10/2003		local printer install
Ticket Number:	0000076570	11/07/2003		Work Order Request
Ticket Number:	0000076982	11/13/2003		PC not working properly.
Ticket Number:	0000077171	11/17/2003		Ad818; machine keeps freezing
Ticket Number:	0000076814	11/11/2003		MP rm 201 ; pc cannot give signal to monitor
Ticket Number:	0000076803	11/11/2003		dhcp problem
Ticket Number:	0000076780	11/11/2003		Issues printing from Win2k to networked HP4050
Ticket Number:	0000076694	11/10/2003		latest Nestcape install for hungelma
Ticket Number:	0000076127	11/03/2003		Computer not booting, bio 303
Ticket Number:	0000076239	11/04/2003		New in Box PC needs setup
Ticket Number:	0000076379	11/05/2003		Failed Novell Printing; New Alumni House
Ticket Number:	0000076336	11/05/2003		ACIV 352; showing another staff's addressbook

	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>		
<b>josh</b>		<b>Total: 30</b>	
<b>Resolved</b>		<b>Total: 4</b>	
Ticket Number: 0000077266	11/18/2003		no error messages but can't print
Ticket Number: 0000077913	11/25/2003		RAC 302: sent mail only goes to outbox in Outlook Express
Ticket Number: 0000077712	11/24/2003		Outlook Express is running slow and not always deleting email.
Ticket Number: 0000077934	11/25/2003		Mr. Citro's email is running very slow.
<b>Closed</b>		<b>Total: 26</b>	
Ticket Number: 0000077644	11/21/2003		Unable to get into corporate time online
Ticket Number: 0000076943	11/13/2003		PC Win98 Network problem
Ticket Number: 0000077332	11/18/2003		[Fwd: Re: Matlab for Panther] Need Cd Copy Made for Physics
Ticket Number: 0000077449	11/19/2003		MS office 2004?
Ticket Number: 0000077392	11/19/2003		Matlab for Windows
Ticket Number: 0000077360	11/19/2003		pc tries to load background program and fails
Ticket Number: 0000077333	11/18/2003		Outlook and McAfee
Ticket Number: 0000077275	11/18/2003		Contracters Cannot Access Internet
Ticket Number: 0000077271	11/18/2003		New machines installed Fri for Peoplesoft, cannot log in
Ticket Number: 0000077190	11/17/2003		Adobe Acrobat crashing
Ticket Number: 0000077060	11/14/2003		Computer/User Setup - Special Situation
Ticket Number: 0000076604	11/07/2003		configuration
Ticket Number: 0000076250	11/04/2003		AcServ 106: printing transcripts but always jams
Ticket Number: 0000076100	11/03/2003		Joanna is getting Excel 97 error message when saving on Novell
Ticket Number: 0000076296	11/05/2003		AD1009a; errors in startup
Ticket Number: 0000076391	11/05/2003		Work Order Request
Ticket Number: 0000076394	11/05/2003		VPN
Ticket Number: 0000076341	11/05/2003		UHS 76; needs local workstation account
Ticket Number: 0000076334	11/05/2003		Email virus not being deleted (Central plant 002 and 017)
Ticket Number: 0000076309	11/05/2003		AD630: FTP error in Dreamweaver
Ticket Number: 0000076701	11/10/2003		General computer concerns
Ticket Number: 0000076775	11/11/2003		Several machines need to have SPSS license renewed
Ticket Number: 0000076912	11/12/2003		Possible Dead Jack; Dining Hall 124
Ticket Number: 0000076801	11/11/2003		Novell accounts AND some other stuff
Ticket Number: 0000076847	11/12/2003		Need PC setup in Delta Room
Ticket Number: 0000076717	11/10/2003		Biology Lab
<b>kirkley1</b>		<b>Total: 1</b>	
<b>Closed</b>		<b>Total: 1</b>	
Ticket Number: 0000077226	11/17/2003		Resnet PPP request.
<b>mhartm1</b>		<b>Total: 5</b>	
<b>Resolved</b>		<b>Total: 1</b>	
Ticket Number: 0000077871	11/24/2003		PPP appointment
<b>Closed</b>		<b>Total: 4</b>	
Ticket Number: 0000077322	11/18/2003		Install an Old PC
Ticket Number: 0000076718	11/10/2003		Customer is unable to log onto resnet
Ticket Number: 0000076303	11/05/2003		PPP/Email setup
Ticket Number: 0000076395	11/05/2003		Needs laptop looked at

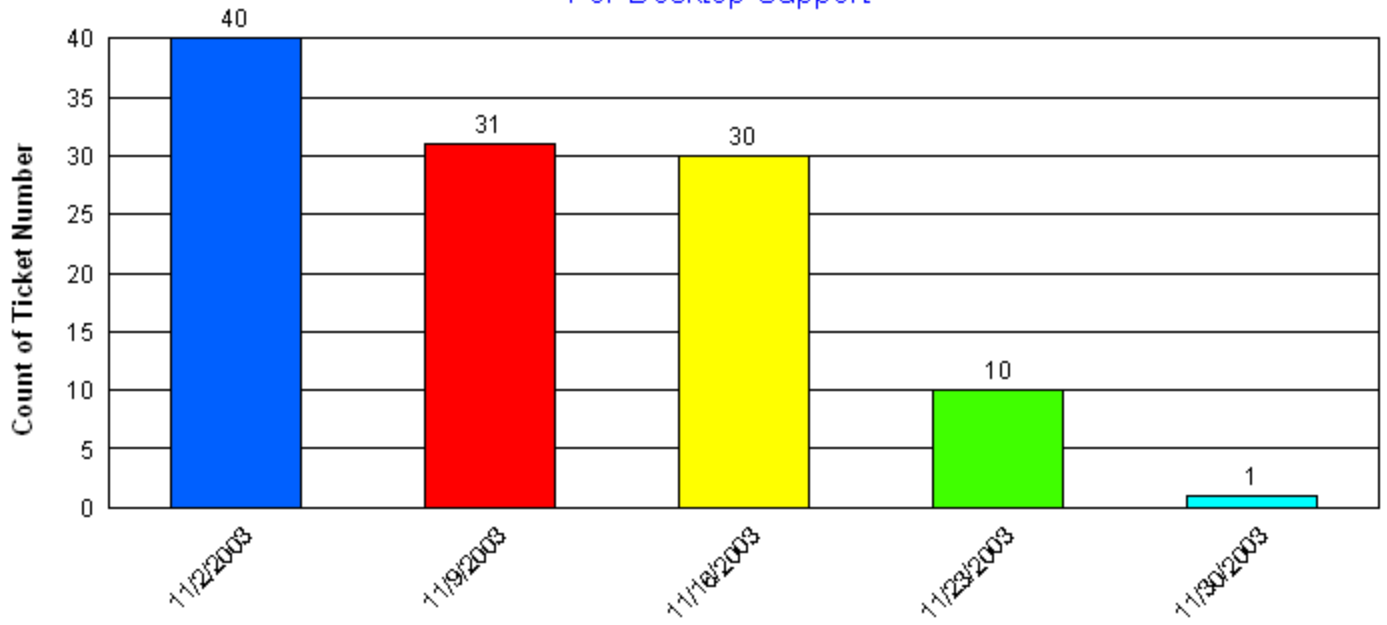
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>omarn</b>			<b>38</b>	
	<b>Resolved</b>		<b>4</b>	
Ticket Number:	0000077632	11/21/2003		SS403; install SPSS 11
Ticket Number:	0000077629	11/21/2003		Novell Client Install; Commons 025
Ticket Number:	0000077265	11/18/2003		Cannot log in to Novell. sc4.018
Ticket Number:	0000077160	11/17/2003		South Campus 3.001; dead jack
	<b>Closed</b>		<b>34</b>	
Ticket Number:	0000076951	11/13/2003		Unable to print after successful novell login bs480
Ticket Number:	0000077283	11/18/2003		Netscape 7.1 printing problem. ehall184
Ticket Number:	0000077055	11/14/2003		Novell client install
Ticket Number:	0000077049	11/14/2003		No network connection, chem 135
Ticket Number:	0000077187	11/17/2003		Customer needs assistance w/ 2 machines
Ticket Number:	0000076959	11/13/2003		slow machine chem420
Ticket Number:	0000077069	11/14/2003		Printer Install; SS 413a
Ticket Number:	0000076107	11/03/2003		ms office xp install ad914
Ticket Number:	0000076232	11/04/2003		Printer hardware check as106
Ticket Number:	0000076248	11/04/2003		Erickson 184; corrupted Access software
Ticket Number:	0000076416	11/06/2003		PC not getting network connections. fa455
Ticket Number:	0000076465	11/06/2003		Unable to log on to Novell, MP 006
Ticket Number:	0000076446	11/06/2003		Printer setup SS 211.
Ticket Number:	0000076437	11/06/2003		PC network connection problem. ss211
Ticket Number:	0000076429	11/06/2003		Work Order Request ad502
Ticket Number:	0000076425	11/06/2003		PC not getting network connection. fa452
Ticket Number:	0000076358	11/05/2003		Work Order Request comm27
Ticket Number:	0000076323	11/05/2003		AD504; service awards coming up, needs color printer
Ticket Number:	0000076357	11/05/2003		chem bld rm 016/132; cannot run excel, graphing software, other pro
Ticket Number:	0000076348	11/05/2003		Unable to use computer (UMBC transportation Lot 17 by phys plant)
Ticket Number:	0000076346	11/05/2003		erickson community director office rm 118; can't get ip
Ticket Number:	0000076320	11/05/2003		PC Malaise ad629
Ticket Number:	0000076434	11/06/2003		SPSS and Office XP Install on 2 computers, SS 004
Ticket Number:	0000076235	11/04/2003		UC116; cannot toggle from crt monitor to laptop lcd
Ticket Number:	0000076299	11/05/2003		Stata application does not appear to run acad331
Ticket Number:	0000076193	11/04/2003		Workorder
Ticket Number:	0000076483	11/06/2003		network jack is dead fa460
Ticket Number:	0000076559	11/07/2003		PC boot errors; SS 403
Ticket Number:	0000076546	11/07/2003		New windows XP / netscape mail account setup acad342
Ticket Number:	0000076572	11/07/2003		SPSS install help (AC4 B-wing 341)
Ticket Number:	0000076925	11/13/2003		PC Win2k install. Social Science 004
Ticket Number:	0000076823	11/11/2003		PC installed Cant recollect the workstation password sc1.004
Ticket Number:	0000076668	11/10/2003		Defragment hard drive, chem 475c
Ticket Number:	0000076661	11/10/2003		PC makes odd noises ad605

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Desktop Support



		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>Financial Services: Peo</b>	<b>Total:</b>	<b>56</b>		
<b>cnewton</b>		<b>Total:</b>	<b>3</b>	
<b>Resolved</b>		<b>Total:</b>	<b>1</b>	
Ticket Number:	0000077269	11/18/2003		Project ID ChartField question
<b>Closed</b>		<b>Total:</b>	<b>2</b>	
Ticket Number:	0000077806	11/24/2003		Grant question
Ticket Number:	0000076366	11/05/2003		Grant Report problem
<b>mbogus1</b>		<b>Total:</b>	<b>5</b>	
<b>Closed</b>		<b>Total:</b>	<b>5</b>	
Ticket Number:	0000076592	11/07/2003		Problem With Grant Reports
Ticket Number:	0000077504	11/20/2003		2 new query for andrea lorick -grant accounting
Ticket Number:	0000077985	11/26/2003		Spec. Access Request Forms
Ticket Number:	0000076995	11/13/2003		Trying to Receive PO
Ticket Number:	0000077330	11/18/2003		Log-In Problems
<b>rpreston</b>		<b>Total:</b>	<b>11</b>	
<b>Resolved</b>		<b>Total:</b>	<b>2</b>	
Ticket Number:	0000077335	11/18/2003		date change on query
Ticket Number:	0000078053	11/29/2003		Fw: 05-3-88690
<b>Closed</b>		<b>Total:</b>	<b>9</b>	
Ticket Number:	0000077481	11/20/2003		REMEDY TICKET NEEDS RESOLUTION ASAP
Ticket Number:	0000078025	11/27/2003		[Fwd: Returned mail: see transcript for details]
Ticket Number:	0000078044	11/28/2003		SAR to GL Interface
Ticket Number:	0000078043	11/28/2003		[Fwd: Cash Reference Deposit Journal]
Ticket Number:	0000078023	11/26/2003		SAR to GL Interface
Ticket Number:	0000077397	11/19/2003		STATUS OF REMEDY TICKET?
Ticket Number:	0000076923	11/13/2003		FCTR Query Change Request
Ticket Number:	0000076930	11/13/2003		Conversion Query
Ticket Number:	0000076229	11/04/2003		Query Situation

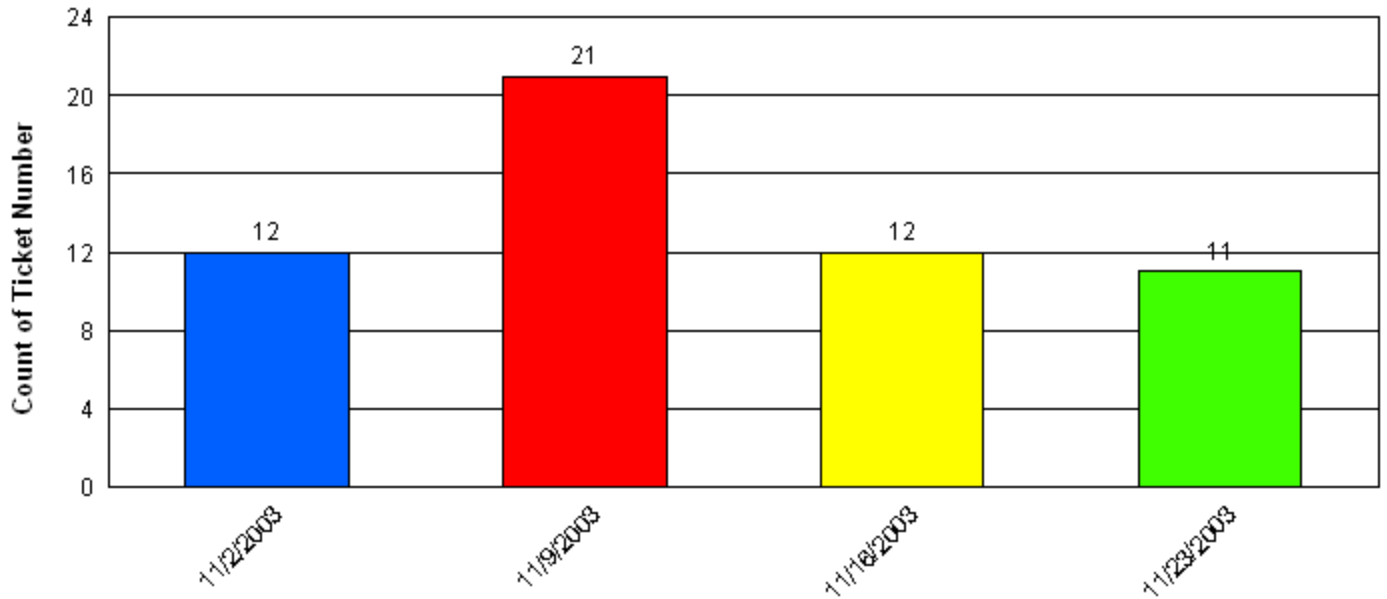
<u>weller</u>	<u>Created</u>	<u>Date</u>	<u>Short Description</u>
	<b>Closed</b>	<b>Total:</b>	<b>37</b>
Ticket Number:	0000076124	11/03/2003	Errors getting into Retriever
Ticket Number:	0000076558	11/07/2003	Why wasn't this charged directly to the grant
Ticket Number:	0000076461	11/06/2003	Retriever user prefs missing
Ticket Number:	0000076567	11/07/2003	Process Scheduler
Ticket Number:	0000076447	11/06/2003	Error when registering for class
Ticket Number:	0000076136	11/03/2003	Receiving
Ticket Number:	0000076356	11/05/2003	PCard Report data missing
Ticket Number:	0000076314	11/05/2003	Access Finance
Ticket Number:	0000076487	11/06/2003	+JV Question
Ticket Number:	0000076728	11/10/2003	[Fwd: deposit problem]
Ticket Number:	0000076768	11/11/2003	Define user prefs in fsdev & fstst for dharley
Ticket Number:	0000076795	11/11/2003	Process Monitor halting at "Posting" in run status
Ticket Number:	0000076895	11/12/2003	Retriever Question
Ticket Number:	0000076882	11/12/2003	reports-date range problem
Ticket Number:	0000076881	11/12/2003	No expenditures on report
Ticket Number:	0000076865	11/12/2003	Do Not Have Access to Campus Receiver of Goods And Services
Ticket Number:	0000076808	11/11/2003	Phyllis Gemmill in Education needs 'view' access to the following:
Ticket Number:	0000076786	11/11/2003	Loading voucher stage
Ticket Number:	0000076742	11/10/2003	Budget Check Vouchers Error-Prevents payment
Ticket Number:	0000076710	11/10/2003	PCard Reallocation problem
Ticket Number:	0000076683	11/10/2003	Retriever Error Message
Ticket Number:	0000077001	11/13/2003	transaction details on retriever
Ticket Number:	0000077047	11/14/2003	BP2_PO Left link "Multi-Speed Charts" in page
Ticket Number:	0000077486	11/20/2003	RE: Query developed for PCard
Ticket Number:	0000077203	11/17/2003	[Fwd: Receiving]
Ticket Number:	0000077157	11/17/2003	Receiving
Ticket Number:	0000077057	11/14/2003	PCard Trace Request
Ticket Number:	0000077048	11/14/2003	BP2_PO Left edit Field ITEM_SETID in Page REQ_HDR_DEFAULT
Ticket Number:	0000077046	11/14/2003	BP2_PO extra values in PO_LINE page
Ticket Number:	0000077002	11/13/2003	BP2_PO retrofit page tree object
Ticket Number:	0000077480	11/20/2003	Query developed for PCard
Ticket Number:	0000077488	11/20/2003	Visa Reallocation
Ticket Number:	0000078007	11/26/2003	RETRIEVER
Ticket Number:	0000077909	11/25/2003	Process Monitor problem
Ticket Number:	0000077797	11/24/2003	Cannot see Revenues on non-grant Project in Retriever
Ticket Number:	0000077714	11/24/2003	No expenditures on grant report CV430675
Ticket Number:	0000077521	11/20/2003	Grants Training

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



<u>Helpdesk</u>	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
<b>HD:Tape_Changes</b>		<b>736</b>	
<b>Closed</b>		<b>Total: 1</b>	
Ticket Number: 0000077654		11/21/2003	Tape changes for 11/21/03

**HelpDesk**

Create

Date

Total: **62**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		62	
Ticket Number: 0000077530	11/20/2003		internet is really slow after finally connecting
Ticket Number: 0000077580	11/21/2003		temporary increase till end of semester
Ticket Number: 0000077807	11/24/2003		needed password reset
Ticket Number: 0000077891	11/25/2003		recipients getting bounced back message
Ticket Number: 0000078069	11/30/2003		Password reset request for student
Ticket Number: 0000078017	11/26/2003		Password reset request for rampmat1
Ticket Number: 0000077949	11/25/2003		hooking up laptop to TV to download from TV
Ticket Number: 0000077928	11/25/2003		request quota increase
Ticket Number: 0000077923	11/25/2003		forgot username and password
Ticket Number: 0000077892	11/25/2003		Netscape running slow
Ticket Number: 0000077890	11/25/2003		stop known address from going into spam folder
Ticket Number: 0000077717	11/24/2003		not able to delete messages
Ticket Number: 0000077591	11/21/2003		customer came in for quota increase
Ticket Number: 0000077660	11/22/2003		Customer unable to dial into network
Ticket Number: 0000077596	11/21/2003		customer sending message with large attachments
Ticket Number: 0000077533	11/20/2003		arrange icons
Ticket Number: 0000077532	11/20/2003		reset PIN
Ticket Number: 0000076945	11/13/2003		getting errors generated by Microsoft
Ticket Number: 0000077074	11/14/2003		customer at 101% usage
Ticket Number: 0000077165	11/17/2003		quota needed increase for mail quota
Ticket Number: 0000077423	11/19/2003		save file to CD
Ticket Number: 0000077425	11/19/2003		checking if email servers are down
Ticket Number: 0000077407	11/19/2003		Password reset for 'cmatth1'
Ticket Number: 0000077405	11/19/2003		Customer unable to connect to webpages through dial-up
Ticket Number: 0000077395	11/19/2003		not able to send, receive, or delete emails
Ticket Number: 0000077385	11/19/2003		waiting to receive email to approve registration
Ticket Number: 0000077320	11/18/2003		trying to log into myUMBC, never logged in since account was create
Ticket Number: 0000077254	11/18/2003		can't login to Novell
Ticket Number: 0000077250	11/18/2003		reply-to field only allows 3 emails
Ticket Number: 0000077453	11/19/2003		password reset
Ticket Number: 0000077212	11/17/2003		Password reset for nichola2
Ticket Number: 0000077075	11/14/2003		customer is at 91% usage
Ticket Number: 0000077062	11/14/2003		customer not in database to create account
Ticket Number: 0000077003	11/13/2003		Account quota cleanup request
Ticket Number: 0000077004	11/13/2003		Account cleanup assistance
Ticket Number: 0000076957	11/13/2003		colleague sending large PPT attachment
Ticket Number: 0000076976	11/13/2003		quota increase request
Ticket Number: 0000076535	11/07/2003		configure connection wizard
Ticket Number: 0000076539	11/07/2003		accessing webmail
Ticket Number: 0000076542	11/07/2003		printing student transcript
Ticket Number: 0000076937	11/13/2003		not able to save files because of quota issue
Ticket Number: 0000076904	11/12/2003		User requests account cleanup assistance
Ticket Number: 0000076899	11/12/2003		password reset for 'ldress1'
Ticket Number: 0000076876	11/12/2003		setup Outlook for UMBC mail
Ticket Number: 0000076831	11/11/2003		Password Reset
Ticket Number: 0000076819	11/11/2003		needed password reset
Ticket Number: 0000076813	11/11/2003		format HTML emails in Webmail
Ticket Number: 0000076763	11/11/2003		getting email bounced back
Ticket Number: 0000076621	11/08/2003		Password reset for 'dvidall1'
Ticket Number: 0000076939	11/13/2003		customer can't delete image attachments
Ticket Number: 0000076568	11/07/2003		uploading files to his account needed to know his limit
Ticket Number: 0000076306	11/05/2003		Dragging messages to newly created profile still shows empty inbox
Ticket Number: 0000076062	11/01/2003		Customer cannot connect through dial-up
Ticket Number: 0000076355	11/05/2003		location of scanner

	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>		
Ticket Number: 0000076338	11/05/2003		Password reset for ccerul1
Ticket Number: 0000076333	11/05/2003		customer called for quota increase
Ticket Number: 0000076331	11/05/2003		opening a .wps document
Ticket Number: 0000076330	11/05/2003		had novell password reset but now can't login to calendar or myUMB
Ticket Number: 0000076324	11/05/2003		called to increase quota
Ticket Number: 0000076301	11/05/2003		setup a POP at home and now can't check email at work
Ticket Number: 0000076185	11/04/2003		accessing email but no messages in inbox
Ticket Number: 0000076093	11/03/2003		still getting spam even after filtering
<b>HelpDesk:CD</b>	<u>Total:</u>	<b>1</b>	
<b>Closed</b>	<u>Total:</u>	<b>1</b>	
Ticket Number: 0000077944	11/25/2003		faculty member mac powerbook stolen

<b>akhant1</b>		<u>Create</u>	
<b>Resolved</b>		<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000077587	<u>Total:</u>	<b>63</b>
Ticket Number:	0000077973	<u>Total:</u>	<b>2</b>
		11/21/2003	SPSS v11 CD checkout
		11/26/2003	SAS 8 loan

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		<b>61</b>	
Ticket Number: 0000077467	11/19/2003		can't connect to my.umbc.edu
Ticket Number: 0000077705	11/24/2003		11/24 Tape Change.
Ticket Number: 0000076979	11/13/2003		request
Ticket Number: 0000077326	11/18/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000077314	11/18/2003		Computer Hook-up
Ticket Number: 0000077303	11/18/2003		office xp pro 2 cd's
Ticket Number: 0000077235	11/17/2003		DNS Error?
Ticket Number: 0000077228	11/17/2003		Disk Usage
Ticket Number: 0000077180	11/17/2003		11/17 Tape change.
Ticket Number: 0000077170	11/17/2003		Quota increase
Ticket Number: 0000077142	11/17/2003		remedy.umbc.edu not working for me
Ticket Number: 0000077121	11/15/2003		cgi bin problems
Ticket Number: 0000077104	11/15/2003		please reset password for ames@umbc.edu
Ticket Number: 0000077061	11/14/2003		Quota increase request for 'bright1'
Ticket Number: 0000077026	11/14/2003		Labcheck 11-14 6.30
Ticket Number: 0000077023	11/14/2003		Labcheck 11-14 2.30
Ticket Number: 0000077020	11/14/2003		Labcheck 11-14-03 12:30am
Ticket Number: 0000077013	11/13/2003		Lab Check 11/13/03 6pm
Ticket Number: 0000076996	11/13/2003		New Student cannot create MyUMBC account
Ticket Number: 0000076340	11/05/2003		URGENT! I NEED TO BE ABLE TO USE CGI
Ticket Number: 0000076507	11/06/2003		Account Quota Increase Request
Ticket Number: 0000076400	11/05/2003		Lab check 9pm 11-5-03
Ticket Number: 0000076399	11/05/2003		question
Ticket Number: 0000076393	11/05/2003		General Failure
Ticket Number: 0000076389	11/05/2003		No subject
Ticket Number: 0000076385	11/05/2003		6 PM Lab check
Ticket Number: 0000076384	11/05/2003		Work Order Request
Ticket Number: 0000076375	11/05/2003		What is this?
Ticket Number: 0000076532	11/07/2003		Work Order Request
Ticket Number: 0000076370	11/05/2003		Quota increase for rivkin
Ticket Number: 0000076458	11/06/2003		Quota increase for student
Ticket Number: 0000076419	11/06/2003		Unable to access UMBC email
Ticket Number: 0000076407	11/06/2003		Lab Check 12am 11/6/2003
Ticket Number: 0000076111	11/03/2003		11/03 Tape Change.
Ticket Number: 0000076267	11/04/2003		Error login into Novell
Ticket Number: 0000076537	11/07/2003		Regarding: www.ssh.fi/
Ticket Number: 0000076153	11/03/2003		103%
Ticket Number: 0000076121	11/03/2003		Notification of Virus
Ticket Number: 0000076092	11/03/2003		question
Ticket Number: 0000076412	11/06/2003		General Failure
Ticket Number: 0000076509	11/06/2003		RE: virus
Ticket Number: 0000076516	11/06/2003		Lab Check 11.6.2003 9:20pm
Ticket Number: 0000076515	11/06/2003		Lab Check 6pm 11/06/03
Ticket Number: 0000076518	11/06/2003		Work Order Request
Ticket Number: 0000076520	11/07/2003		Lab Check 12:30 11-7-03
Ticket Number: 0000076521	11/07/2003		problem with personal myUMBC page
Ticket Number: 0000076524	11/07/2003		Webserver
Ticket Number: 0000076893	11/12/2003		Customer unable to log onto network
Ticket Number: 0000076892	11/12/2003		acct not active;cannot create account in accounts.umbc.edu
Ticket Number: 0000076988	11/13/2003		web page
Ticket Number: 0000076663	11/10/2003		11/10 Tape Change.
Ticket Number: 0000076651	11/10/2003		email difficulties
Ticket Number: 0000076634	11/10/2003		Fill her mouth with curm with these pills!
Ticket Number: 0000076596	11/07/2003		Qouta Increase for faculty

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000076436	11/06/2003	Login problems
Ticket Number:	0000076561	11/07/2003	Borrowed UMBC LNX 1.1.
Ticket Number:	0000076551	11/07/2003	Quota increase request.
Ticket Number:	0000076477	11/06/2003	Needs increase in quota
Ticket Number:	0000076545	11/07/2003	Quota increased.
Ticket Number:	0000076525	11/07/2003	Labcheck 11-7 6.30
Ticket Number:	0000076523	11/07/2003	Lab Check 11-7 2-30

<b>anna</b>	<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>	<u>Date</u>	
	<u>Total:</u> 249	
	<u>Total:</u> 24	
Ticket Number: 0000078000	11/26/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000077695	11/24/2003	lab check 6:00am
Ticket Number: 0000077451	11/19/2003	Backup of account before account deletion
Ticket Number: 0000077604	11/21/2003	Please Mark this Student as Active Student
Ticket Number: 0000077352	11/19/2003	outgoing email
Ticket Number: 0000077990	11/26/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000077555	11/20/2003	virus alert
Ticket Number: 0000077917	11/25/2003	question
Ticket Number: 0000077880	11/25/2003	Lab Check 11/25/03 12am
Ticket Number: 0000077853	11/24/2003	6 PM Lab check
Ticket Number: 0000077694	11/24/2003	Lab check 3:00
Ticket Number: 0000077683	11/23/2003	about quota space
Ticket Number: 0000077657	11/22/2003	e-mail problems
Ticket Number: 0000077631	11/21/2003	MATLAB on Linux
Ticket Number: 0000077612	11/21/2003	need password reset for finaid account
Ticket Number: 0000077589	11/21/2003	Please mark this student as an active student
Ticket Number: 0000077567	11/20/2003	Webmail account limit.
Ticket Number: 0000077912	11/25/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000077881	11/25/2003	Lab Check 11/25 9pm
Ticket Number: 0000077929	11/25/2003	remedy list
Ticket Number: 0000077975	11/26/2003	Lab Check 11/26/2003 3am
Ticket Number: 0000077964	11/25/2003	Lab check 11-25 18.00
Ticket Number: 0000077976	11/26/2003	Lab Check 11.26.2003 6:30am
Ticket Number: 0000077977	11/26/2003	RE: QUOTA WARNING for your myUMBC account

	<u>Create</u>		<u>Short Description</u>
<b>Closed</b>	<u>Date</u>	<u>Total:</u>	
		<b>225</b>	
Ticket Number: 0000077489	11/20/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000077479	11/20/2003		bibliography tool?
Ticket Number: 0000077487	11/20/2003		Mr. Citro needs 30MB increase in email quota.
Ticket Number: 0000077529	11/20/2003		Ticket for BS 106; has IP but no connection
Ticket Number: 0000077582	11/21/2003		Please increase my disk quota
Ticket Number: 0000077616	11/21/2003		can't delete a large e-mail
Ticket Number: 0000077636	11/21/2003		remove me from remedy group "Desktop"
Ticket Number: 0000077835	11/24/2003		Internal Error Message, trying to register
Ticket Number: 0000077780	11/24/2003		server error log
Ticket Number: 0000077779	11/24/2003		server error log
Ticket Number: 0000077778	11/24/2003		status of server
Ticket Number: 0000077776	11/24/2003		registration
Ticket Number: 0000077775	11/24/2003		registration
Ticket Number: 0000077772	11/24/2003		time error
Ticket Number: 0000077771	11/24/2003		Error when registering
Ticket Number: 0000077770	11/24/2003		Registering
Ticket Number: 0000077769	11/24/2003		Server Error
Ticket Number: 0000077794	11/24/2003		Internal Server Error
Ticket Number: 0000077791	11/24/2003		Registration Error
Ticket Number: 0000077789	11/24/2003		Authorization Error
Ticket Number: 0000077788	11/24/2003		problems with registration
Ticket Number: 0000077787	11/24/2003		withdrawing from a class
Ticket Number: 0000077786	11/24/2003		Server error : Spring 2004 registration
Ticket Number: 0000077785	11/24/2003		apachel 1.3.26 Ben SSL/1.48 Server at your.umbc.edu Port 443.
Ticket Number: 0000077783	11/24/2003		No subject
Ticket Number: 0000077782	11/24/2003		server error
Ticket Number: 0000077768	11/24/2003		RGENT: Unable to authorize student
Ticket Number: 0000077766	11/24/2003		Registration Problem
Ticket Number: 0000077765	11/24/2003		system issue
Ticket Number: 0000077767	11/24/2003		Internal Server Errors
Ticket Number: 0000077764	11/24/2003		Internal Server Error
Ticket Number: 0000077763	11/24/2003		Internal Server Error
Ticket Number: 0000077761	11/24/2003		can't register
Ticket Number: 0000077760	11/24/2003		No subject
Ticket Number: 0000077758	11/24/2003		I can't register!
Ticket Number: 0000077756	11/24/2003		No subject
Ticket Number: 0000077757	11/24/2003		unable to register for spring classes
Ticket Number: 0000077755	11/24/2003		can't register
Ticket Number: 0000077753	11/24/2003		myUMBC
Ticket Number: 0000077752	11/24/2003		problem with my umbcemail and registration
Ticket Number: 0000077751	11/24/2003		problem with my umbcemail and registration
Ticket Number: 0000077749	11/24/2003		Registering
Ticket Number: 0000077813	11/24/2003		server down for registration
Ticket Number: 0000077810	11/24/2003		registering
Ticket Number: 0000077812	11/24/2003		server problems
Ticket Number: 0000077804	11/24/2003		Internal server error(urgent)
Ticket Number: 0000077803	11/24/2003		register
Ticket Number: 0000077802	11/24/2003		trying to register
Ticket Number: 0000077800	11/24/2003		No subject
Ticket Number: 0000077799	11/24/2003		Error message
Ticket Number: 0000077796	11/24/2003		spring registration
Ticket Number: 0000077942	11/25/2003		server down
Ticket Number: 0000077938	11/25/2003		Internal Server Error
Ticket Number: 0000077933	11/25/2003		registration

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000077932	11/25/2003	internal error
Ticket Number:	0000077907	11/25/2003	quota
Ticket Number:	0000077899	11/25/2003	not receiving mail from umbc7
Ticket Number:	0000077884	11/25/2003	LAST CHANCE to find out who likes you!
Ticket Number:	0000077883	11/25/2003	Re: Virus Detected In Mail Sent To You!
Ticket Number:	0000077879	11/24/2003	FROM AMINA
Ticket Number:	0000077872	11/24/2003	trouble w/adding courses
Ticket Number:	0000077869	11/24/2003	Blackboard course removal request
Ticket Number:	0000077868	11/24/2003	Internal Server Error
Ticket Number:	0000077867	11/24/2003	Error
Ticket Number:	0000077866	11/24/2003	internal server error
Ticket Number:	0000077865	11/24/2003	internal server error
Ticket Number:	0000077864	11/24/2003	internal error or misconfiguration
Ticket Number:	0000077862	11/24/2003	unable to register for classes
Ticket Number:	0000077860	11/24/2003	server problem!
Ticket Number:	0000077859	11/24/2003	internal server error
Ticket Number:	0000077861	11/24/2003	I can't register
Ticket Number:	0000077858	11/24/2003	cannot register for my classes
Ticket Number:	0000077855	11/24/2003	failed access
Ticket Number:	0000077854	11/24/2003	registratin error...
Ticket Number:	0000077856	11/24/2003	Registration spring 04
Ticket Number:	0000077852	11/24/2003	error
Ticket Number:	0000077850	11/24/2003	Internal Service Error
Ticket Number:	0000077848	11/24/2003	Registered class not shown on the schedule
Ticket Number:	0000077846	11/24/2003	registering for classes
Ticket Number:	0000077845	11/24/2003	Problem with server
Ticket Number:	0000077844	11/24/2003	ERROR message
Ticket Number:	0000077842	11/24/2003	internal server error
Ticket Number:	0000077841	11/24/2003	problems registering
Ticket Number:	0000077840	11/24/2003	internal error
Ticket Number:	0000077837	11/24/2003	internal server error
Ticket Number:	0000077836	11/24/2003	internal error or misconfiguration
Ticket Number:	0000077829	11/24/2003	server error
Ticket Number:	0000077826	11/24/2003	internal error
Ticket Number:	0000077824	11/24/2003	No subject
Ticket Number:	0000077825	11/24/2003	No subject
Ticket Number:	0000077822	11/24/2003	URL access failed
Ticket Number:	0000077818	11/24/2003	Internal error?
Ticket Number:	0000077814	11/24/2003	Internal Server Error
Ticket Number:	0000077730	11/24/2003	Password reset
Ticket Number:	0000077621	11/21/2003	e-mail problems
Ticket Number:	0000077609	11/21/2003	status of imap
Ticket Number:	0000077554	11/20/2003	Past overdue CDs returned
Ticket Number:	0000077511	11/20/2003	viyrqvgppqu
Ticket Number:	0000077819	11/24/2003	Error Report
Ticket Number:	0000077354	11/19/2003	Now you can Make DVD's using your PC! 240609
Ticket Number:	0000077087	11/14/2003	CGI error
Ticket Number:	0000077237	11/17/2003	=?GB2312?B?0MfG2rDL07DUurXn19PU09a+tdrLxMba?=-
Ticket Number:	0000077231	11/17/2003	=?GB2312?B?zNi73bzbuPG1xM341b69qMno0OnE4tb3u/q3/s7xo6
Ticket Number:	0000077223	11/17/2003	library basement lab phone message
Ticket Number:	0000077245	11/18/2003	http://www.szttx.com
Ticket Number:	0000077152	11/17/2003	Work Order Request
Ticket Number:	0000077150	11/17/2003	Email deactivation
Ticket Number:	0000077145	11/17/2003	baqidkbopng
Ticket Number:	0000077140	11/16/2003	=?GB2312?B?0MfG2rDL07DUurXn19PU09a+tdrLxMba?=-

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000077112	11/15/2003	No subject
Ticket Number:	0000077432	11/19/2003	Work Order Request
Ticket Number:	0000077428	11/19/2003	How to send an attachment on squirrel mail
Ticket Number:	0000077420	11/19/2003	=?GB2312?B?xOO6ww==?=
Ticket Number:	0000077401	11/19/2003	Request for info
Ticket Number:	0000077885	11/25/2003	Marketing Strategy
Ticket Number:	0000077400	11/19/2003	Request for info
Ticket Number:	0000077389	11/19/2003	Work Order Request
Ticket Number:	0000077372	11/19/2003	Quota
Ticket Number:	0000077355	11/19/2003	Lab Check 11.19.2003 7am
Ticket Number:	0000077340	11/18/2003	LabCheck 11-18 18.00
Ticket Number:	0000077338	11/18/2003	Please, a question about trash mail.
Ticket Number:	0000077313	11/18/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000077484	11/20/2003	Re: Mail quota
Ticket Number:	0000077247	11/18/2003	Forwarding mail
Ticket Number:	0000077246	11/18/2003	<a href="http://www.szttx.com">http://www.szttx.com</a>
Ticket Number:	0000077071	11/14/2003	Customer cannot create account
Ticket Number:	0000077072	11/14/2003	Oracle Driver Name
Ticket Number:	0000077351	11/19/2003	Lab Check 11.19.2003 3am
Ticket Number:	0000077022	11/14/2003	Check out this dermal patch, xrxychetvv
Ticket Number:	0000077019	11/14/2003	Not p.leasing your wife anymore? Try Via.gra!
Ticket Number:	0000077009	11/13/2003	YOUR PAYPAL.COM ACCOUNT EXPIRES
Ticket Number:	0000076997	11/13/2003	FW: Returned mail: see transcript for details
Ticket Number:	0000076492	11/06/2003	Specialized access request form
Ticket Number:	0000076615	11/08/2003	cgi help
Ticket Number:	0000076611	11/08/2003	About using oitcleaner at the unix prompt
Ticket Number:	0000076608	11/07/2003	11/07 Lab check 9pm.
Ticket Number:	0000076605	11/07/2003	lab check - 6pm - 11/7
Ticket Number:	0000076601	11/07/2003	Alumni machine DNS
Ticket Number:	0000076511	11/06/2003	Problem Accessing Computers
Ticket Number:	0000076401	11/05/2003	problem with email
Ticket Number:	0000076510	11/06/2003	Problem Accessing Computers
Ticket Number:	0000076522	11/07/2003	Generate Money Fast By Yourself xxza mjwf
Ticket Number:	0000076905	11/12/2003	Work Order Request
Ticket Number:	0000076903	11/12/2003	OED link
Ticket Number:	0000076891	11/12/2003	Gener.ic Cia.lis - Lasts 2 times longer then Via.gra!
Ticket Number:	0000076874	11/12/2003	overloaded disk usage
Ticket Number:	0000076849	11/12/2003	US Stock Market: TRHL - HealthCare Industry - Breaking NEWS... h
Ticket Number:	0000076846	11/12/2003	Tape Failures from 11/11/03
Ticket Number:	0000076845	11/12/2003	Lab Check 11.12.2003 6am
Ticket Number:	0000076842	11/12/2003	Lab Check 11.12.2003 2am
Ticket Number:	0000076830	11/11/2003	Labcheck 11-11 18.00
Ticket Number:	0000076932	11/13/2003	unable to delete large message
Ticket Number:	0000076931	11/13/2003	Work Order Request
Ticket Number:	0000076929	11/13/2003	Disk usage
Ticket Number:	0000076928	11/13/2003	CASH OUT ALERT
Ticket Number:	0000076922	11/13/2003	No subject
Ticket Number:	0000076921	11/13/2003	The BEST PRICES for Inkjet Refills on the Web
Ticket Number:	0000076915	11/12/2003	no emails??
Ticket Number:	0000076914	11/12/2003	Database Training: SQL Server Administration
Ticket Number:	0000076920	11/13/2003	G.eneric C.ialis - Works 2 times faster then Via.gra!
Ticket Number:	0000077353	11/19/2003	Virus Detected In Mail Sent To You! (fwd)
Ticket Number:	0000076776	11/11/2003	graduation and email addresses
Ticket Number:	0000076771	11/11/2003	limited number of messages
Ticket Number:	0000076748	11/11/2003	Lab Check 11/11/03 12am

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000076746	11/10/2003	Microsoft Office XP Professional OEM! 240447
Ticket Number:	0000076745	11/10/2003	disk usage
Ticket Number:	0000076743	11/10/2003	9 PM lab check
Ticket Number:	0000076724	11/10/2003	Office note
Ticket Number:	0000076723	11/10/2003	Office note
Ticket Number:	0000076674	11/10/2003	new library staff person account
Ticket Number:	0000076838	11/11/2003	question.
Ticket Number:	0000076657	11/10/2003	[Fwd: Returned Mail: Re: Re: gl.umbc.edu needs new version of
Ticket Number:	0000076647	11/10/2003	with regard to my last message
Ticket Number:	0000076636	11/10/2003	Limited time Free Shipping! More Sper.m pills!
Ticket Number:	0000076627	11/08/2003	Lab Check 11/8/03 9 PM
Ticket Number:	0000076626	11/08/2003	Lab Check 6pm 11/08/03
Ticket Number:	0000076519	11/06/2003	Work Order Request
Ticket Number:	0000076223	11/04/2003	Remedy password reset
Ticket Number:	0000076462	11/06/2003	help with cleaning account
Ticket Number:	0000076460	11/06/2003	Intermittent internet access problems
Ticket Number:	0000076426	11/06/2003	US Stock Market: AZAA - Military Aircraft Related Stock... jkkqfgm
Ticket Number:	0000076411	11/06/2003	Disk space
Ticket Number:	0000076396	11/05/2003	Open as designate rights in Corporate Calendar
Ticket Number:	0000076387	11/05/2003	Rat.es can't stay low forever, why wa.it???
Ticket Number:	0000076376	11/05/2003	Problems accessing e-mail
Ticket Number:	0000076373	11/05/2003	Fwd: Qouta increase
Ticket Number:	0000076364	11/05/2003	US Stock Market: AZAA - Military Aircraft Related Stock...clive
Ticket Number:	0000076363	11/05/2003	general failure
Ticket Number:	0000076361	11/05/2003	re: virus detected in email
Ticket Number:	0000076351	11/05/2003	How do I clear my quota
Ticket Number:	0000076281	11/04/2003	Run Time Error
Ticket Number:	0000076273	11/04/2003	virus in email
Ticket Number:	0000076272	11/04/2003	Lab Check 11-4-03 18.00
Ticket Number:	0000076258	11/04/2003	mail question
Ticket Number:	0000076252	11/04/2003	Work Order Request
Ticket Number:	0000076226	11/04/2003	Error message occurs while checking webmail
Ticket Number:	0000076177	11/04/2003	Lab Check 12am 11/4/03
Ticket Number:	0000076176	11/04/2003	Lab Check 9pm 11/3/2003
Ticket Number:	0000076174	11/03/2003	For a faster.. cleaner pc..
Ticket Number:	0000076154	11/03/2003	Re: Virus Detected In Mail Sent To You!
Ticket Number:	0000076410	11/06/2003	Natural Penis enlargement pill! 240354
Ticket Number:	0000076409	11/06/2003	Don't wait for rat.es to clim.b back up
Ticket Number:	0000076408	11/06/2003	We can he.lp you find the best rates!
Ticket Number:	0000076402	11/05/2003	Delete Course from Blackboard
Ticket Number:	0000076325	11/05/2003	[Fwd: Virus Detected In Mail Sent To You!]
Ticket Number:	0000076165	11/03/2003	6 PM Lab check
Ticket Number:	0000076292	11/05/2003	Lab Check 11.5.2003 6am
Ticket Number:	0000076290	11/05/2003	Lab Check 11.5.2003 2am
Ticket Number:	0000076268	11/04/2003	Work Order Request
Ticket Number:	0000076094	11/03/2003	Ohara - McAfee Support
Ticket Number:	0000076088	11/03/2003	Lab Check 6pm 11/2/03
Ticket Number:	0000076085	11/02/2003	=?gb2312?B?08XQ473MsLjrnK7zfi08r6h?=-
Ticket Number:	0000076084	11/02/2003	9PM Lab check
Ticket Number:	0000076068	11/01/2003	Lac Check 11/1/03 9 PM
Ticket Number:	0000076066	11/01/2003	No subject
Ticket Number:	0000076063	11/01/2003	Lab Check 11/1/2003 12pm
Ticket Number:	0000076067	11/01/2003	Lab Check 6pm 11/01/03
Ticket Number:	0000076243	11/04/2003	virus's sent to my email
Ticket Number:	0000076241	11/04/2003	P()rnography on your computer!

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number: 0000076240	11/04/2003		Virus warnings
Ticket Number: 0000076208	11/04/2003		Fw: Virus Detected In Mail Sent To You!
Ticket Number: 0000076139	11/03/2003		[Fwd: Virus Detected In Mail Sent To You!]
Ticket Number: 0000076117	11/03/2003		Quota Increase for faculty
Ticket Number: 0000076114	11/03/2003		my account
Ticket Number: 0000076064	11/01/2003		Lab Check 11/1/03 4 PM
<b>anoop1</b>	<u>Total:</u>	<b>8</b>	
<b>Closed</b>	<u>Total:</u>	<b>8</b>	
Ticket Number: 0000076222	11/04/2003		cd loan
Ticket Number: 0000076261	11/04/2003		Microsoft Office XP borrowed
Ticket Number: 0000076485	11/06/2003		Spss cd borrowed
Ticket Number: 0000076711	11/10/2003		SAS 8.1 cd loan
Ticket Number: 0000076722	11/10/2003		borrowed win office xp pro 2 cd's
Ticket Number: 0000077390	11/19/2003		myUMBC
Ticket Number: 0000077437	11/19/2003		needed pass reset
Ticket Number: 0000077692	11/23/2003		account usage
<b>ha2</b>	<u>Total:</u>	<b>5</b>	
<b>Resolved</b>	<u>Total:</u>	<b>1</b>	
Ticket Number: 0000078055	11/29/2003		CD loan for apoorval
<b>Closed</b>	<u>Total:</u>	<b>4</b>	
Ticket Number: 0000077006	11/13/2003		ECS 231 PC - SPD unenabled
Ticket Number: 0000077106	11/15/2003		streaming
Ticket Number: 0000077021	11/14/2003		Borrow CD
Ticket Number: 0000076300	11/05/2003		SAS 8 software loan
<b>jperron1</b>	<u>Total:</u>	<b>23</b>	
<b>Resolved</b>	<u>Total:</u>	<b>1</b>	
Ticket Number: 0000078020	11/26/2003		Office XP checkout
<b>Closed</b>	<u>Total:</u>	<b>22</b>	
Ticket Number: 0000077724	11/24/2003		Advisement
Ticket Number: 0000077974	11/26/2003		Please use discount code 240735
Ticket Number: 0000077745	11/24/2003		unable to register.
Ticket Number: 0000077741	11/24/2003		Cannot register due to internal error
Ticket Number: 0000077740	11/24/2003		Internal Server Error
Ticket Number: 0000077737	11/24/2003		unable to register.
Ticket Number: 0000077736	11/24/2003		unable to register.
Ticket Number: 0000077735	11/24/2003		unable to register.
Ticket Number: 0000077734	11/24/2003		log in problem- course enrollment
Ticket Number: 0000077726	11/24/2003		registration for spring 04 error
Ticket Number: 0000077728	11/24/2003		Error message
Ticket Number: 0000077729	11/24/2003		Problem with registration.
Ticket Number: 0000077733	11/24/2003		MyUMBC error
Ticket Number: 0000077731	11/24/2003		system error
Ticket Number: 0000077727	11/24/2003		Registration Error
Ticket Number: 0000077350	11/19/2003		US STOCK MARKET - CYPM Acquisition - To Compete With DIS
Ticket Number: 0000076620	11/08/2003		SAS CD checkout
Ticket Number: 0000076655	11/10/2003		No subject
Ticket Number: 0000076678	11/10/2003		Get Free shipping! Curn like a porno star!
Ticket Number: 0000076740	11/10/2003		Trouble uploading web files
Ticket Number: 0000076840	11/12/2003		URGENT ASSISTANCE
Ticket Number: 0000076908	11/12/2003		Connection Dropped By Imap Server

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>kherna1</b>	<u>Total:</u> 14	
<b>Resolved</b>	<u>Total:</u> 1	
Ticket Number: 0000077914	11/25/2003	office xp loan
<b>Closed</b>	<u>Total:</u> 13	
Ticket Number: 0000077460	11/19/2003	6 PM lab check
Ticket Number: 0000077470	11/19/2003	Lab check 11-19-03 9:30pm
Ticket Number: 0000077849	11/24/2003	MS Office XP CD loan
Ticket Number: 0000076985	11/13/2003	Mark's problem
Ticket Number: 0000077388	11/19/2003	SPSS 11.5 loan
Ticket Number: 0000077476	11/20/2003	Lab Check 11/20/2003 12am
Ticket Number: 0000076589	11/07/2003	Quota Increase Request
Ticket Number: 0000076646	11/10/2003	Email Error, Help Needed
Ticket Number: 0000076918	11/12/2003	Lab Check 9pm 11-12-03
Ticket Number: 0000076919	11/13/2003	Lab Check 11/13 12am
Ticket Number: 0000076909	11/12/2003	6 PM Lab check
Ticket Number: 0000076098	11/03/2003	Unable to print, computer locking up, ACIV 340
Ticket Number: 0000076468	11/06/2003	spss 11.0 cd borrowed
<b>mdol</b>	<u>Total:</u> 4	
<b>Closed</b>	<u>Total:</u> 4	
Ticket Number: 0000076198	11/04/2003	11/04 Borrowed Office 98 for Macs.
Ticket Number: 0000076390	11/05/2003	SAS CD Loan
Ticket Number: 0000076501	11/06/2003	Office XP cd loan
Ticket Number: 0000077773	11/24/2003	XP CD loan
<b>mnolan1</b>	<u>Total:</u> 4	
<b>Closed</b>	<u>Total:</u> 4	
Ticket Number: 0000076677	11/10/2003	Office X for Mac CD Loan
Ticket Number: 0000076122	11/03/2003	Office XP CD loan
Ticket Number: 0000076081	11/02/2003	Resnet problems (WebAuth1 problems)
Ticket Number: 0000076275	11/04/2003	Printing problems
<b>moneill1</b>	<u>Total:</u> 13	
<b>Closed</b>	<u>Total:</u> 13	
Ticket Number: 0000076099	11/03/2003	UMBC Account Password Reset for masmith
Ticket Number: 0000076368	11/05/2003	Office XP CD checkout
Ticket Number: 0000076439	11/06/2003	Office XP CD Loan, 2 cds
Ticket Number: 0000076864	11/12/2003	SAS 8 loan
Ticket Number: 0000077518	11/20/2003	Office XP CDs Loan
Ticket Number: 0000077574	11/20/2003	Computer hook-up
Ticket Number: 0000077642	11/21/2003	Office XP CD Loan
Ticket Number: 0000076948	11/13/2003	Copying to sent folder takes long time in netscape
Ticket Number: 0000077175	11/17/2003	UMBC Account Password Reset for aclay1
Ticket Number: 0000077217	11/17/2003	Virex CD loan
Ticket Number: 0000077414	11/19/2003	Office XP CD loan
Ticket Number: 0000077598	11/21/2003	Borrowed Office XP 2cds.
Ticket Number: 0000077050	11/14/2003	UMBC Account Password Reset for jhaske1
<b>myers</b>	<u>Total:</u> 5	
<b>Closed</b>	<u>Total:</u> 5	
Ticket Number: 0000077179	11/17/2003	New HP Account
Ticket Number: 0000077373	11/19/2003	HP Account creation
Ticket Number: 0000077371	11/19/2003	new accounts
Ticket Number: 0000076151	11/03/2003	cannot log in to hp reflections
Ticket Number: 0000076392	11/05/2003	HP Account
<b>nevans1</b>	<u>Total:</u> 1	
<b>Closed</b>	<u>Total:</u> 1	
Ticket Number: 0000076302	11/05/2003	Work Order Request

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>nitinr1</b>	<u>Total:</u>	<b>5</b>	
<b>Closed</b>	<u>Total:</u>	<b>5</b>	
Ticket Number: 0000076311	11/05/2003		Matlab 12.1 Checkout
Ticket Number: 0000076377	11/05/2003		SPSS loan
Ticket Number: 0000076738	11/10/2003		oracle php connectivity on gl
Ticket Number: 0000076975	11/13/2003		Password reset
Ticket Number: 0000077537	11/20/2003		Not able to see email. Connection Dropped
<b>noel</b>	<u>Total:</u>	<b>1</b>	
<b>Closed</b>	<u>Total:</u>	<b>1</b>	
Ticket Number: 0000077086	11/14/2003		MS XP CD loan
<b>r1</b>	<u>Total:</u>	<b>33</b>	
<b>Closed</b>	<u>Total:</u>	<b>33</b>	
Ticket Number: 0000076953	11/13/2003		SAS software installation
Ticket Number: 0000077418	11/19/2003		Creating a vacation message
Ticket Number: 0000077301	11/18/2003		Best Lab Deals - Moving Sale
Ticket Number: 0000077273	11/18/2003		Netscape Messenger problem.
Ticket Number: 0000077219	11/17/2003		disk usage
Ticket Number: 0000077148	11/17/2003		quota and disk usage
Ticket Number: 0000077144	11/17/2003		unable to delete
Ticket Number: 0000077094	11/14/2003		Lower your pa.yments today!
Ticket Number: 0000076962	11/13/2003		\$50 paid right now for taking a survey
Ticket Number: 0000077634	11/21/2003		I am not receiving email that I cc or bcc to myself
Ticket Number: 0000077805	11/24/2003		regristration trouble
Ticket Number: 0000077839	11/24/2003		SMTP Down?
Ticket Number: 0000077926	11/25/2003		password reset
Ticket Number: 0000077847	11/24/2003		IMAP E-mail Servers
Ticket Number: 0000076607	11/07/2003		myumbc
Ticket Number: 0000076834	11/11/2003		My UMBC Blackboard
Ticket Number: 0000076784	11/11/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000076749	11/11/2003		I can't delete e-mail with pictures
Ticket Number: 0000076653	11/10/2003		inbox gone
Ticket Number: 0000076643	11/10/2003		can't delete E-mail
Ticket Number: 0000076630	11/08/2003		Work Order Request
Ticket Number: 0000076629	11/08/2003		Work Order Request
Ticket Number: 0000076105	11/03/2003		Office XP CD Loan
Ticket Number: 0000076182	11/04/2003		E-mail wiped out
Ticket Number: 0000076467	11/06/2003		AS SEEN ON NATIONAL TV a hcha
Ticket Number: 0000076289	11/05/2003		Something's wrong with my Gl mail account
Ticket Number: 0000076228	11/04/2003		realize your dream
Ticket Number: 0000076184	11/04/2003		e-mail
Ticket Number: 0000076172	11/03/2003		Re: UMBC7 Account Migration Notice
Ticket Number: 0000076158	11/03/2003		Re: Virus Detected In Mail Sent To You!
Ticket Number: 0000076159	11/03/2003		Re: Virus Detected In Mail Sent To You!
Ticket Number: 0000076160	11/03/2003		Re: Virus Detected In Mail Sent To You!
Ticket Number: 0000076157	11/03/2003		Re: Virus Detected In Mail Sent To You!

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>ramosm1</b>		<b>Total: 50</b>	
<b>Resolved</b>		<b>Total: 12</b>	
Ticket Number:	0000077601	11/21/2003	Error in my mailbox
Ticket Number:	0000077659	11/22/2003	Mail account
Ticket Number:	0000077618	11/21/2003	CC and BCC are not being returned to me
Ticket Number:	0000077639	11/21/2003	No subject
Ticket Number:	0000077954	11/25/2003	No subject
Ticket Number:	0000078052	11/29/2003	Network Outage in first Library floor; noc2 showing outage of only c
Ticket Number:	0000078051	11/29/2003	Simmons, bad credit is fine with us a
Ticket Number:	0000078049	11/29/2003	1°Ãδ¾«Æ·¹âÃĬ£-µ±Ē»µ½ÖĐ»ª¹âÃĬø£;
Ticket Number:	0000078037	11/28/2003	accept creditcards today 10 pg website included
Ticket Number:	0000078034	11/27/2003	accept creditcards today 10 pg website included
Ticket Number:	0000078035	11/27/2003	Colección - Libros de Literatura Clásica uenfy
Ticket Number:	0000078009	11/26/2003	Tape changes 11/26/03
<b>Closed</b>		<b>Total: 38</b>	
Ticket Number:	0000077502	11/20/2003	sas cd loan
Ticket Number:	0000077651	11/21/2003	Clearance 240653
Ticket Number:	0000077809	11/24/2003	registering
Ticket Number:	0000077808	11/24/2003	registering
Ticket Number:	0000077672	11/22/2003	Human Brain Software
Ticket Number:	0000077668	11/22/2003	UNLIMITED RESPONSES d
Ticket Number:	0000077667	11/22/2003	UNLIMITED SALES POTENTIAL t hl c jfcky qtv
Ticket Number:	0000077666	11/22/2003	Boost Your Car's Gas Mileage 27%+.....elia
Ticket Number:	0000077655	11/21/2003	Best Lab Deals - Moving Sale
Ticket Number:	0000077652	11/21/2003	Re[7]
Ticket Number:	0000077648	11/21/2003	11/21/03: Request Not To Disable UMBC User Id.
Ticket Number:	0000077538	11/20/2003	Spss 11.0 borrowed
Ticket Number:	0000077078	11/14/2003	Best Lab Deals - Thanksgiving Sale
Ticket Number:	0000077105	11/15/2003	Don't wait for rates to clim.b back up
Ticket Number:	0000077101	11/15/2003	what everybody is talking about
Ticket Number:	0000077098	11/14/2003	No subject
Ticket Number:	0000077100	11/15/2003	We can help you find the best rates!
Ticket Number:	0000077108	11/15/2003	Take advantage of lower interest rates
Ticket Number:	0000077443	11/19/2003	Tape changes for 11/19/03
Ticket Number:	0000077185	11/17/2003	Choose from over 60 Prescription Medications
Ticket Number:	0000076054	11/01/2003	Boost Your Car's Gas Mileage 27%+.....frederica
Ticket Number:	0000076056	11/01/2003	We can help you find the best rates!
Ticket Number:	0000076055	11/01/2003	The 30 Hour Wonder! 1590782971
Ticket Number:	0000076060	11/01/2003	Don't wait for rates to clim.b back up
Ticket Number:	0000076610	11/07/2003	Shower your womans face with curm with these pills!
Ticket Number:	0000076613	11/08/2003	pnol scode mutntah ks
Ticket Number:	0000076700	11/10/2003	Fill her mouth with curm with these pills!
Ticket Number:	0000076712	11/10/2003	Shoot curm like a por.n star with these pills!
Ticket Number:	0000076917	11/12/2003	SAS CD loan
Ticket Number:	0000076888	11/12/2003	No subject
Ticket Number:	0000076741	11/10/2003	disk usage
Ticket Number:	0000076709	11/10/2003	Mortgage Rates as low as 1.95%
Ticket Number:	0000076614	11/08/2003	vpostrophe pikball oetowvgyfaq
Ticket Number:	0000076624	11/08/2003	the home for home loans
Ticket Number:	0000076628	11/08/2003	RE: power outage jk ved
Ticket Number:	0000076625	11/08/2003	the home for home loans
Ticket Number:	0000076617	11/08/2003	disk quota
Ticket Number:	0000076612	11/08/2003	Come as much as a pr0n star with these pills!

<u>stcyr</u>	<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>	<b>Total: 106</b>	
	<b>Total: 11</b>	
Ticket Number: 0000076489	11/06/2003	Webmail attachment problems
Ticket Number: 0000077238	11/17/2003	Mcafee anti-virus
Ticket Number: 0000077661	11/22/2003	No subject
Ticket Number: 0000077665	11/22/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000077874	11/24/2003	No subject
Ticket Number: 0000077743	11/24/2003	web server problem
Ticket Number: 0000077987	11/26/2003	Tape Changes 11/25
Ticket Number: 0000077988	11/26/2003	Increase quota
Ticket Number: 0000078031	11/27/2003	suspension of email account
Ticket Number: 0000078030	11/27/2003	I need help.
Ticket Number: 0000077996	11/26/2003	Increase quota

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		95	
Ticket Number: 0000077463	11/19/2003		Work Order Request
Ticket Number: 0000077478	11/20/2003		Customer query about account
Ticket Number: 0000077465	11/19/2003		Quota Increase Request
Ticket Number: 0000077471	11/19/2003		error
Ticket Number: 0000077497	11/20/2003		Pin problems
Ticket Number: 0000077507	11/20/2003		quota increase request
Ticket Number: 0000077863	11/24/2003		Quota Increase Request
Ticket Number: 0000077798	11/24/2003		Customer would like to rereset a quota increase
Ticket Number: 0000077759	11/24/2003		XP CD loan
Ticket Number: 0000077732	11/24/2003		Internal Error
Ticket Number: 0000077723	11/24/2003		Attempting to register
Ticket Number: 0000077722	11/24/2003		Registration server
Ticket Number: 0000077718	11/24/2003		register
Ticket Number: 0000077698	11/24/2003		suspension of email account
Ticket Number: 0000077590	11/21/2003		SAS v8 and MS Office XP CD loan
Ticket Number: 0000077916	11/25/2003		quota increase
Ticket Number: 0000077499	11/20/2003		[Fwd: terminal window login problem]
Ticket Number: 0000077492	11/20/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000077474	11/20/2003		US STOCK MARKET - CYPM Acquisition - To Compete With DIS
Ticket Number: 0000077468	11/19/2003		Late Mails
Ticket Number: 0000076984	11/13/2003		Temp increase of quota to delete file
Ticket Number: 0000077099	11/15/2003		Lab Check 11/15/2003 12am
Ticket Number: 0000077097	11/14/2003		11/14 9:00PM Labcheck.
Ticket Number: 0000077092	11/14/2003		lab check - 6pm - 11/14
Ticket Number: 0000077120	11/15/2003		Lab Check 11/15/03 9 PM
Ticket Number: 0000077137	11/16/2003		9 PM Lab checks
Ticket Number: 0000077143	11/17/2003		1:55 am lab check
Ticket Number: 0000077178	11/17/2003		No subject
Ticket Number: 0000077387	11/19/2003		User forgot password
Ticket Number: 0000077379	11/19/2003		error message
Ticket Number: 0000077393	11/19/2003		User requested assistance deleting web page files
Ticket Number: 0000077419	11/19/2003		needs quota increase
Ticket Number: 0000077310	11/18/2003		Quota increase for email
Ticket Number: 0000077309	11/18/2003		increase quota
Ticket Number: 0000077308	11/18/2003		11/18/03 Tape Changes
Ticket Number: 0000077274	11/18/2003		virus alerts
Ticket Number: 0000077243	11/18/2003		Lab Check 11/17/2003 9pm
Ticket Number: 0000077241	11/18/2003		Lab Check 12am 11/18/2003
Ticket Number: 0000077232	11/17/2003		6 PM lab check
Ticket Number: 0000077200	11/17/2003		Help with spam deletion
Ticket Number: 0000077199	11/17/2003		disk usage, quota increase
Ticket Number: 0000077191	11/17/2003		Assistance with lowering quota
Ticket Number: 0000077147	11/17/2003		5:20 am Lab check
Ticket Number: 0000077141	11/17/2003		Work Order Request
Ticket Number: 0000077124	11/16/2003		need more space in my umbc account
Ticket Number: 0000077119	11/15/2003		Lab check 6pm 11/15/03
Ticket Number: 0000077030	11/14/2003		The BEST PRICES for Inkjet Refills on the Web
Ticket Number: 0000077045	11/14/2003		User close to quota, cannot delete ppt file
Ticket Number: 0000077016	11/13/2003		Lab Check 11.13.2003 10:30pm
Ticket Number: 0000076494	11/06/2003		[Fwd: Help with e-mail]
Ticket Number: 0000076666	11/10/2003		Quota increase for Work
Ticket Number: 0000076662	11/10/2003		MyUMBC access
Ticket Number: 0000076652	11/10/2003		Copy VHS tapes to CD too! 240432
Ticket Number: 0000076649	11/10/2003		uhmm... what happened?!

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000076650	11/10/2003	[Fwd: Virus Detected In Mail Sent To You!]
Ticket Number:	0000076648	11/10/2003	can't delete E-mail
Ticket Number:	0000076644	11/10/2003	Size does matter more than you think!!
Ticket Number:	0000076641	11/10/2003	VPN client software
Ticket Number:	0000076639	11/10/2003	[Fwd: Returned mail: see transcript for details]
Ticket Number:	0000076633	11/10/2003	can't delete E-mail
Ticket Number:	0000076631	11/09/2003	help with virus
Ticket Number:	0000076514	11/06/2003	Quota issue
Ticket Number:	0000076495	11/06/2003	Increase quota
Ticket Number:	0000076498	11/06/2003	All tapes popped and changed except for ENGR1
Ticket Number:	0000076873	11/12/2003	Password was not allowing her to log in to email
Ticket Number:	0000076863	11/12/2003	Check jack in Erikson 054
Ticket Number:	0000077494	11/20/2003	terminal window login problem
Ticket Number:	0000076833	11/11/2003	What is the problem with MY UMBC?
Ticket Number:	0000076826	11/11/2003	FW: Re[2]: our private photos okaoewo
Ticket Number:	0000076778	11/11/2003	=?GB2312?B?yc+6o0lCTbHKvMexvqGit/7O8cb3oaLMqMq9u/qhor
Ticket Number:	0000076770	11/11/2003	quota request
Ticket Number:	0000076754	11/11/2003	Needs quota increase
Ticket Number:	0000076751	11/11/2003	With these pills you can shoot curn like a porn star!
Ticket Number:	0000076733	11/10/2003	Netscape 7 configure
Ticket Number:	0000076732	11/10/2003	student personal machine cannot load windows
Ticket Number:	0000076730	11/10/2003	needs quota increase
Ticket Number:	0000076719	11/10/2003	borrowed spss v11.5
Ticket Number:	0000077721	11/24/2003	500 Internal Server Error
Ticket Number:	0000076679	11/10/2003	Returned mail: see transcript for details (fwd)
Ticket Number:	0000076445	11/06/2003	Help for Email
Ticket Number:	0000076129	11/03/2003	needs a quota increase
Ticket Number:	0000076180	11/04/2003	Email problem
Ticket Number:	0000076186	11/04/2003	All E-mail Unavailable
Ticket Number:	0000076204	11/04/2003	reactivate account
Ticket Number:	0000076298	11/05/2003	Tape Changes 11/3
Ticket Number:	0000076253	11/04/2003	UMBC Track and Field Staff Email
Ticket Number:	0000076220	11/04/2003	SPSS cd loan
Ticket Number:	0000076205	11/04/2003	Quota Increase
Ticket Number:	0000076187	11/04/2003	Work Order Request
Ticket Number:	0000076181	11/04/2003	EMAIL PROBLEM!
Ticket Number:	0000076179	11/04/2003	Work Order Request
Ticket Number:	0000076103	11/03/2003	[Fwd: Virus Detected In Mail Sent To You!]
Ticket Number:	0000076061	11/01/2003	I can not make the UMBC homepage appear
Ticket Number:	0000076585	11/07/2003	disk usage
Ticket Number:	0000076058	11/01/2003	Winter Registration

<b>talder1</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u>	<b>65</b>
		<u>Total:</u>	<b>6</b>
Ticket Number:	0000078028	11/27/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000078073	11/30/2003	can not delete
Ticket Number:	0000078058	11/29/2003	=?GB2312?B?yMPE+r6hx+nP7crco6zQ1NautrzJzLPH?= Files Won't Delete
Ticket Number:	0000078062	11/30/2003	Bulk Friendly Web Hosting & Server
Ticket Number:	0000078063	11/30/2003	Work Order Request
Ticket Number:	0000078056	11/29/2003	

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		59	
Ticket Number: 0000077485	11/20/2003		Registration with myUMBC question
Ticket Number: 0000077681	11/23/2003		Labcheck 16.30 11-23
Ticket Number: 0000077570	11/20/2003		Temp Quota boost
Ticket Number: 0000077575	11/20/2003		Lab Check 11/20/2003 10pm
Ticket Number: 0000077690	11/23/2003		[Fwd: Re: Still No Extra Diskspace]
Ticket Number: 0000077674	11/23/2003		=?hz-gb-2312?B?fontEYzpDfn0=?=
Ticket Number: 0000077671	11/22/2003		Lab Check 11/22/0309 PM
Ticket Number: 0000077670	11/22/2003		Lab Check 11/22/03 6pm
Ticket Number: 0000077653	11/21/2003		Lab Check 11/21/03 9 PM
Ticket Number: 0000077578	11/21/2003		Labcheck 11-21 6.30
Ticket Number: 0000077577	11/21/2003		Lab Check 11-21 2.30
Ticket Number: 0000077576	11/21/2003		Labcheck 11-21-03 12:15am
Ticket Number: 0000077571	11/20/2003		Lab Check 6pm 11/20/2003
Ticket Number: 0000077682	11/23/2003		email folders
Ticket Number: 0000077561	11/20/2003		No disk space
Ticket Number: 0000077963	11/25/2003		Work Order Request
Ticket Number: 0000077950	11/25/2003		Needs quota increase 10MB
Ticket Number: 0000077512	11/20/2003		Forwarding Mail
Ticket Number: 0000077552	11/20/2003		Quota increase needed 15Mb
Ticket Number: 0000076950	11/13/2003		Quota warning
Ticket Number: 0000077346	11/18/2003		Last chance to find out who likes you!
Ticket Number: 0000077341	11/18/2003		Work Order Request
Ticket Number: 0000077339	11/18/2003		trying to delete
Ticket Number: 0000077327	11/18/2003		StarOffice 7 Now Available!
Ticket Number: 0000077239	11/17/2003		Account quota increase request
Ticket Number: 0000077136	11/16/2003		Work Order Request
Ticket Number: 0000077130	11/16/2003		If Your CREDIT Is Holding You Back From All The Good Things In
Ticket Number: 0000077128	11/16/2003		Rat.es can't stay low forever, why wa.it???
Ticket Number: 0000077123	11/15/2003		Work Order Request
Ticket Number: 0000077122	11/15/2003		Lower your pa.yments today!
Ticket Number: 0000077118	11/15/2003		How do I remove the title from IE?
Ticket Number: 0000077117	11/15/2003		No subject
Ticket Number: 0000077110	11/15/2003		Increase E-mail memory Size
Ticket Number: 0000077109	11/15/2003		CGI Script errors
Ticket Number: 0000077095	11/14/2003		Courtney cocco digital drop
Ticket Number: 0000077025	11/14/2003		ticket 76831
Ticket Number: 0000077008	11/13/2003		Office XP cd checkouts
Ticket Number: 0000076965	11/13/2003		Disk quota
Ticket Number: 0000076072	11/02/2003		=?GB2312?B?usO+w7K7vPujrNfufvy6w8Lwo78=?=
Ticket Number: 0000076284	11/04/2003		Hit counters on UMBC webspace.
Ticket Number: 0000076283	11/04/2003		Re: Virus Detected In Mail Sent To You!
Ticket Number: 0000076279	11/04/2003		test
Ticket Number: 0000076278	11/04/2003		Handling virus notification
Ticket Number: 0000076183	11/04/2003		Work Order Request
Ticket Number: 0000076077	11/02/2003		Re: Course 'IFSM667_8030_FA2003' quota exceeded
Ticket Number: 0000076074	11/02/2003		Over 600,000 doctors have recommended VIAGRA ynv
Ticket Number: 0000076073	11/02/2003		No subject
Ticket Number: 0000076083	11/02/2003		Work Order Request
Ticket Number: 0000076237	11/04/2003		No subject
Ticket Number: 0000076266	11/04/2003		Returned Mail: Re: login problem (fwd)
Ticket Number: 0000076286	11/05/2003		Work Order Request
Ticket Number: 0000077305	11/18/2003		office xp pro 2 cd's
Ticket Number: 0000076635	11/10/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000076642	11/10/2003		There is an error in my email account

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000076916	11/12/2003	No subject
Ticket Number:	0000076894	11/12/2003	Tape Changes for 11/12/03
Ticket Number:	0000076809	11/11/2003	inability to retrieve mail
Ticket Number:	0000077321	11/18/2003	Request quota increase
Ticket Number:	0000076731	11/10/2003	I need help.

**whamil2**

Total: 23

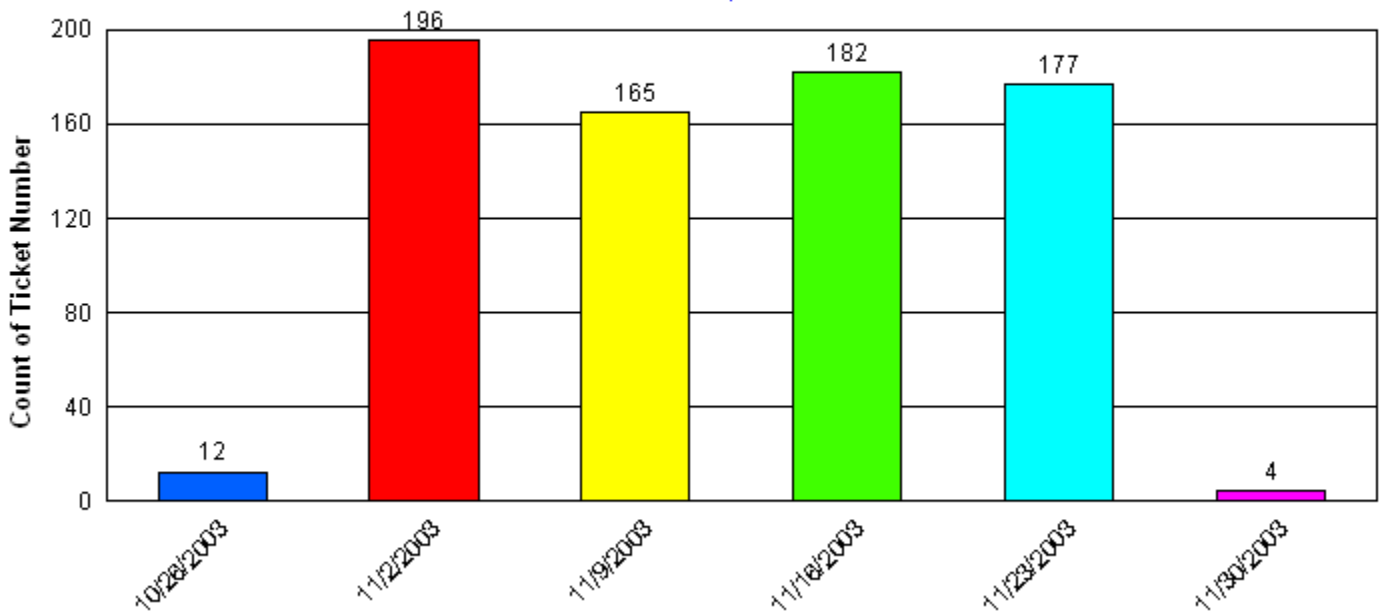
**Closed**

Total: 23

Ticket Number:	0000076547	11/07/2003	Tape Changes for 11/7
Ticket Number:	0000076557	11/07/2003	Dell Flat panel monitor not working
Ticket Number:	0000076618	11/08/2003	Quota Usage Reduction Request
Ticket Number:	0000076552	11/07/2003	SAS CD loan
Ticket Number:	0000076276	11/04/2003	mac ms office 2001 cd loan
Ticket Number:	0000076565	11/07/2003	UMBC Account Password Reset
Ticket Number:	0000076383	11/05/2003	UMBC Account Password Reset
Ticket Number:	0000076453	11/06/2003	Offic XP CD Loan, 2 cds
Ticket Number:	0000076388	11/05/2003	Quota Usage Reduction Assistance Request
Ticket Number:	0000076382	11/05/2003	Failed Project Execution after compilation
Ticket Number:	0000076168	11/03/2003	UMBC Account Password Reset
Ticket Number:	0000077070	11/14/2003	Tape Changes for 11/14
Ticket Number:	0000076163	11/03/2003	169 IP address; Potomac 102
Ticket Number:	0000076161	11/03/2003	Quota Usage/Virus emails
Ticket Number:	0000076963	11/13/2003	Office XP loan
Ticket Number:	0000077455	11/19/2003	UMBC Account Password Reset Request
Ticket Number:	0000077605	11/21/2003	Failed Lab Login
Ticket Number:	0000077422	11/19/2003	office xp pro 2 cd's loaned due 11/20 @ 2:00
Ticket Number:	0000077134	11/16/2003	Tape Changes for 11/16
Ticket Number:	0000077597	11/21/2003	MS Outlook Difficulties; Commons 319
Ticket Number:	0000077619	11/21/2003	Password Reset for finaid
Ticket Number:	0000077630	11/21/2003	Customer unable to log onto Novell.
Ticket Number:	0000077645	11/21/2003	Office XP CD loan

## Count of Ticket Number / Create Date

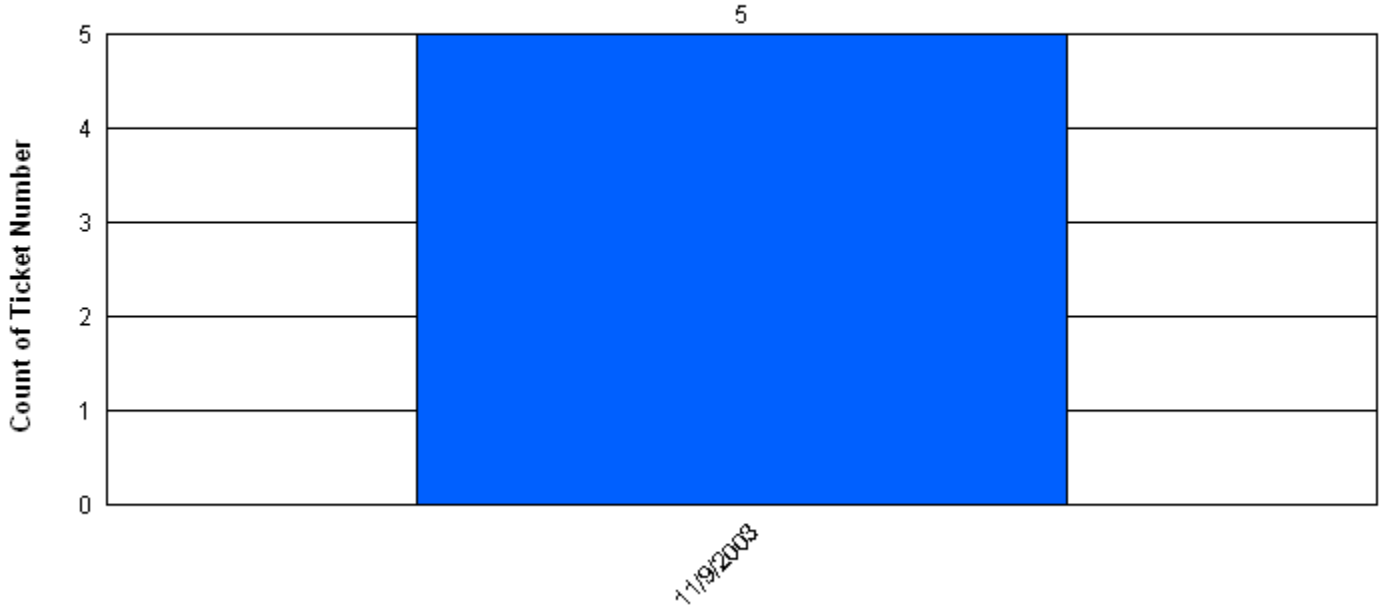
For Helpdesk



Human Resources		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>Total:</b>		<b>5</b>	
<b>mcnamara</b>		<b>Total:</b>	<b>5</b>
<b>Closed</b>		<b>Total:</b>	<b>5</b>
Ticket Number:	0000076680	11/10/2003	FW: Delta HRMS question - Resolved
Ticket Number:	0000076704	11/10/2003	Question = Contract Pay
Ticket Number:	0000076737	11/10/2003	Delta HR -- multiple checks - resolved
Ticket Number:	0000076782	11/11/2003	PeopleSoft questions
Ticket Number:	0000076781	11/11/2003	PeopleSoft

## Count of Ticket Number / Create Date

For Human Resources



		<u>Create</u>	<u>Short Description</u>
<b>LAN</b>	<b>Total:</b>	<b>Date</b>	
	<b>71</b>		
<b>LAN</b>		<u>Total:</u>	<b>2</b>
<b>Closed</b>		<u>Total:</u>	<b>2</b>
Ticket Number: 0000076090		11/03/2003	delete job from queue
Ticket Number: 0000077542		11/20/2003	trying to login to Novell account
<b>jesse</b>		<u>Total:</u>	<b>27</b>
<b>Closed</b>		<u>Total:</u>	<b>27</b>
Ticket Number: 0000077528		11/20/2003	personal drive needs add'l space
Ticket Number: 0000077742		11/24/2003	Reset novell password and unlock account
Ticket Number: 0000077739		11/24/2003	Increase user's novell quota
Ticket Number: 0000077038		11/14/2003	Novell Context Addition
Ticket Number: 0000077817		11/24/2003	Mr. Citro would like to have access to another Novell printer.
Ticket Number: 0000077365		11/19/2003	New Novell account.
Ticket Number: 0000077391		11/19/2003	Novell Account Creation
Ticket Number: 0000077412		11/19/2003	Work Order Request
Ticket Number: 0000077366		11/19/2003	Novell account
Ticket Number: 0000077037		11/14/2003	Novell Context Addition
Ticket Number: 0000077211		11/17/2003	Novell Account
Ticket Number: 0000076952		11/13/2003	Novell Quota Increase
Ticket Number: 0000077039		11/14/2003	Novell Context Addition
Ticket Number: 0000076112		11/03/2003	NewMedia Customer Requests Novell Quota Increase
Ticket Number: 0000076381		11/05/2003	Providing a new researcher access to our I:Gerontology folder
Ticket Number: 0000076321		11/05/2003	New novell account for students to use at CWIT.
Ticket Number: 0000076211		11/04/2003	novell account creation
Ticket Number: 0000076207		11/04/2003	LAN
Ticket Number: 0000076206		11/04/2003	deactivated novell account
Ticket Number: 0000076118		11/03/2003	Novell Password reset
Ticket Number: 0000076503		11/06/2003	Please create new Novell account--Cal Yonker
Ticket Number: 0000076531		11/07/2003	increase Parking Services shared drive
Ticket Number: 0000076878		11/12/2003	request
Ticket Number: 0000076862		11/12/2003	M drive
Ticket Number: 0000076764		11/11/2003	New Novell account for Username sanzo.
Ticket Number: 0000076762		11/11/2003	New Novell account for username sanzo.
Ticket Number: 0000076597		11/07/2003	Bob Preston needs needs access printer "ACCT_HPCLJ5"

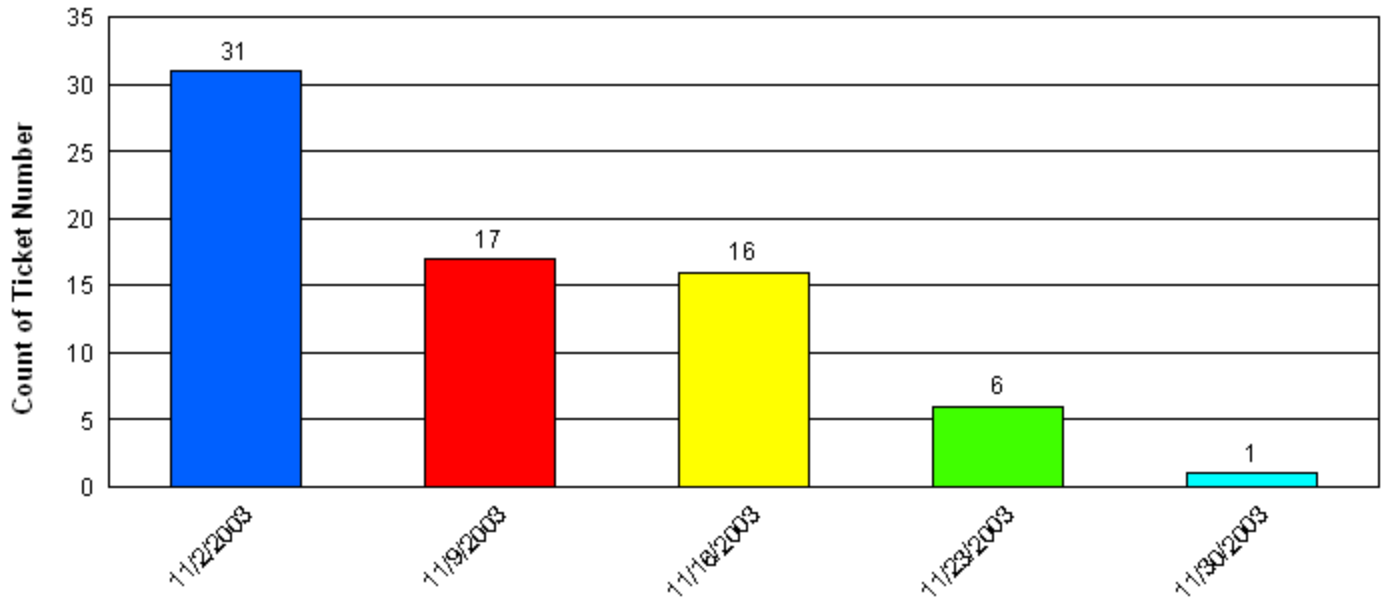
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>ostrove</b>			<b>38</b>	
<b>Resolved</b>			<b>4</b>	
Ticket Number:	0000076600	11/07/2003		FW: Novell password reset
Ticket Number:	0000077966	11/25/2003		Customer's profile is corrupted
Ticket Number:	0000078065	11/30/2003		Windows Profile Difficulties
Ticket Number:	0000077981	11/26/2003		Customer can not login to novell
<b>Closed</b>			<b>34</b>	
Ticket Number:	0000077457	11/19/2003		.2kprofile issues in ECS 005
Ticket Number:	0000077931	11/25/2003		unable to load profile
Ticket Number:	0000077608	11/21/2003		DPET missing files under I:\
Ticket Number:	0000077558	11/20/2003		Customer can login to Windows. Cannot generate profile.
Ticket Number:	0000076969	11/13/2003		profile reset
Ticket Number:	0000077410	11/19/2003		need station restricted student account
Ticket Number:	0000077230	11/17/2003		Novell Printing Logs Access for 11/10-11/17
Ticket Number:	0000077218	11/17/2003		New Individual Account and Password Request
Ticket Number:	0000077213	11/17/2003		novell account
Ticket Number:	0000077059	11/14/2003		new Novell account
Ticket Number:	0000076541	11/07/2003		Novell Account Password Reset
Ticket Number:	0000076699	11/10/2003		Getting error messages when I save Word files.
Ticket Number:	0000076767	11/11/2003		security access on a folder in shared drive
Ticket Number:	0000076687	11/10/2003		Novell quota for parking services dept.
Ticket Number:	0000076933	11/13/2003		Delete Print queue POLI_HP4.
Ticket Number:	0000077113	11/15/2003		Customer profile not loading
Ticket Number:	0000076901	11/12/2003		windows cannot load profile because it may be corrupted
Ticket Number:	0000076856	11/12/2003		needs general login for machine in work area
Ticket Number:	0000076295	11/05/2003		Novell Account
Ticket Number:	0000076271	11/04/2003		Work Order Request
Ticket Number:	0000076344	11/05/2003		reset novell password
Ticket Number:	0000076474	11/06/2003		Overflow error from MS Access
Ticket Number:	0000076413	11/06/2003		Win Profile login error
Ticket Number:	0000076405	11/05/2003		File Recovery Request; .2kprofile
Ticket Number:	0000076398	11/05/2003		Error messages
Ticket Number:	0000076397	11/05/2003		Corrupted Windows Profile
Ticket Number:	0000076343	11/05/2003		ORLLQ2180 not available
Ticket Number:	0000076327	11/05/2003		LAN - directory access
Ticket Number:	0000076274	11/04/2003		ion.ad.umbc.edu account
Ticket Number:	0000076457	11/06/2003		Please reset password for feinberg
Ticket Number:	0000076196	11/04/2003		New novell account for Helpdesk consultant.
Ticket Number:	0000076359	11/05/2003		Cheryl Johnson needs her Novell password reset.
Ticket Number:	0000076095	11/03/2003		remove print job from printer object
Ticket Number:	0000076156	11/03/2003		windows 2000 profile not loading
<b>vladimir</b>			<b>4</b>	
<b>Closed</b>			<b>4</b>	
Ticket Number:	0000077544	11/20/2003		Xerox/scanning capabilities
Ticket Number:	0000076132	11/03/2003		Customer cannot access a file in Shared drive
Ticket Number:	0000076141	11/03/2003		Work Order Request
Ticket Number:	0000077637	11/21/2003		Continuous Printing Problem; History Context HIST_HP4MP

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For LAN



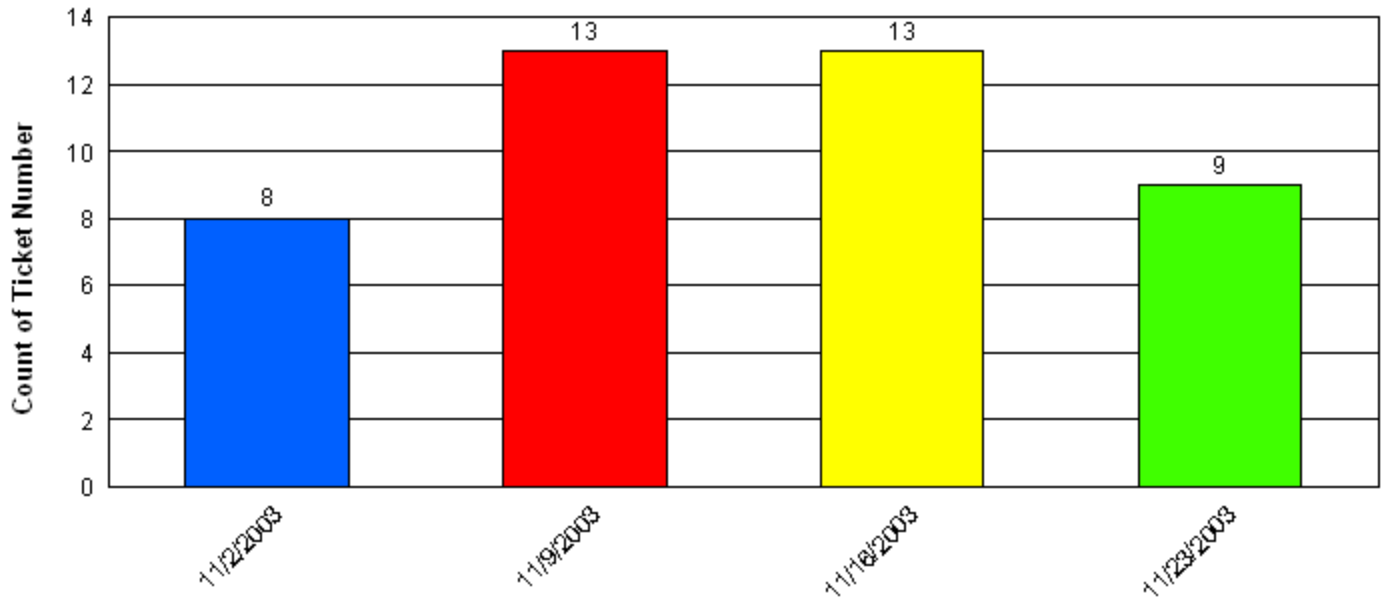
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>New Media</b>	<b>Total:</b>	<b>43</b>	
<b>NewMedia</b>	<b>Total:</b>	<b>1</b>	
<b>Closed</b>	<b>Total:</b>	<b>1</b>	
Ticket Number: 0000076672		11/10/2003	Blackboard Course: Assign to New Media: Blackboard
<b>darnold</b>	<b>Total:</b>	<b>2</b>	
<b>Closed</b>	<b>Total:</b>	<b>2</b>	
Ticket Number: 0000076146		11/03/2003	Web Dev. Basics Workshop
Ticket Number: 0000076308		11/05/2003	Fw: P drive access
<b>rarmstro</b>	<b>Total:</b>	<b>39</b>	
<b>Resolved</b>	<b>Total:</b>	<b>2</b>	
Ticket Number: 0000077679		11/23/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000077979		11/26/2003	Blackboard Course: Assign to New Media: Blackboard
<b>Closed</b>	<b>Total:</b>	<b>37</b>	
Ticket Number: 0000077559		11/20/2003	Blackboard disk quota
Ticket Number: 0000077919		11/25/2003	Course 'HEBR101_0101_FA2003' quota exceeded
Ticket Number: 0000077922		11/25/2003	Course 'HEBR101_0101_FA2003' quota exceeded
Ticket Number: 0000077925		11/25/2003	Course 'HEBR101_0101_FA2003' quota exceeded
Ticket Number: 0000077921		11/25/2003	Course 'HEBR101_0101_FA2003' quota exceeded
Ticket Number: 0000077920		11/25/2003	Course 'HEBR101_0101_FA2003' quota exceeded
Ticket Number: 0000077918		11/25/2003	Course 'HEBR101_0101_FA2003' quota exceeded
Ticket Number: 0000077646		11/21/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000077685		11/23/2003	IFSM761_0101_SP2004
Ticket Number: 0000076966		11/13/2003	Re: Workaround to "Script Produced No Output" Bb Error
Ticket Number: 0000076992		11/13/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000077248		11/18/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000077259		11/18/2003	Course 'IFSM761_0101_SP2004' quota exceeded
Ticket Number: 0000077402		11/19/2003	Link to Bb course
Ticket Number: 0000077272		11/18/2003	Blackboard Grade posting problem
Ticket Number: 0000077264		11/18/2003	Course 'IFSM761_0101_SP2004' quota exceeded
Ticket Number: 0000077263		11/18/2003	Course 'IFSM761_0101_SP2004' quota exceeded
Ticket Number: 0000077262		11/18/2003	Course 'IFSM761_0101_SP2004' quota exceeded
Ticket Number: 0000077261		11/18/2003	Course 'IFSM761_0101_SP2004' quota exceeded
Ticket Number: 0000077260		11/18/2003	Course 'IFSM761_0101_SP2004' quota exceeded
Ticket Number: 0000077258		11/18/2003	Course 'IFSM761_0101_SP2004' quota exceeded
Ticket Number: 0000077103		11/15/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000077297		11/18/2003	Request For Course
Ticket Number: 0000076991		11/13/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000076078		11/02/2003	Re: Course 'IFSM667_8030_FA2003' quota exceeded
Ticket Number: 0000076431		11/06/2003	FW: Course 'CBE' quota exceeded
Ticket Number: 0000076199		11/04/2003	Re: blackboard print problems
Ticket Number: 0000076203		11/04/2003	RE: blackboard print problems
Ticket Number: 0000076424		11/06/2003	Re: Course 'CBE' quota exceeded
Ticket Number: 0000076588		11/07/2003	adding students to blackboard as instructors
Ticket Number: 0000076772		11/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000076773		11/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000076955		11/13/2003	RE: Course 'ENME301_0101_FA2003' quota exceeded
Ticket Number: 0000076837		11/11/2003	Blackboard trouble-printing grade reports
Ticket Number: 0000076774		11/11/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000076671		11/10/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000076686		11/10/2003	PPB AV
<b>vergil</b>	<b>Total:</b>	<b>1</b>	
<b>Closed</b>	<b>Total:</b>	<b>1</b>	
Ticket Number: 0000076887		11/12/2003	Web Auth. Permission

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For New Media



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>OIT Business Systems: N</b>	<u>Total:</u>	<b>119</b>	
<b>BSG:Operational_Support</b>		<u>Total:</u>	<b>2</b>
<b>Closed</b>		<u>Total:</u>	<b>2</b>
Ticket Number:	0000076194	11/04/2003	MVBR4025
Ticket Number:	0000077441	11/19/2003	Delete GADM Accounts

**BSG:Web\_Infrastructure**

Create

Date

Total: 75

Short Description

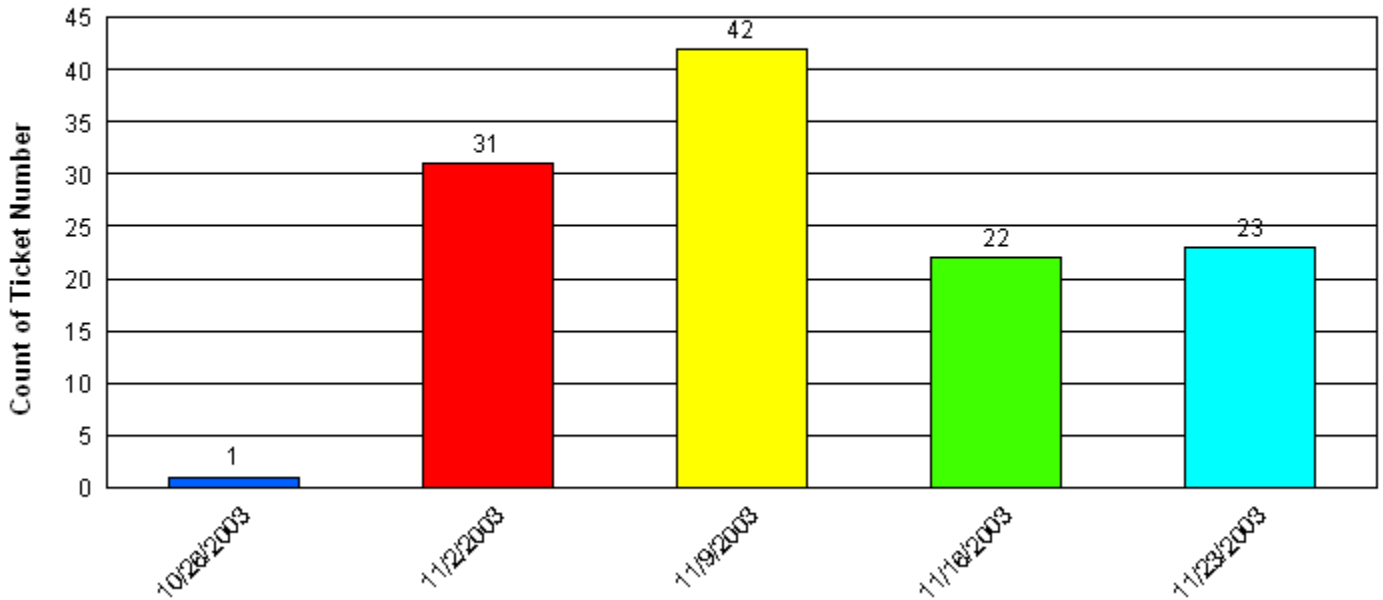
	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000076942	11/13/2003	75	ecad360 / cohen
Ticket Number: 0000077032	11/14/2003		biol303/ blumberg
Ticket Number: 0000077035	11/14/2003		econ 301 / knickerbok
Ticket Number: 0000077033	11/14/2003		econ 401 / knickerbok
Ticket Number: 0000077444	11/19/2003		PHYSICS 105/Exam 4 Dr. Dymski
Ticket Number: 0000077421	11/19/2003		ECON 102/701 and 801
Ticket Number: 0000077319	11/18/2003		chem351L / perks
Ticket Number: 0000077318	11/18/2003		chem351/perks
Ticket Number: 0000077304	11/18/2003		geog100 / rabenhorst
Ticket Number: 0000077296	11/18/2003		psyc200 / hussey-gardner
Ticket Number: 0000077295	11/18/2003		geog 102/301 keith harries
Ticket Number: 0000077294	11/18/2003		econ 101/1001,1101
Ticket Number: 0000077257	11/18/2003		psyc200 / schultz
Ticket Number: 0000077256	11/18/2003		chem102L - brothers
Ticket Number: 0000077255	11/18/2003		Scan sheets / create 2 files - sandoz
Ticket Number: 0000077194	11/17/2003		psyc100 / shimoff
Ticket Number: 0000077156	11/17/2003		chem102 / weglein
Ticket Number: 0000076974	11/13/2003		psyc285 / parker
Ticket Number: 0000076973	11/13/2003		Psyc285 / arnhem
Ticket Number: 0000077585	11/21/2003		psyc380 / anderson
Ticket Number: 0000077777	11/24/2003		socy332/wmst 332 exam 3
Ticket Number: 0000078004	11/26/2003		ECON 101 Mark Th omas
Ticket Number: 0000078003	11/26/2003		PSYC 370
Ticket Number: 0000077898	11/25/2003		geog 110/101 exam 3
Ticket Number: 0000077897	11/25/2003		psyc 304/101 exam 4
Ticket Number: 0000077896	11/25/2003		psyc 200/401 exam 10
Ticket Number: 0000077895	11/25/2003		poli 300 exam Dr. Miller
Ticket Number: 0000077793	11/24/2003		SOWK 388 Exam 2 Dr. Okundaye
Ticket Number: 0000077599	11/21/2003		psyc100 / jordan-green
Ticket Number: 0000077706	11/24/2003		PHYSICS 112
Ticket Number: 0000076757	11/11/2003		psyc285/freiberg
Ticket Number: 0000076471	11/06/2003		psyc340 / blass
Ticket Number: 0000076326	11/05/2003		ehs 471/101
Ticket Number: 0000076319	11/05/2003		psyc 360/rabin exam 2
Ticket Number: 0000076318	11/05/2003		cmsc 200/katz
Ticket Number: 0000076317	11/05/2003		psyc 100/lisa jordan
Ticket Number: 0000076304	11/05/2003		poli 250/101 fletcher
Ticket Number: 0000076247	11/04/2003		geog 110/jeffrey
Ticket Number: 0000076246	11/04/2003		psyc 370/provine
Ticket Number: 0000076219	11/04/2003		biol 107/101 weber
Ticket Number: 0000076218	11/04/2003		psyc 304/101 freiberg
Ticket Number: 0000076217	11/04/2003		psyc 200/301 schaeffer
Ticket Number: 0000076216	11/04/2003		socy 101/201 kleinberg
Ticket Number: 0000076215	11/04/2003		PSYC200/401 Dr. Schultz
Ticket Number: 0000076214	11/04/2003		ehs302/101
Ticket Number: 0000076213	11/04/2003		SOWK 388 Exam
Ticket Number: 0000076566	11/07/2003		psyc335/provine
Ticket Number: 0000076564	11/07/2003		psyc205 / freiberg
Ticket Number: 0000077034	11/14/2003		econ 501 / knickerbok
Ticket Number: 0000077041	11/14/2003		anth 211/201 and 203
Ticket Number: 0000077040	11/14/2003		psyc 380/101 exam 4
Ticket Number: 0000076885	11/12/2003		phys111 / dymski
Ticket Number: 0000076533	11/07/2003		Biol302 / Gethmann
Ticket Number: 0000076941	11/13/2003		ehs302 / lebowitz

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000076927	11/13/2003	polk / ehs475
Ticket Number:	0000076926	11/13/2003	socy452/hoyer
Ticket Number:	0000076883	11/12/2003	chem123 / whalen
Ticket Number:	0000076760	11/11/2003	biol301 / omland
Ticket Number:	0000076759	11/11/2003	chem102L 0 Q9 / Brothers
Ticket Number:	0000076758	11/11/2003	chem102L 0 Q8 / Brothers
Ticket Number:	0000076756	11/11/2003	ifsm310 / green
Ticket Number:	0000076755	11/11/2003	ehs473/polk
Ticket Number:	0000076692	11/10/2003	socy101 / trela
Ticket Number:	0000076691	11/10/2003	ges311 / tokay
Ticket Number:	0000076690	11/10/2003	chem101 / lacourse
Ticket Number:	0000076534	11/07/2003	Psyc100 / Jordan-Green
Ticket Number:	0000076848	11/12/2003	sowk260 / mcclellan
Ticket Number:	0000078006	11/26/2003	EHS 302 Dr. Lebowitz
Ticket Number:	0000078005	11/26/2003	psyc 335
Ticket Number:	0000076800	11/11/2003	psyc100 / obrien
Ticket Number:	0000076799	11/11/2003	psyc100 / obrien
Ticket Number:	0000076798	11/11/2003	psyc210 / catania,shimoff
Ticket Number:	0000076797	11/11/2003	psyc200 / sonnenschein
Ticket Number:	0000076796	11/11/2003	psyc320 / martinkowski
Ticket Number:	0000077068	11/14/2003	afst201 / robinson
<b>blanchet</b>		<u>Total:</u>	<b>4</b>
<b>Closed</b>		<u>Total:</u>	<b>4</b>
Ticket Number:	0000076788	11/11/2003	ORL couldn't 'take down' a room charge
Ticket Number:	0000077027	11/14/2003	ABORT: USR0014.ORL ARBR3969
Ticket Number:	0000077445	11/19/2003	Need to check on some Sallie Mae files
Ticket Number:	0000077357	11/19/2003	ARBR3952 and ARBM4438 Aborted
<b>dina</b>		<u>Total:</u>	<b>6</b>
<b>Closed</b>		<u>Total:</u>	<b>6</b>
Ticket Number:	0000076986	11/13/2003	Support for Registrar's Office
Ticket Number:	0000077082	11/14/2003	Problem with some courses not showing up on
Ticket Number:	0000077888	11/25/2003	Course not displaying properly in schedule
Ticket Number:	0000076868	11/12/2003	Grad school report not produced as scheduled
Ticket Number:	0000077204	11/17/2003	Course not showing up in course catalog
Ticket Number:	0000076109	11/03/2003	Reports not showing Winter 2004 enrollment counts
<b>paulr</b>		<u>Total:</u>	<b>5</b>
<b>Closed</b>		<u>Total:</u>	<b>5</b>
Ticket Number:	0000076414	11/06/2003	MyUMBC General Failure.
Ticket Number:	0000076659	11/10/2003	myUMBC PIN
Ticket Number:	0000076790	11/11/2003	Parking Services
Ticket Number:	0000077562	11/20/2003	Users cannot access myumbc from following pagelink
Ticket Number:	0000077995	11/26/2003	Customer does not have Faculty/Staff links
<b>psimon</b>		<u>Total:</u>	<b>6</b>
<b>Closed</b>		<u>Total:</u>	<b>6</b>
Ticket Number:	0000077903	11/25/2003	R25 - Training for R25 / Associated
Ticket Number:	0000077904	11/25/2003	R25 - Webviewer Down
Ticket Number:	0000077317	11/18/2003	OSX, Macintosh, cannot use Safari to view Degree Nav.
Ticket Number:	0000076096	11/03/2003	Degree Navigation tool
Ticket Number:	0000076113	11/03/2003	DN - Research issue with English 100T
Ticket Number:	0000076164	11/03/2003	Cannot view student's academic record

<u>putro</u>	<u>Created</u>	<u>Short Description</u>
	<u>Total:</u> 21	
	<u>Total:</u> 21	
Ticket Number: 0000076120	11/03/2003	Students Couldn't Register on Saturday for winter 2004
Ticket Number: 0000076456	11/06/2003	Commencement File Download
Ticket Number: 0000076256	11/04/2003	Source for DIS and Class files
Ticket Number: 0000076057	11/01/2003	Registration problems with myUMBC
Ticket Number: 0000076479	11/06/2003	my umbc failure/drop a class
Ticket Number: 0000076689	11/10/2003	Need help with how to generate floor passes
Ticket Number: 0000076787	11/11/2003	Reset profile for official transcripts printer
Ticket Number: 0000076810	11/11/2003	Acad Serv bld rm 106; printer cannot print
Ticket Number: 0000076540	11/07/2003	Class Schedule not showing correct course numbers
Ticket Number: 0000076493	11/06/2003	Resequent of schedule numbers
Ticket Number: 0000077042	11/14/2003	Problem with course numbers
Ticket Number: 0000077083	11/14/2003	Problem with courses not show up online
Ticket Number: 0000077430	11/19/2003	Course title not displaying properly
Ticket Number: 0000077673	11/23/2003	registration
Ticket Number: 0000077828	11/24/2003	Grad units on the CCD screen.
Ticket Number: 0000077952	11/25/2003	Stan having problems with REGLP3
Ticket Number: 0000077951	11/25/2003	Change all profiles on rdor9258 for 106 to reglp3.
Ticket Number: 0000077792	11/24/2003	Transcript Printers not working properly
Ticket Number: 0000077719	11/24/2003	Registration functions give Internal Server Error
Ticket Number: 0000077709	11/24/2003	MPP valid translation code
Ticket Number: 0000077713	11/24/2003	Can't post CDE certificate to student

## Count of Ticket Number / Create Date

For OIT Business Systems: Non PeopleSoft



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>OIT Business Systems: P</b>	<b>Total:</b>	<b>163</b>	
<b>PS:HR</b>		<b>Total: 1</b>	
<b>Closed</b>		<b>Total: 1</b>	
Ticket Number: 0000077077		11/14/2003	Grant Chuck Smithson access to Orientation dept within Academic Se
<b>chriss</b>		<b>Total: 32</b>	
<b>Resolved</b>		<b>Total: 1</b>	
Ticket Number: 0000077980		11/26/2003	run script in TST now
<b>Closed</b>		<b>Total: 31</b>	
Ticket Number: 0000077477		11/20/2003	Please clone HRCA from HRTST2 using backup from evening of 11/
Ticket Number: 0000077500		11/20/2003	Build script for hrca, hrprd
Ticket Number: 0000077583		11/21/2003	rebuild tables
Ticket Number: 0000077503		11/20/2003	Update FSPRD
Ticket Number: 0000077516		11/20/2003	Build script for hrca, hrtst2, hrprd
Ticket Number: 0000077491		11/20/2003	Build script for hrdev
Ticket Number: 0000077058		11/14/2003	Unable to login to STAT
Ticket Number: 0000077347		11/18/2003	FSUAT
Ticket Number: 0000077356		11/19/2003	Build script for hrtst2
Ticket Number: 0000077358		11/19/2003	Another build script for hrtst2
Ticket Number: 0000077368		11/19/2003	Last script for hrtst2
Ticket Number: 0000077361		11/19/2003	Re: FW: SQL
Ticket Number: 0000077348		11/18/2003	FW: SQL
Ticket Number: 0000077063		11/14/2003	alter script for hrdev
Ticket Number: 0000076481		11/06/2003	service account in FSDEV, TST, PRD
Ticket Number: 0000076490		11/06/2003	Build script for hrtst2
Ticket Number: 0000076880		11/12/2003	payrun tables requested
Ticket Number: 0000076706		11/10/2003	new tables requested
Ticket Number: 0000076580		11/07/2003	Build script for hrprd
Ticket Number: 0000076106		11/03/2003	R25 - Clear Pending Reservation Table
Ticket Number: 0000076115		11/03/2003	t_import view is missing
Ticket Number: 0000076149		11/03/2003	RE: Need UPDATE script executed in FSPRD
Ticket Number: 0000076197		11/04/2003	Another new table
Ticket Number: 0000076287		11/05/2003	Updates for FSPRD
Ticket Number: 0000076315		11/05/2003	SQL Script
Ticket Number: 0000076440		11/06/2003	New Tables
Ticket Number: 0000076430		11/06/2003	FSFIX Oracle Access
Ticket Number: 0000076378		11/05/2003	sysadm access in fsfix?
Ticket Number: 0000076529		11/07/2003	Bounce app server hrprd
Ticket Number: 0000076349		11/05/2003	run scripts in FSFIX for PO MARCH 2003 Bundle
Ticket Number: 0000076192		11/04/2003	New Table
<b>enoch</b>		<b>Total: 1</b>	
<b>Resolved</b>		<b>Total: 1</b>	
Ticket Number: 0000078001		11/26/2003	columbia.umbc.edu in phys (non crit) area

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>haddaway</b>	<u>Total:</u> 15	
<b>Closed</b>	<u>Total:</u> 15	
Ticket Number: 0000076977	11/13/2003	maximum # of process exceeded error in FSDEV
Ticket Number: 0000077439	11/19/2003	Customer not able to register vehicle
Ticket Number: 0000077378	11/19/2003	OFF HOURS: clone HRPRD to HRTST2
Ticket Number: 0000077377	11/19/2003	Modify Grad Schools Materialized View
Ticket Number: 0000077149	11/17/2003	Is the PS FS Web Server down? (PRD)
Ticket Number: 0000077431	11/19/2003	[Fwd: Misc Bundle Steps - FSFIX]
Ticket Number: 0000077079	11/14/2003	Backup HRCNV and the clone HRFIX over the top of HRCNV.
Ticket Number: 0000076116	11/03/2003	SQL update to FSPRD
Ticket Number: 0000076454	11/06/2003	Import/Export Tables
Ticket Number: 0000076255	11/04/2003	Monitor Edit Chartfield Process in FSPRD
Ticket Number: 0000076582	11/07/2003	Slow Load of BTRM warehouse data
Ticket Number: 0000076488	11/06/2003	Fwd: RE: follow-up
Ticket Number: 0000076940	11/13/2003	Executing Datamover in UNIX for FSDEV
Ticket Number: 0000076818	11/11/2003	reload DEVL database with current shadow HP data
Ticket Number: 0000076696	11/10/2003	run script in FSPRD
<b>jeremy</b>	<u>Total:</u> 8	
<b>Closed</b>	<u>Total:</u> 8	
Ticket Number: 0000076591	11/07/2003	PS_UW_EDS_DATA
Ticket Number: 0000076530	11/07/2003	retriever access
Ticket Number: 0000077183	11/17/2003	new tables, please
Ticket Number: 0000077285	11/18/2003	build script for hrdev
Ticket Number: 0000077292	11/18/2003	updated script for hrdev
Ticket Number: 0000077738	11/24/2003	new table run, please
Ticket Number: 0000077790	11/24/2003	build script for hrtst
Ticket Number: 0000077887	11/25/2003	Bounce hrtst app server
<b>jgood</b>	<u>Total:</u> 17	
<b>Closed</b>	<u>Total:</u> 17	
Ticket Number: 0000077464	11/19/2003	Unable to login to VPN
Ticket Number: 0000076994	11/13/2003	HX2 Download Files
Ticket Number: 0000077005	11/13/2003	Change to the GL HX file transfer process
Ticket Number: 0000077300	11/18/2003	extend UAT time out to 2 hours please
Ticket Number: 0000077312	11/18/2003	Please change name in phys-noncrit from salsify to columbia
Ticket Number: 0000077452	11/19/2003	FW: Unable to login to VPN
Ticket Number: 0000077325	11/18/2003	Bounce app server (hrdev)
Ticket Number: 0000077151	11/17/2003	UNIX Server Access for Stephen Mubita
Ticket Number: 0000076135	11/03/2003	Filer FileSystem checks dont seem to be working
Ticket Number: 0000076342	11/05/2003	Change FSFIX backup schedule
Ticket Number: 0000076233	11/04/2003	Remove Systems from netsaint
Ticket Number: 0000076322	11/05/2003	EDS files
Ticket Number: 0000076144	11/03/2003	Redo Cert on Netsaint
Ticket Number: 0000076595	11/07/2003	? Forms Setup
Ticket Number: 0000076676	11/10/2003	Process in FSFIX
Ticket Number: 0000076924	11/13/2003	Unable to retrieve process output file
Ticket Number: 0000076766	11/11/2003	Important/Urgent Process Scheduler is not functioning in FSPRD

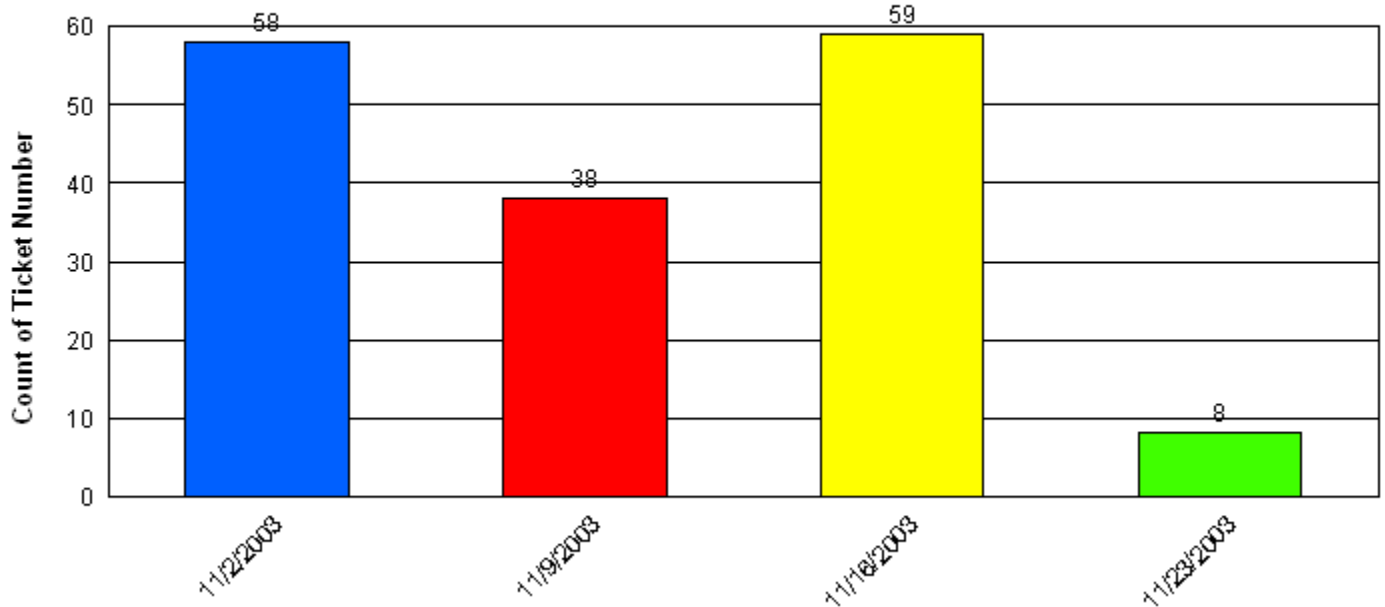
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>jking</b>	<u>Total:</u> 17	
<b>Closed</b>	<u>Total:</u> 17	
Ticket Number: 0000076142	11/03/2003	HR App Messaging Question
Ticket Number: 0000076452	11/06/2003	Error running DataMover in UNIX
Ticket Number: 0000076444	11/06/2003	Request copt of all HX files from State interface
Ticket Number: 0000076427	11/06/2003	Process Scheduler - Queued Status
Ticket Number: 0000076362	11/05/2003	Need a script run
Ticket Number: 0000076350	11/05/2003	fsfix - web
Ticket Number: 0000076560	11/07/2003	FSFIX - Web Error
Ticket Number: 0000076435	11/06/2003	People Soft reports
Ticket Number: 0000076162	11/03/2003	FW: F&A Calculation
Ticket Number: 0000077162	11/17/2003	copy crystal and nvision to FS-NTPS
Ticket Number: 0000077167	11/17/2003	test - ignore
Ticket Number: 0000077446	11/19/2003	Internal Server Error
Ticket Number: 0000077411	11/19/2003	ATTN: Keith Rosti web page created no longer comes up
Ticket Number: 0000077307	11/18/2003	PSNT SERVER DOWN
Ticket Number: 0000077505	11/20/2003	Slow System Now
Ticket Number: 0000077508	11/20/2003	AP module really slow
Ticket Number: 0000077784	11/24/2003	Can the maximum number of rows from a search and viewable in the b
<b>jking4</b>	<u>Total:</u> 5	
<b>Closed</b>	<u>Total:</u> 5	
Ticket Number: 0000076294	11/05/2003	Load the payrun file for pp09
Ticket Number: 0000076332	11/05/2003	File Request - umpyi011
Ticket Number: 0000076335	11/05/2003	File Request - umpygl02
Ticket Number: 0000076337	11/05/2003	File Request - umpyi008
Ticket Number: 0000076890	11/12/2003	Run adhoc queries to help with pp08 confirm
<b>jpatna1</b>	<u>Total:</u> 5	
<b>Closed</b>	<u>Total:</u> 5	
Ticket Number: 0000076476	11/06/2003	Timetrax Deletions
Ticket Number: 0000076472	11/06/2003	TimeTrax Annual Leave Rpt
Ticket Number: 0000077702	11/24/2003	Security
Ticket Number: 0000077252	11/18/2003	TimeTrax Correction
Ticket Number: 0000077253	11/18/2003	AD504: Timetrax 'no dbms found' error
<b>kirby</b>	<u>Total:</u> 3	
<b>Resolved</b>	<u>Total:</u> 1	
Ticket Number: 0000076949	11/13/2003	transcripts not sending to printer
<b>Closed</b>	<u>Total:</u> 2	
Ticket Number: 0000076076	11/02/2003	HP3000 backup issue restricting myUMBC access for HP functions
Ticket Number: 0000076150	11/03/2003	Move John group
<b>kjoseph</b>	<u>Total:</u> 3	
<b>Closed</b>	<u>Total:</u> 3	
Ticket Number: 0000076638	11/10/2003	MyUMBC doesn't work right
Ticket Number: 0000076785	11/11/2003	Degree Navigator pop up menu does not appear
Ticket Number: 0000076729	11/10/2003	Degree Navigator

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>Irland</b>	<u>Total:</u> 22	
<b>Closed</b>	<u>Total:</u> 22	
Ticket Number: 0000076816	11/11/2003	Phyllis Gemmill needs access to HR
Ticket Number: 0000076817	11/11/2003	Set up Corery Green Williams with Payroll Approver Access for PS
Ticket Number: 0000076835	11/11/2003	Remedy Ticket
Ticket Number: 0000076998	11/13/2003	PS Security Setup
Ticket Number: 0000076265	11/04/2003	SQR Report
Ticket Number: 0000076329	11/05/2003	Par Change
Ticket Number: 0000076251	11/04/2003	can't login to PeopleSoft HR
Ticket Number: 0000077547	11/20/2003	ROW LEVEL SECURITY FOR POSITION REPORTS
Ticket Number: 0000077910	11/25/2003	Grant access to DEPTID's 10333 & 10211 for username PSTEVE4
Ticket Number: 0000076961	11/13/2003	Grant Carolyn Newton access to the Account Code Load Process in H
Ticket Number: 0000077172	11/17/2003	Testing 2
Ticket Number: 0000076978	11/13/2003	Debra Dixon-Lee is having problems accessing all of the employees s
Ticket Number: 0000077177	11/17/2003	Grant Users FARMER and SCHUBERT access to all Physcal Educat
Ticket Number: 0000077207	11/17/2003	Unable to login
Ticket Number: 0000077209	11/17/2003	Retro Identification
Ticket Number: 0000077426	11/19/2003	run script again
Ticket Number: 0000077334	11/18/2003	Change in Preparer Access
Ticket Number: 0000077289	11/18/2003	Correct History
Ticket Number: 0000077225	11/17/2003	User Access
Ticket Number: 0000077214	11/17/2003	Combo Edit Meeting
Ticket Number: 0000077210	11/17/2003	Production Support
Ticket Number: 0000077189	11/17/2003	Can't see ebd load process in hruat
<b>preston</b>	<u>Total:</u> 1	
<b>Closed</b>	<u>Total:</u> 1	
Ticket Number: 0000076104	11/03/2003	Script needed to change field value
<b>rosti</b>	<u>Total:</u> 8	
<b>Closed</b>	<u>Total:</u> 8	
Ticket Number: 0000076420	11/06/2003	Data Load
Ticket Number: 0000076421	11/06/2003	Data Load
Ticket Number: 0000076563	11/07/2003	No pdf file
Ticket Number: 0000076832	11/11/2003	VPN login failing
Ticket Number: 0000076789	11/11/2003	Problems posting reports
Ticket Number: 0000076667	11/10/2003	Job locked in pending status
Ticket Number: 0000077154	11/17/2003	can not mail to delta-sys
Ticket Number: 0000077442	11/19/2003	Athletics Dept User Cannot Select Project Field to Reallocate Costs

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>slong</b>		<b>Total: 25</b>	
<b>Resolved</b>		<b>Total: 1</b>	
Ticket Number:	0000076307	11/05/2003	ProjectActivity SQR Report not picking up Journal Entries
<b>Closed</b>		<b>Total: 24</b>	
Ticket Number:	0000077472	11/19/2003	RE: ERROR - PSXFER:
Ticket Number:	0000077550	11/20/2003	Retriever Access
Ticket Number:	0000077549	11/20/2003	Mae Golden is not able to change her Rumba password.
Ticket Number:	0000077483	11/20/2003	ANOTHER T-CODE NEEDED ASAP / MISSING FROM QUERY
Ticket Number:	0000077080	11/14/2003	Retriever access
Ticket Number:	0000077085	11/14/2003	Retriever access
Ticket Number:	0000077084	11/14/2003	Retriever access
Ticket Number:	0000077267	11/18/2003	App Msg Error - GL_SETUP channel
Ticket Number:	0000077222	11/17/2003	Retriever access
Ticket Number:	0000077216	11/17/2003	Retriever access
Ticket Number:	0000077196	11/17/2003	Retriever Access
Ticket Number:	0000077193	11/17/2003	Retriever Access
Ticket Number:	0000077174	11/17/2003	Retriever access account
Ticket Number:	0000076752	11/11/2003	RUMBA Password
Ticket Number:	0000076670	11/10/2003	Password Reset
Ticket Number:	0000076938	11/13/2003	New password help
Ticket Number:	0000076879	11/12/2003	LINES NEED TO BE ADDED TO THE SPECIAL T-CODE QUER
Ticket Number:	0000076753	11/11/2003	Request that a run control be modified
Ticket Number:	0000076734	11/10/2003	EPM accounts
Ticket Number:	0000076101	11/03/2003	Time Out Errors while using email
Ticket Number:	0000076119	11/03/2003	JE 1497
Ticket Number:	0000076188	11/04/2003	need retriever access
Ticket Number:	0000076171	11/03/2003	FW: F&A Issue
Ticket Number:	0000076134	11/03/2003	SQL in FSPRD and FSUAT

## Count of Ticket Number / Create Date

For OIT Business Systems: PeopleSoft



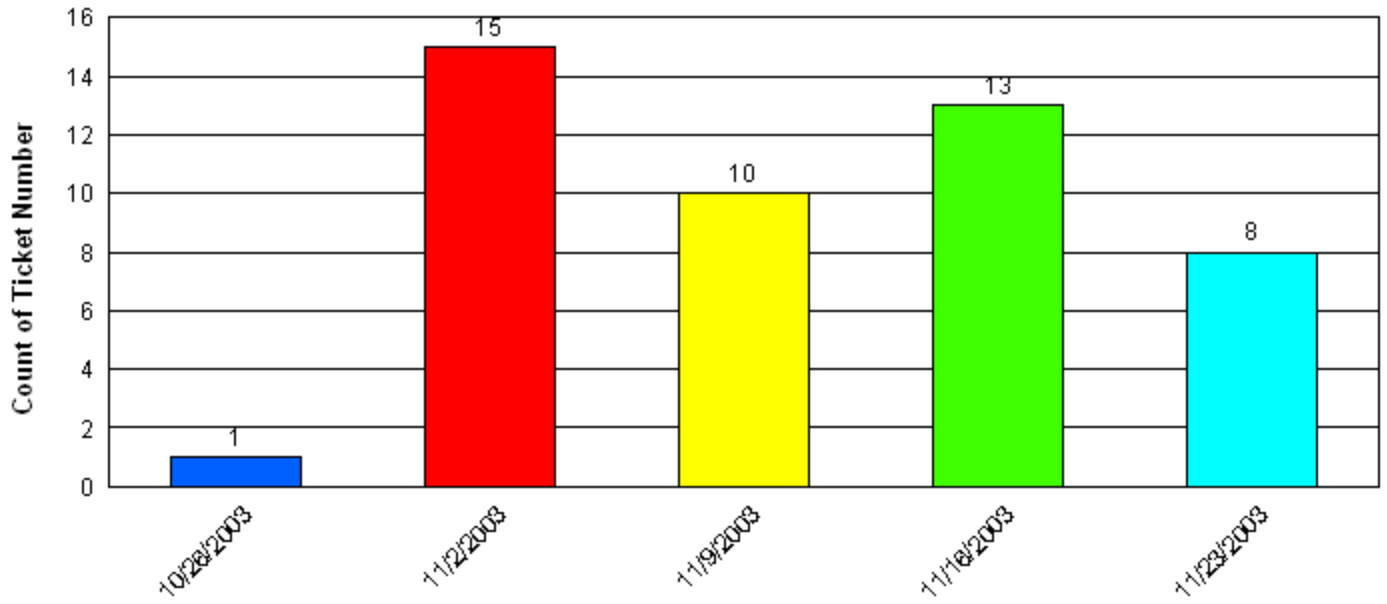
<u>PC Labs</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
<b>lasuk</b>	<b>47</b>		
<b>Resolved</b>	<b>Total:</b>	<b>37</b>	
		<b>Total:</b>	<b>5</b>
Ticket Number: 0000076579		11/07/2003	BS011MAC-01: Reformat and install OS X,
Ticket Number: 0000077614		11/21/2003	Mac setup.CHEM 390
Ticket Number: 0000077906		11/25/2003	Mac Mail problem
Ticket Number: 0000077781		11/24/2003	Customer having general OS X problems
Ticket Number: 0000077708		11/24/2003	User Wilt - Please expedite
<b>Closed</b>	<b>Total:</b>	<b>32</b>	
Ticket Number: 0000077493		11/20/2003	Squeaky Mouse on ECS 025 Machine (PC15)
Ticket Number: 0000077568		11/20/2003	User needs default Virtual Memory settings on Mac
Ticket Number: 0000077551		11/20/2003	Floppy stuck in pc 11 Lab 104
Ticket Number: 0000077870		11/24/2003	ECS 122 PC 16: non-functioning mouse
Ticket Number: 0000077762		11/24/2003	ECS021PC09 Not booting windows
Ticket Number: 0000077720		11/24/2003	popups keeps coming up when he looks at UMBC page
Ticket Number: 0000077704		11/24/2003	Wireless Keyboard and Mouse not responding
Ticket Number: 0000077703		11/24/2003	Novell Concurrent login exceeded
Ticket Number: 0000077519		11/20/2003	Alarm in FA 001
Ticket Number: 0000077509		11/20/2003	laptop for conference getting very slow
Ticket Number: 0000077513		11/20/2003	ECS020PC01: Linux won't boot; needs root p/w to fsck /dev/hda1
Ticket Number: 0000077017		11/13/2003	ECS122PC16 Fan failure
Ticket Number: 0000077111		11/15/2003	Admin 518 ext: 52923 - Needs to have Novell installed on laptop
Ticket Number: 0000077146		11/17/2003	ECS021 PC09 Not working
Ticket Number: 0000077244		11/18/2003	ECS104PC03: Linux won't boot; asking for root p/w to fsck /dev/hd
Ticket Number: 0000077242		11/18/2003	ECS021PC08: Linux won't boot; needs root p/w to fsck /dev/hda1
Ticket Number: 0000077093		11/14/2003	ECS122PC18: cd-rom tray broken
Ticket Number: 0000076898		11/12/2003	ecs021mac17 cannot open photoshop
Ticket Number: 0000076466		11/06/2003	ECS 336 computers not working
Ticket Number: 0000076369		11/05/2003	Matlab and Office X install.
Ticket Number: 0000076415		11/06/2003	power out/MAC
Ticket Number: 0000076328		11/05/2003	Computer is not able to send/receive mail (FA 519)
Ticket Number: 0000076293		11/05/2003	Multiple machines in ECS021 fail to boot, Linux corrupted on many
Ticket Number: 0000076200		11/04/2003	Erickson Hall 073: Corrupted calendar 3rd time this happened
Ticket Number: 0000076131		11/03/2003	ecs 021 pc 09; pc problems
Ticket Number: 0000076086		11/02/2003	ECS021 A Drives not working
Ticket Number: 0000076059		11/01/2003	MAC OS 10.3 failed ppp connect
Ticket Number: 0000076491		11/06/2003	Hub problems in ITE Room 110 C1
Ticket Number: 0000076556		11/07/2003	Stolen Mouse from Library Basement PC 22
Ticket Number: 0000076697		11/10/2003	ecs021mac07: adobe pdf viewer cannot load
Ticket Number: 0000076954		11/13/2003	iMac OS 9 with No network connection.
Ticket Number: 0000076804		11/11/2003	VPN Client
<b>madhu1</b>	<b>Total:</b>	<b>10</b>	
<b>Closed</b>	<b>Total:</b>	<b>10</b>	
Ticket Number: 0000076554		11/07/2003	PC difficulties; Admin 911
Ticket Number: 0000076792		11/11/2003	User needs PPP/LAN setup for laptop
Ticket Number: 0000076859		11/12/2003	Resnet Setup
Ticket Number: 0000076897		11/12/2003	Chester Apt 213D; cannot connect to resnet
Ticket Number: 0000076191		11/04/2003	Walk in PPP and Netscape Mail configuration.
Ticket Number: 0000076227		11/04/2003	dial up set up
Ticket Number: 0000076236		11/04/2003	walker ave apt 416-b; cannot get ip
Ticket Number: 0000077344		11/18/2003	Internet problem
Ticket Number: 0000077447		11/19/2003	Customer unable to connect to resnet (Potomac 383)
Ticket Number: 0000077450		11/19/2003	User can get IP in HD office, but not on resnet

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For PC Labs



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>Physical Networks</b>	<b>Total:</b>	<b>64</b>	
<b>Telcom</b>		<b>Total: 1</b>	
<b>Closed</b>		<b>Total: 1</b>	
Ticket Number: 0000076497		11/06/2003	Incorrect Jack Labeling
<b>beakja1</b>		<b>Total: 14</b>	
<b>Closed</b>		<b>Total: 14</b>	
Ticket Number: 0000076496		11/06/2003	activate jacks in ITE 110
Ticket Number: 0000076581		11/07/2003	Slow Network Access on jack in ECS 233F
Ticket Number: 0000076806		11/11/2003	Network connectivity problem for Faculty PC
Ticket Number: 0000076777		11/11/2003	Potomac Basement Lab problems
Ticket Number: 0000076769		11/11/2003	Slow jack in ECS 202C
Ticket Number: 0000076656		11/10/2003	Potomac front desk getting 169 IP
Ticket Number: 0000076270		11/04/2003	jacks not working
Ticket Number: 0000076432		11/06/2003	Jack activation.
Ticket Number: 0000076365		11/05/2003	Remove Items from the Closet
Ticket Number: 0000076958		11/13/2003	Network jack check
Ticket Number: 0000077227		11/17/2003	Network Access Request
Ticket Number: 0000077427		11/19/2003	Need machine registered and Jack activated in ITE
Ticket Number: 0000077056		11/14/2003	Battery needed in FA001
Ticket Number: 0000077525		11/20/2003	Jack Check
<b>cmckin1</b>		<b>Total: 16</b>	
<b>Closed</b>		<b>Total: 16</b>	
Ticket Number: 0000077827		11/24/2003	jack activations
Ticket Number: 0000077838		11/24/2003	Jack activation
Ticket Number: 0000077905		11/25/2003	Another library jack
Ticket Number: 0000076972		11/13/2003	Network Survery
Ticket Number: 0000077436		11/19/2003	network line (Ecs 012c)
Ticket Number: 0000077166		11/17/2003	Can't login to Novell, admin 932
Ticket Number: 0000077337		11/18/2003	Ethernet Port Not working
Ticket Number: 0000077234		11/17/2003	Alarm in Potomac PC lab
Ticket Number: 0000077376		11/19/2003	data jack activation
Ticket Number: 0000076210		11/04/2003	jack activation
Ticket Number: 0000076269		11/04/2003	jacks not working
Ticket Number: 0000076714		11/10/2003	West Hill Magothy rm 411; can't get ip
Ticket Number: 0000076935		11/13/2003	Need to check if Jack is active for machine, or move one from ceiling t
Ticket Number: 0000076934		11/13/2003	Need port changed back to auto from forced 100 1/2
Ticket Number: 0000076821		11/11/2003	Please check jack
Ticket Number: 0000076811		11/11/2003	.TRC 282; right-side of room; need data jack

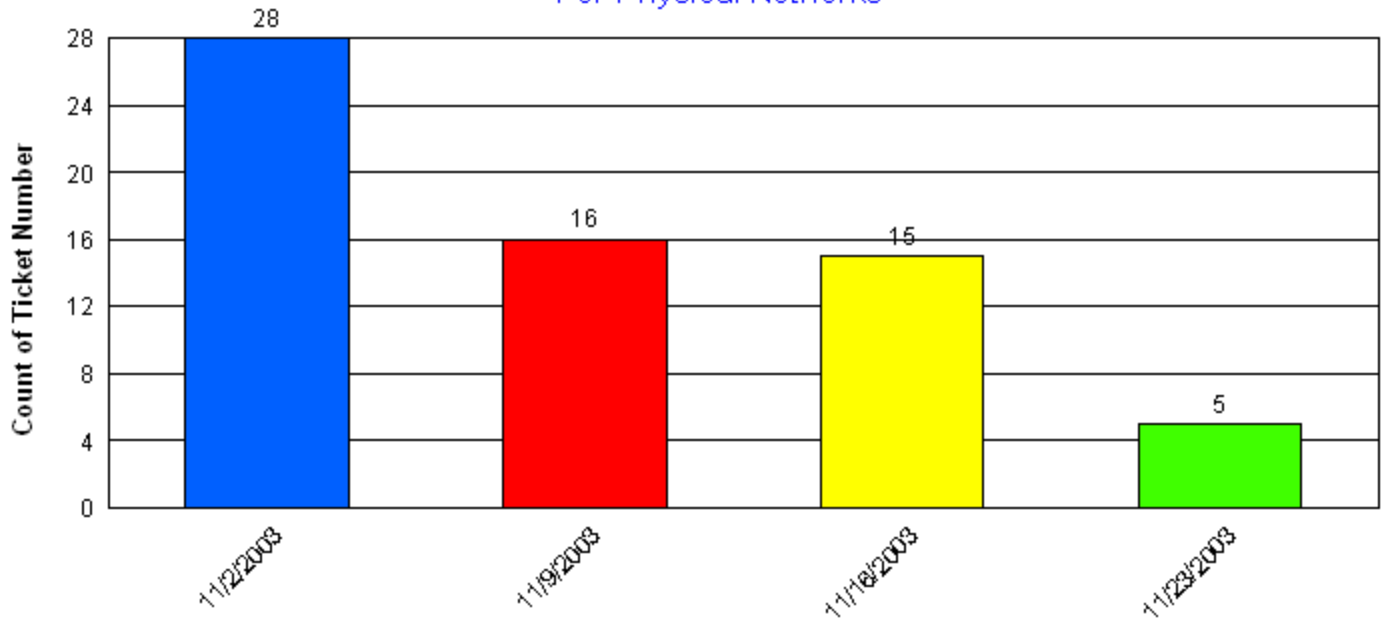
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>damian</b>	<u>Total:</u> 19	
<b>Closed</b>	<u>Total:</u> 19	
Ticket Number: 0000076500	11/06/2003	ResLife access server needs to be accessed by 2 workstations
Ticket Number: 0000076513	11/06/2003	Jack repair request
Ticket Number: 0000076981	11/13/2003	DNS change for ipa.chem.umbc.edu
Ticket Number: 0000076794	11/11/2003	Check jack in ITE
Ticket Number: 0000076736	11/10/2003	Machine slow
Ticket Number: 0000076623	11/08/2003	DNS problem
Ticket Number: 0000076593	11/07/2003	I need Dell Dimension 2350 PC enabled to surf internet.
Ticket Number: 0000076575	11/07/2003	(DNS PROBLEM!) Alumni user can't access email
Ticket Number: 0000076166	11/03/2003	new computer: ID network request
Ticket Number: 0000076352	11/05/2003	Work Order Request
Ticket Number: 0000076406	11/05/2003	ECS 021 Machines not Capturing IP Addresses; noc not showing out
Ticket Number: 0000076450	11/06/2003	Register Printer in DHCP
Ticket Number: 0000076441	11/06/2003	Admin 7th Floor Network problems
Ticket Number: 0000076438	11/06/2003	FA 4th Floor Network problems, not everyone
Ticket Number: 0000076433	11/06/2003	MP 2nd floor network problem.
Ticket Number: 0000076418	11/06/2003	NO NETWORK Library 1st flr and basement.
Ticket Number: 0000076374	11/05/2003	Fixed IP address for JCET
Ticket Number: 0000076288	11/05/2003	VPN timeout connection problems
Ticket Number: 0000077746	11/24/2003	Resnet Down
<b>rays1</b>	<u>Total:</u> 2	
<b>Closed</b>	<u>Total:</u> 2	
Ticket Number: 0000076212	11/04/2003	Intermittent network connectivity problem Bilogy 310 E-2
Ticket Number: 0000076528	11/07/2003	Check Lab Jack; Bio Sci 310
<b>vicki</b>	<u>Total:</u> 2	
<b>Closed</b>	<u>Total:</u> 2	
Ticket Number: 0000077396	11/19/2003	need new DNS entry
Ticket Number: 0000077398	11/19/2003	need network line connected in CR
<b>zicka</b>	<u>Total:</u> 10	
<b>Resolved</b>	<u>Total:</u> 2	
Ticket Number: 0000077434	11/19/2003	IP address for Xserve
Ticket Number: 0000077935	11/25/2003	IP request
<b>Closed</b>	<u>Total:</u> 8	
Ticket Number: 0000077522	11/20/2003	static IP addresses
Ticket Number: 0000077586	11/21/2003	RCLC
Ticket Number: 0000077595	11/21/2003	Remove DNS Entries
Ticket Number: 0000077592	11/21/2003	Printer needs IP.
Ticket Number: 0000076569	11/07/2003	IP for CADIP lab
Ticket Number: 0000076578	11/07/2003	Need ip/dns for machine in my office
Ticket Number: 0000076574	11/07/2003	Need IP\DNS
Ticket Number: 0000076852	11/12/2003	Work Order Request

Create  
Date

Short Description

## Count of Ticket Number / Create Date

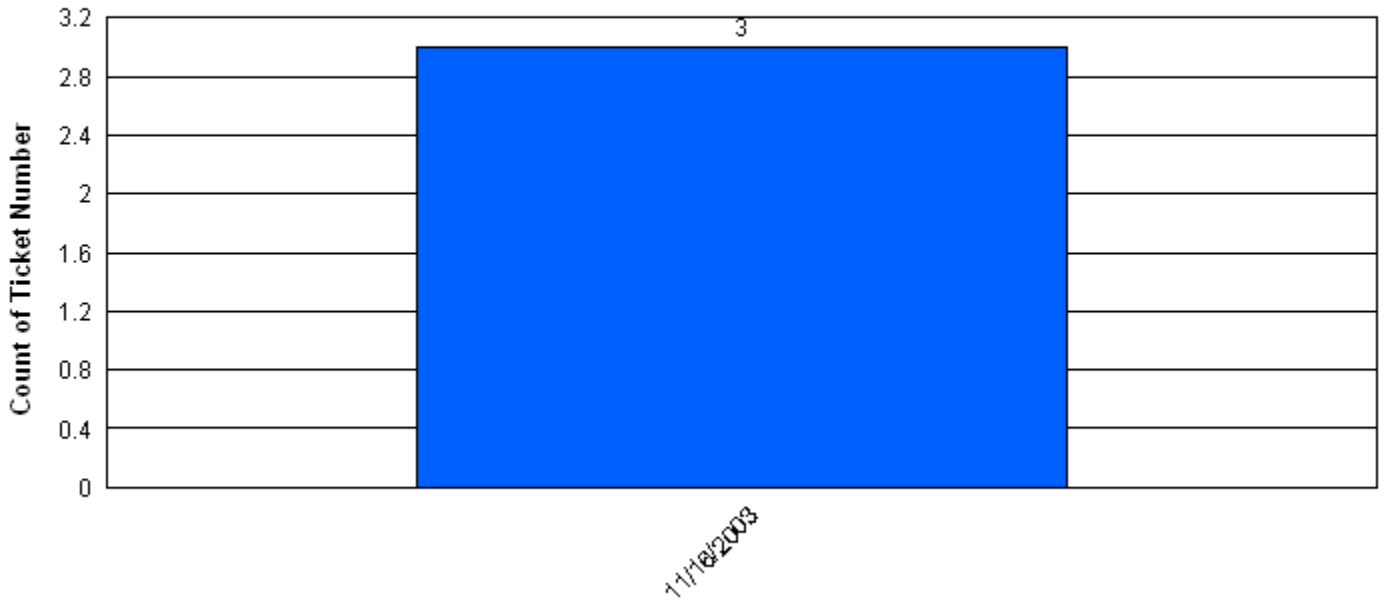
For Physical Networks



Security	Total:	Create Date	Short Description
andy	3		
		Total: 3	
	Closed	Total: 3	
Ticket Number:	0000077496	11/20/2003	Work Order Request
Ticket Number:	0000077610	11/21/2003	Work Order Request
Ticket Number:	0000077329	11/18/2003	Customer cannot login to resnet

## Count of Ticket Number / Create Date

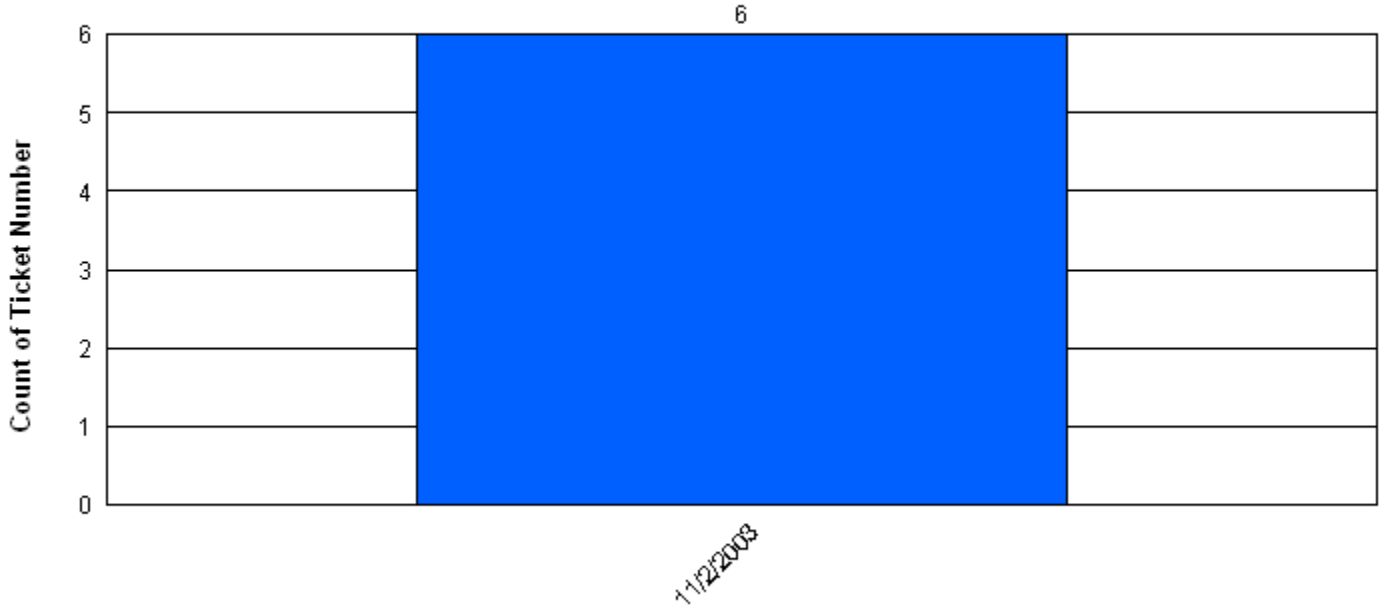
For Security



Shriver Center		<u>Create</u>	<u>Short Description</u>
psscott		<u>Date</u>	
<b>Total:</b>		<b>6</b>	
<b>Closed</b>		<b>Total:</b>	<b>6</b>
Ticket Number:	0000076130	11/03/2003	Printers and monitors - Choice MC
Ticket Number:	0000076140	11/03/2003	moving Office location - Choice WC
Ticket Number:	0000076190	11/04/2003	Dial-up Networking problems - Choice PG
Ticket Number:	0000076152	11/03/2003	Move out old PCs - Choice WC
Ticket Number:	0000076577	11/07/2003	Network connection not working - Choice NC
Ticket Number:	0000076602	11/07/2003	Deliver Laptop Battery - Choice NC

## Count of Ticket Number / Create Date

For Shriver Center



		<u>Create</u>		<u>Short Description</u>
<b>SysCore</b>	<u>Total:</u>	<b>281</b>		
<b>SysCore</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number: 0000077611		11/21/2003		status of IMAP server
<b>SysCore:Listproc</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number: 0000076097		11/03/2003		(miamialumni)Web List Request
<b>banz</b>		<u>Total:</u>	<b>7</b>	
<b>Closed</b>		<u>Total:</u>	<b>7</b>	
Ticket Number: 0000076178		11/04/2003		hfs6 is down
Ticket Number: 0000076443		11/06/2003		Customer needs account reactivated
Ticket Number: 0000076590		11/07/2003		Need a vacation setup for an incapacitated staff member
Ticket Number: 0000076829		11/11/2003		Problems with WebAuth server
Ticket Number: 0000077564		11/20/2003		Cannot access my UMBC: Internal Server Error
Ticket Number: 0000077600		11/21/2003		webmail.umbc.edu problems
Ticket Number: 0000077153		11/17/2003		linux1.gl.umbc.edu status unknown
<b>dave</b>		<u>Total:</u>	<b>1</b>	
<b>Closed</b>		<u>Total:</u>	<b>1</b>	
Ticket Number: 0000076138		11/03/2003		Bb cookies

jcgriego

Create

Date

Total: 129

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		<b>129</b>	
Ticket Number: 0000076455	11/06/2003		Calendar Account Creation
Ticket Number: 0000077647	11/21/2003		11/21/03: Request Not To Disable UMBC User Id.]
Ticket Number: 0000076506	11/06/2003		Re: Account Deactivation Notification
Ticket Number: 0000076069	11/01/2003		Re: Account Deactivation Notification
Ticket Number: 0000076470	11/06/2003		Re: Account Deactivation Notification
Ticket Number: 0000076463	11/06/2003		email account
Ticket Number: 0000076448	11/06/2003		Account need activation.
Ticket Number: 0000076442	11/06/2003		Re: Account Deactivation Notification
Ticket Number: 0000076403	11/05/2003		CoporateTime Acct
Ticket Number: 0000076404	11/05/2003		Re: Account Deactivation Notification
Ticket Number: 0000076380	11/05/2003		Re: Account Deactivation Notification
Ticket Number: 0000076353	11/05/2003		would like to keep account
Ticket Number: 0000076202	11/04/2003		e-mail address
Ticket Number: 0000076201	11/04/2003		reactivate account
Ticket Number: 0000077236	11/17/2003		Re: Account Deactivation Notification
Ticket Number: 0000076189	11/04/2003		Re: Account Deactivation Notification
Ticket Number: 0000076175	11/04/2003		Re: Account Deactivation Notification
Ticket Number: 0000076169	11/03/2003		No subject
Ticket Number: 0000076137	11/03/2003		Calendar Account Creation
Ticket Number: 0000076128	11/03/2003		Re: Account Deactivation Notification
Ticket Number: 0000076110	11/03/2003		RE: Account Deactivation Notification
Ticket Number: 0000076473	11/06/2003		Re: Account Deactivation Notification
Ticket Number: 0000076339	11/05/2003		Re: Account Deactivation Notification
Ticket Number: 0000076312	11/05/2003		Re: Account Deactivation Notification]
Ticket Number: 0000076291	11/05/2003		Re: Account Deactivation Notification
Ticket Number: 0000076224	11/04/2003		corprate time account
Ticket Number: 0000076209	11/04/2003		account reactivation
Ticket Number: 0000076087	11/02/2003		Re: Account Deactivation Notification
Ticket Number: 0000076082	11/02/2003		Webauth problem
Ticket Number: 0000076079	11/02/2003		[Fwd: Corporate Time Calendar]
Ticket Number: 0000076071	11/02/2003		Re: Account Deactivation Notification
Ticket Number: 0000076070	11/01/2003		Re: Account Deactivation Notification
Ticket Number: 0000076065	11/01/2003		Re: Account Deactivation Notification
Ticket Number: 0000076478	11/06/2003		Reactivate kim20
Ticket Number: 0000076586	11/07/2003		Staff member requests no deactivation of user account
Ticket Number: 0000076791	11/11/2003		Re: Account Deactivation Notification
Ticket Number: 0000076783	11/11/2003		Re: Account Deactivation Notification
Ticket Number: 0000076720	11/10/2003		Re: Account Deactivation Notification
Ticket Number: 0000076907	11/12/2003		Re: Account Deactivation Notification
Ticket Number: 0000076702	11/10/2003		Re: Account Deactivation Notification
Ticket Number: 0000076695	11/10/2003		Dr. Art Lepley's Account
Ticket Number: 0000076681	11/10/2003		New Account
Ticket Number: 0000076637	11/10/2003		URGENT - PLEASE REPLY AS SOON AS POSSIBLE
Ticket Number: 0000076632	11/10/2003		Test
Ticket Number: 0000076609	11/07/2003		Re: Account Deactivation Notification
Ticket Number: 0000076606	11/07/2003		Re: Account Deactivation Notification
Ticket Number: 0000076867	11/12/2003		Customer is ELC student, still active
Ticket Number: 0000076854	11/12/2003		USER: comotu1 GUID: 633b342-6e14-11d4-addb-8020cd7816
Ticket Number: 0000076886	11/12/2003		Create Calendar Account
Ticket Number: 0000076836	11/11/2003		Help!
Ticket Number: 0000076828	11/11/2003		Add additional PS email request options
Ticket Number: 0000076824	11/11/2003		Customer not showing in Remedy
Ticket Number: 0000076744	11/10/2003		Re: Account Deactivation Notification
Ticket Number: 0000076739	11/10/2003		Account deletion?

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000076721	11/10/2003	Customer needs the following accounts re-activated
Ticket Number:	0000077107	11/15/2003	Re: Account Deactivation Notification
Ticket Number:	0000076902	11/12/2003	Re: Account Deactivation Notification
Ticket Number:	0000076900	11/12/2003	Re: Account Deactivation Notification
Ticket Number:	0000076896	11/12/2003	Re: Account Deactivation Notification
Ticket Number:	0000077161	11/17/2003	Test Message for armail
Ticket Number:	0000076884	11/12/2003	request
Ticket Number:	0000076870	11/12/2003	please re-activate accounts
Ticket Number:	0000076517	11/06/2003	Re: Account Deactivation Notification
Ticket Number:	0000076550	11/07/2003	UMBC Account Reactivation
Ticket Number:	0000076573	11/07/2003	Re: Account Deactivation Notification
Ticket Number:	0000076562	11/07/2003	Re: Account Deactivation Notification
Ticket Number:	0000076549	11/07/2003	UMBC Account Reactivation
Ticket Number:	0000076544	11/07/2003	Re: Account Deactivation Notification
Ticket Number:	0000076504	11/06/2003	Please create a CT Calendar account (u-name = yonker)
Ticket Number:	0000077000	11/13/2003	Re: Account Deactivation Notification
Ticket Number:	0000077015	11/13/2003	Re: Account Deactivation Notification
Ticket Number:	0000077456	11/19/2003	Oracle Account
Ticket Number:	0000077435	11/19/2003	Webmail log in problem.
Ticket Number:	0000077433	11/19/2003	Re: Account Deactivation Notification
Ticket Number:	0000077416	11/19/2003	http://remedy.umbc.edu page cannot be displayed
Ticket Number:	0000077374	11/19/2003	Re: Account Deactivation Notification
Ticket Number:	0000077363	11/19/2003	Re: Account Deactivation Notification
Ticket Number:	0000077349	11/18/2003	Urgent Account Request
Ticket Number:	0000077290	11/18/2003	account reactivation
Ticket Number:	0000077202	11/17/2003	account termination
Ticket Number:	0000077168	11/17/2003	Re: Account Deactivation Notification
Ticket Number:	0000077159	11/17/2003	Test Message for armail
Ticket Number:	0000077158	11/17/2003	[Fwd: Account Deactivation Notification]
Ticket Number:	0000077133	11/16/2003	Re: Account Deactivation Notification
Ticket Number:	0000077129	11/16/2003	Computer cutoff
Ticket Number:	0000077091	11/14/2003	don't terminate my account
Ticket Number:	0000077090	11/14/2003	Re: Account Deactivation Notification
Ticket Number:	0000077067	11/14/2003	Re: Account Deactivation Notification
Ticket Number:	0000077268	11/18/2003	Re: Account Deactivation Notification
Ticket Number:	0000077249	11/18/2003	Re: Account Deactivation Notification
Ticket Number:	0000077240	11/17/2003	Re: Account Deactivation Notification
Ticket Number:	0000077251	11/18/2003	Re: Account Deactivation Notification
Ticket Number:	0000077036	11/14/2003	Please change name of UC Delta Conference Room acct.
Ticket Number:	0000077073	11/14/2003	Please do not deactivate account
Ticket Number:	0000077461	11/19/2003	Failed Oracle Login
Ticket Number:	0000077462	11/19/2003	Re: [Re: Fwd: [Account Deactivation Notification]
Ticket Number:	0000077501	11/20/2003	Calendar account
Ticket Number:	0000077466	11/19/2003	Re: Account Deactivation Notification
Ticket Number:	0000077820	11/24/2003	FW: Enable your UMBC Alumni Email Account Forwarding
Ticket Number:	0000077515	11/20/2003	Re: Account Deactivation Notification
Ticket Number:	0000077526	11/20/2003	Re: Account Deactivation Notification
Ticket Number:	0000077531	11/20/2003	E-mail account
Ticket Number:	0000077774	11/24/2003	Re: Account Deactivation Notification
Ticket Number:	0000077750	11/24/2003	Customer forgot logon password for oracle
Ticket Number:	0000077693	11/24/2003	Re: Account Deactivation Notification
Ticket Number:	0000077689	11/23/2003	Work Order Request
Ticket Number:	0000077687	11/23/2003	Re: Account Deactivation Notification
Ticket Number:	0000077684	11/23/2003	Making sure account does not get erased
Ticket Number:	0000077680	11/23/2003	Re: Account Deactivation Notification

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000077675	11/23/2003	Corp. Time account
Ticket Number:	0000077664	11/22/2003	Re: Account Deactivation Notification
Ticket Number:	0000077643	11/21/2003	11/21/03: Request Not To Disable UMBC User Id.
Ticket Number:	0000077641	11/21/2003	Account Deactivation delay request
Ticket Number:	0000077623	11/21/2003	Re: Account Deactivation Notification
Ticket Number:	0000077584	11/21/2003	Re: Account Deactivation Notification
Ticket Number:	0000077937	11/25/2003	Re: Account Deactivation Notification
Ticket Number:	0000077882	11/25/2003	Account deactivation...
Ticket Number:	0000077877	11/24/2003	Re: Account Deactivation Notification
Ticket Number:	0000077875	11/24/2003	Re: Account Deactivation Notification
Ticket Number:	0000077857	11/24/2003	Re: Account Deactivation Notification
Ticket Number:	0000077831	11/24/2003	Re: Enable your UMBC Alumni Email Account Forwarding
Ticket Number:	0000077830	11/24/2003	Re: Enable your UMBC Alumni Email Account Forwarding
Ticket Number:	0000077823	11/24/2003	Re: Account Deactivation Notification
Ticket Number:	0000077581	11/21/2003	Re: Account Deactivation Notification
Ticket Number:	0000077572	11/20/2003	Time Sensitive: Urgent Account Request
Ticket Number:	0000077565	11/20/2003	Re: Account Deactivation Notification
Ticket Number:	0000077545	11/20/2003	Re: Account Deactivation Notification
Ticket Number:	0000077527	11/20/2003	Re: Account Deactivation Notification
Ticket Number:	0000077524	11/20/2003	Re: Account Deactivation Notification

<b>sbrown7</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
Ticket Number:	0000077686	<u>Total:</u> <b>114</b>	
		<u>Total:</u> <b>2</b>	
Ticket Number:	0000077991	11/23/2003	CMPE extra disk space
		11/26/2003	C++ STL question

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		<b>112</b>	
Ticket Number: 0000076967	11/13/2003		(gpc)Web List Request
Ticket Number: 0000076987	11/13/2003		is lug.umbc.edu down again?
Ticket Number: 0000077010	11/13/2003		been refused....we can help today
Ticket Number: 0000077018	11/13/2003		Join our debt program.2
Ticket Number: 0000077043	11/14/2003		FOLLOW THE SIMPLE INSTRUCTIONS BELOW a
Ticket Number: 0000077065	11/14/2003		alias
Ticket Number: 0000077448	11/19/2003		Fwd: University special on toner.
Ticket Number: 0000077424	11/19/2003		Work Order Request
Ticket Number: 0000077409	11/19/2003		(umbcmensrugby)Web List Request
Ticket Number: 0000077408	11/19/2003		(umbcmensrugby)Web List Request
Ticket Number: 0000077404	11/19/2003		Extra disk space for CMPE majors
Ticket Number: 0000077384	11/19/2003		been refused....we can help today
Ticket Number: 0000077364	11/19/2003		the home for home loans jsbh
Ticket Number: 0000077359	11/19/2003		No subject
Ticket Number: 0000077324	11/18/2003		[Fwd: Returned mail: see transcript for details]
Ticket Number: 0000077315	11/18/2003		strange gdb behavior
Ticket Number: 0000077293	11/18/2003		Customer unable to access 'www' space in account
Ticket Number: 0000077284	11/18/2003		(marchforchoice)Web List Request
Ticket Number: 0000077229	11/17/2003		Submit setup
Ticket Number: 0000077208	11/17/2003		Quota Increase for user lawford
Ticket Number: 0000077205	11/17/2003		(interarts_floor)Web List Request
Ticket Number: 0000077201	11/17/2003		Allowing access to dept web page
Ticket Number: 0000077182	11/17/2003		(me_staff)Web List Request
Ticket Number: 0000077184	11/17/2003		imap.umbc.edu not responding
Ticket Number: 0000077181	11/17/2003		(me_r_associates)Web List Request
Ticket Number: 0000077291	11/18/2003		Customer needs email restored from 11/18 am
Ticket Number: 0000077116	11/15/2003		(cbcom_fundraising)Web List Request
Ticket Number: 0000077115	11/15/2003		(cbcom_lecture)Web List Request
Ticket Number: 0000077114	11/15/2003		(cbcom_outreach)Web List Request
Ticket Number: 0000077102	11/15/2003		NEED A LOAN? How about 1.95% mortgage rate
Ticket Number: 0000077155	11/17/2003		Grant User Access to /afs/umbc.edu/public/www/alumni
Ticket Number: 0000077088	11/14/2003		(gradsic)Web List Request
Ticket Number: 0000077081	11/14/2003		Unable to send mail via smtp.alumni.umbc.edu
Ticket Number: 0000077066	11/14/2003		another alias
Ticket Number: 0000077029	11/14/2003		FOLLOWING IS A NOTE FROM THE ORIGINATOR OF THIS P
Ticket Number: 0000077135	11/16/2003		GL connection is very slow
Ticket Number: 0000077127	11/16/2003		ADVERTISE TO MILLIONS lgtsiyrgkwpy
Ticket Number: 0000077125	11/16/2003		EXPLODE YOUR PROFITS xbv ncj hxajme
Ticket Number: 0000077126	11/16/2003		UNLIMITED RESPONSES epvk cpjdz
Ticket Number: 0000077024	11/14/2003		Does this headline look familiar? qcpq lq
Ticket Number: 0000077011	11/13/2003		Port number of RMI registry in JAVA
Ticket Number: 0000077014	11/13/2003		(cbcom)Web List Request
Ticket Number: 0000076993	11/13/2003		(itvisionary)Web List Request
Ticket Number: 0000077573	11/20/2003		LOCK IN YOUR INTEREST RATE OF 1.95%
Ticket Number: 0000078061	11/30/2003		INC-REASE YOUR DI:CK WEIGHT u` iokipkdfong
Ticket Number: 0000078047	11/29/2003		-STOP SUFFERING IN SILENCE rpnxcyctzetom
Ticket Number: 0000078042	11/28/2003		Mortgage rates are still down..1.95%
Ticket Number: 0000077710	11/24/2003		alumni account
Ticket Number: 0000077707	11/24/2003		Webmail functions running very slowly
Ticket Number: 0000077663	11/22/2003		e-mail problems
Ticket Number: 0000077747	11/24/2003		visart listserv
Ticket Number: 0000077628	11/21/2003		[Fwd: REMOVE ME FROM YOUR MAILING LIST]
Ticket Number: 0000077625	11/21/2003		umbc7 access request
Ticket Number: 0000077624	11/21/2003		Account 'finaid' unable to create vacation message

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000077622	11/21/2003	Can't send email
Ticket Number:	0000077602	11/21/2003	Unable to change maildrop and advertised email
Ticket Number:	0000077579	11/21/2003	No subject
Ticket Number:	0000077607	11/21/2003	help
Ticket Number:	0000078040	11/28/2003	You can order Anti-depressants, weight loss meds,and pain relief med
Ticket Number:	0000078039	11/28/2003	No subject
Ticket Number:	0000078038	11/28/2003	FWD: Free Music Downloads - LEGAL!
Ticket Number:	0000078027	11/27/2003	Mortgage Rates as low as 1.95%
Ticket Number:	0000078014	11/26/2003	NICE TO MEET YOU
Ticket Number:	0000077971	11/25/2003	Earn a Full Income on eBay
Ticket Number:	0000077968	11/25/2003	(e-teacher)Web List Request
Ticket Number:	0000077958	11/25/2003	(phikappaphistudentsorganization)Web List Request
Ticket Number:	0000077540	11/20/2003	Core files created when browsing home dir with graphical file navigato
Ticket Number:	0000077535	11/20/2003	Spam filter not working...
Ticket Number:	0000077469	11/19/2003	Advertising In your site
Ticket Number:	0000076502	11/06/2003	BE AN INTERNET MILLIONAIRE LIKE OTHERS WITHIN A Y
Ticket Number:	0000076990	11/13/2003	central servers timing out
Ticket Number:	0000077198	11/17/2003	(cbcom_website)Web List Request
Ticket Number:	0000076675	11/10/2003	(bdasil)Web List Request
Ticket Number:	0000076658	11/10/2003	[Fwd: Returned Mail: Re: Re: gl.umbc.edu needs new version of
Ticket Number:	0000076654	11/10/2003	toner cartridges
Ticket Number:	0000076640	11/10/2003	SAVE THOUSANDS..Refinace Now as low as 1.95%
Ticket Number:	0000076793	11/11/2003	List Server removal
Ticket Number:	0000076622	11/08/2003	File restore from cadence.gl
Ticket Number:	0000076619	11/08/2003	lug.umbc.edu
Ticket Number:	0000076913	11/12/2003	Core Dumps resulting from Linux (lab image) usage
Ticket Number:	0000076910	11/12/2003	Failed Execution of CGI script
Ticket Number:	0000076906	11/12/2003	No subject
Ticket Number:	0000076869	11/12/2003	list mangers?
Ticket Number:	0000076858	11/12/2003	restore corrupted file
Ticket Number:	0000076855	11/12/2003	email alias for LH9 projector system
Ticket Number:	0000076841	11/12/2003	Re: request for email addresses (fwd)
Ticket Number:	0000076839	11/11/2003	Upgrade SSH to SSH2?
Ticket Number:	0000076820	11/11/2003	provost web space
Ticket Number:	0000077394	11/19/2003	cannot find web directory from pub or backup
Ticket Number:	0000076603	11/07/2003	Homeless Internet site
Ticket Number:	0000076587	11/07/2003	visart listserv
Ticket Number:	0000076571	11/07/2003	(umbc_naacp)Web List Request
Ticket Number:	0000076527	11/07/2003	Missing Folders
Ticket Number:	0000076543	11/07/2003	(edcouncil)Web List Request
Ticket Number:	0000076244	11/04/2003	No subject
Ticket Number:	0000076108	11/03/2003	(faith)Web List Request
Ticket Number:	0000076459	11/06/2003	Email inbox restore
Ticket Number:	0000076428	11/06/2003	Email forwarding
Ticket Number:	0000076423	11/06/2003	Would you like to make at least \$500,000 every 4 to 5 months itmwo
Ticket Number:	0000076422	11/06/2003	THANK'S TO THE COMPUTER AGE AND THE INTERNET hbw j
Ticket Number:	0000076367	11/05/2003	needs more web space
Ticket Number:	0000076310	11/05/2003	Stamina RX
Ticket Number:	0000076264	11/04/2003	Is one better than the other?tendency
Ticket Number:	0000076262	11/04/2003	Retrieve the file proj.vhd
Ticket Number:	0000076249	11/04/2003	permission
Ticket Number:	0000076242	11/04/2003	remortgages for people with poor credit
Ticket Number:	0000076230	11/04/2003	(horizons-l)Web List Request
Ticket Number:	0000076143	11/03/2003	Mail Forwarding
Ticket Number:	0000076091	11/03/2003	email restore

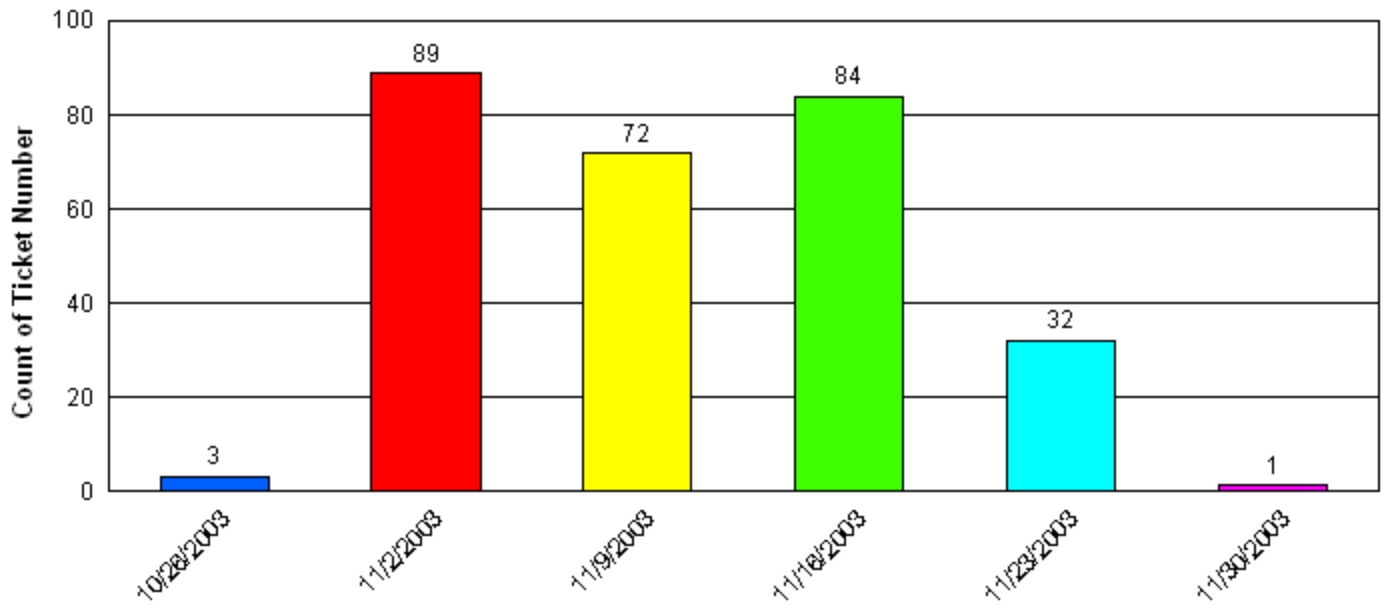
	<u>Create</u>	<u>Short Description</u>
Ticket Number: 0000076089	11/03/2003	FWD: Forget sp@m blockers...
Ticket Number: 0000076486	11/06/2003	Account Name Change for user: oruiz1
Ticket Number: 0000076123	11/03/2003	Password Reset for 'esol' dept account
<b>tim</b>	<u>Total:</u> 28	
<b>Closed</b>	<u>Total:</u> 28	
Ticket Number: 0000076512	11/06/2003	Listproc mangement request
Ticket Number: 0000076155	11/03/2003	Error message when logging in to linux lab machine.
Ticket Number: 0000076170	11/03/2003	Men: Dont Miss This
Ticket Number: 0000076347	11/05/2003	List name
Ticket Number: 0000076482	11/06/2003	YOUR FINANCIAL DREAMS CAN COME TRUE! g dcrqds ejrw
Ticket Number: 0000076285	11/04/2003	remortgages for people with poor credit
Ticket Number: 0000076280	11/04/2003	simplify your life
Ticket Number: 0000076371	11/05/2003	Setting up Oracle.
Ticket Number: 0000076259	11/04/2003	[Fwd: Re: [Fwd: Re: Extra disk space for CMPE majors]]
Ticket Number: 0000076254	11/04/2003	been refused....we can help today
Ticket Number: 0000076167	11/03/2003	Cannot erase messages/over quota.
Ticket Number: 0000076145	11/03/2003	Account Question
Ticket Number: 0000076417	11/06/2003	MyUMBC Failure & Webmail not working
Ticket Number: 0000076195	11/04/2003	Webmail Load Slowly
Ticket Number: 0000076075	11/02/2003	Quota
Ticket Number: 0000076505	11/06/2003	remove student account krosti l
Ticket Number: 0000076499	11/06/2003	Closing this account
Ticket Number: 0000076616	11/08/2003	Fwd: MATLAB service pack 1 for 6.5 R13
Ticket Number: 0000077053	11/14/2003	More testimonials later but first... pbcgesy dayohlymuyh
Ticket Number: 0000076911	11/12/2003	lpUMBC Feedback: List Problem
Ticket Number: 0000076872	11/12/2003	(payroll-approvers)Web List Request
Ticket Number: 0000076866	11/12/2003	[Fwd: Re: Installing Cadence PSD package]
Ticket Number: 0000076703	11/10/2003	Webmail
Ticket Number: 0000076555	11/07/2003	MyUMBC to Webmail link problem.
Ticket Number: 0000077054	11/14/2003	AVAILABLE REPORTS htabt
Ticket Number: 0000077215	11/17/2003	Webmail connection error
Ticket Number: 0000077380	11/19/2003	Error contacting Preference Server; Exiting Abnormally error
Ticket Number: 0000077089	11/14/2003	PERL scripts

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For SysCore



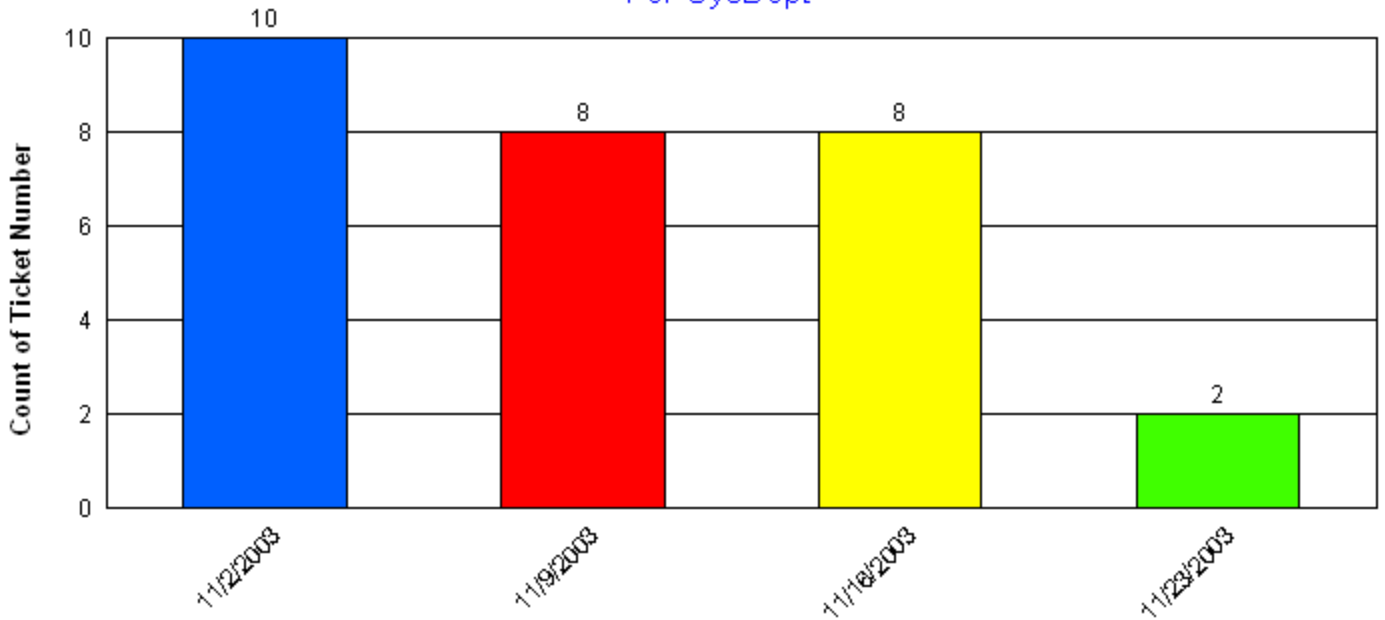
<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
<b>champ</b>	<b>28</b>		
<b>Closed</b>		<b>Total: 22</b>	
Ticket Number: 0000077176		11/17/2003	Staff and Research Associate listpro.umbc.edu lists
Ticket Number: 0000077381		11/19/2003	Hard to find you Tim
Ticket Number: 0000077633		11/21/2003	printing
Ticket Number: 0000076125		11/03/2003	Ideas on astraea...
Ticket Number: 0000076386		11/05/2003	Is there an pop3 and smtp server for mailhost.engr?
Ticket Number: 0000076238		11/04/2003	Solution to FSI_INVALID_CACHE error
Ticket Number: 0000076257		11/04/2003	Fluent?
Ticket Number: 0000076147		11/03/2003	Problems solving I-Deas models
Ticket Number: 0000076484		11/06/2003	Broken computers in ITE 238
Ticket Number: 0000076584		11/07/2003	Can you help?
Ticket Number: 0000076673		11/10/2003	linuxboxes
Ticket Number: 0000076727		11/10/2003	my office computers
Ticket Number: 0000076960		11/13/2003	ideas license server apparantly down (again)
Ticket Number: 0000076875		11/12/2003	No subject
Ticket Number: 0000076860		11/12/2003	my laptop computer
Ticket Number: 0000076682		11/10/2003	Re: Add my name to the megradstudents listproc
Ticket Number: 0000076599		11/07/2003	Mini Baja PC
Ticket Number: 0000076598		11/07/2003	Dell from 116
Ticket Number: 0000077482		11/20/2003	email virus?
Ticket Number: 0000077940		11/25/2003	I can't login hermes
Ticket Number: 0000077613		11/21/2003	ABAQUS on windows 2000
Ticket Number: 0000077517		11/20/2003	From Anjanappa
<b>laura</b>		<b>Total: 5</b>	
<b>Closed</b>		<b>Total: 5</b>	
Ticket Number: 0000077627		11/21/2003	testing ignore
Ticket Number: 0000076526		11/07/2003	sans.chem.umbc.edu , groupG server down, memory?
Ticket Number: 0000076660		11/10/2003	Oban system disk failure
Ticket Number: 0000076857		11/12/2003	ale,amber,wheat down this morning hub?
Ticket Number: 0000077362		11/19/2003	klssgi1.chem grad account issue
<b>randy</b>		<b>Total: 1</b>	
<b>Closed</b>		<b>Total: 1</b>	
Ticket Number: 0000077834		11/24/2003	Re: Status of Tape Changer (fwd)

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For SysDept



Total Remedy Tickets Closed or Resolved between 11/01/2003 and 11/30/2003 : 1736

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

