

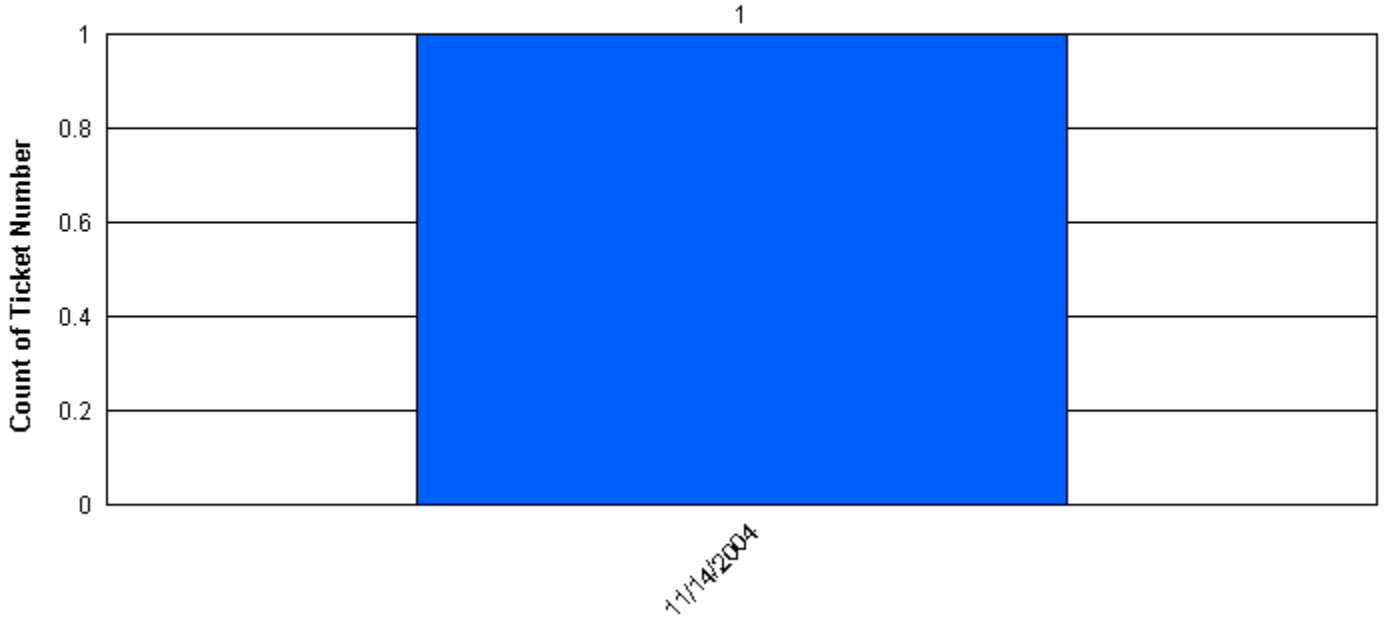
Closed/Resolved Tickets by OIT Section

Tickets Created Between 11/01/2004 and 11/30/2004

AV Services	Total:	Create Date	Short Description
souder	1		
Closed	Total: 1		
Ticket Number: 0000105822		11/19/2004	Scheduling ECS 333, Who?

Count of Ticket Number / Create Date

For AV Services

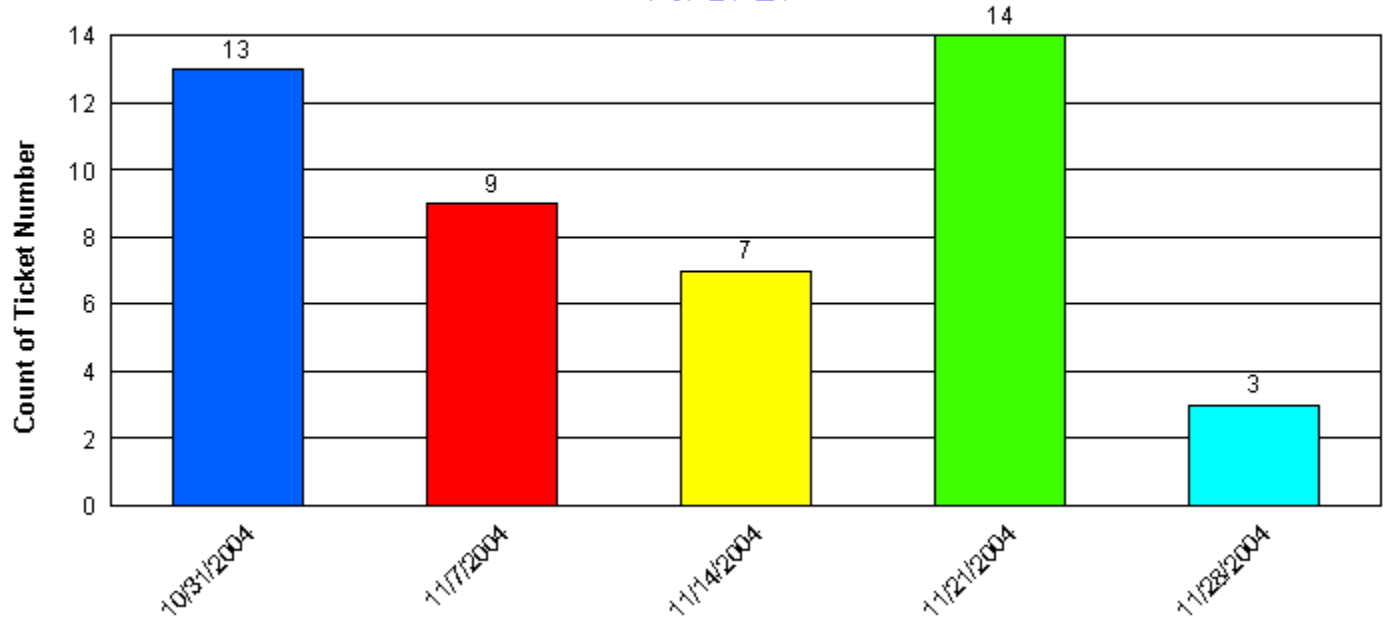


DPET	Total:	<u>Create</u> <u>Date</u>	<u>Short Description</u>
be4	46		
Closed	Total:	3	
Ticket Number: 0000105918		11/22/2004	Label computers in ISD Lab
Ticket Number: 0000104451		11/01/2004	Remove Items from office 453
Ticket Number: 0000104700		11/04/2004	Remove items in room 467
gluo1	Total:	1	
Closed	Total:	1	
Ticket Number: 0000104705		11/04/2004	Computer cannot access network
jglove1	Total:	24	
Resolved	Total:	8	
Ticket Number: 0000105207		11/10/2004	Submit Computer Disposal Request
Ticket Number: 0000105910		11/22/2004	Move Computer
Ticket Number: 0000105907		11/22/2004	Phone Line Changes & and 1 Addition
Ticket Number: 0000105908		11/22/2004	Move Computer
Ticket Number: 0000105972		11/23/2004	Set Up ACIV-B Printer Access
Ticket Number: 0000106193		11/29/2004	Fax machine needs toner
Ticket Number: 0000105973		11/23/2004	Move printers in ACIV
Ticket Number: 0000105969		11/23/2004	Add Printer & Copier to UC Staff Computers
Closed	Total:	16	
Ticket Number: 0000105758		11/18/2004	Microphones for ISD Lab
Ticket Number: 0000105881		11/22/2004	Spam Folder Dissapearing
Ticket Number: 0000105030		11/09/2004	Move Furniture Out of Room 448
Ticket Number: 0000105162		11/10/2004	Change Drum
Ticket Number: 0000104806		11/05/2004	folder restrictions
Ticket Number: 0000104502		11/02/2004	Flat Panel Monitor
Ticket Number: 0000104483		11/01/2004	Replace student workstation computer.
Ticket Number: 0000104640		11/03/2004	Replace Computers
Ticket Number: 0000104650		11/03/2004	Monitor Inventory
Ticket Number: 0000104649		11/03/2004	Ghost Image
Ticket Number: 0000104639		11/03/2004	Replace Computer
Ticket Number: 0000105292		11/11/2004	Remove Desk From Office
Ticket Number: 0000105334		11/12/2004	Donate equipment to Education Dept
Ticket Number: 0000105642		11/17/2004	Create AP Website Page
Ticket Number: 0000105520		11/16/2004	Corporate Calendar
Ticket Number: 0000105728		11/18/2004	Move Leather Chairs
stevenh1	Total:	16	
Resolved	Total:	7	
Ticket Number: 0000105537		11/16/2004	Needs Loaner Laptop
Ticket Number: 0000105540		11/16/2004	IP Addresses
Ticket Number: 0000106048		11/24/2004	Printer on Joyce's desk
Ticket Number: 0000105965		11/23/2004	Dispose of Copier
Ticket Number: 0000105882		11/22/2004	Digital Camera
Ticket Number: 0000106246		11/29/2004	Upload Database
Ticket Number: 0000106269		11/29/2004	Space bar sticking on keyboard
Closed	Total:	9	
Ticket Number: 0000105922		11/22/2004	Xerox Meter Reads Are Now Due
Ticket Number: 0000104789		11/05/2004	synch issue
Ticket Number: 0000104968		11/08/2004	Local profile not available
Ticket Number: 0000104999		11/08/2004	Test Data Ports
Ticket Number: 0000104997		11/08/2004	Check into status of Bev's old hard drive
Ticket Number: 0000105294		11/11/2004	Get Tide Point Copier Repaired
Ticket Number: 0000105422		11/15/2004	Apply updates on Loaner Laptop
Ticket Number: 0000104446		11/01/2004	Move Work Order
Ticket Number: 0000104706		11/04/2004	Upload Database and Question

swapna1		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
Ticket Number:	0000106016	11/23/2004	Change Drum
Ticket Number:	0000106036	11/24/2004	Monitor
		<u>Total:</u> 2	
		<u>Total:</u> 2	

Count of Ticket Number / Create Date

For DPET



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Desktop Support	Total:	277	
Desktop		Total: 17	
Closed		Total: 17	
Ticket Number:	0000105133	11/10/2004	Trying to setup calendar to connect
Ticket Number:	0000105134	11/10/2004	eva/das - do not have novell account for das office
Ticket Number:	0000104517	11/02/2004	barbara/risk mgt - started to install security cd....
Ticket Number:	0000104512	11/02/2004	dpet - can not get past ctrl-alt-delet
Ticket Number:	0000104516	11/02/2004	barbara/risk mgt - installed items from security cd....
Ticket Number:	0000104710	11/04/2004	freyman/ancs - can not get this dialog box to close
Ticket Number:	0000104606	11/03/2004	Problem with changing novell/ad password
Ticket Number:	0000104601	11/03/2004	socy / faculty - have laptop and forgot to order word
Ticket Number:	0000104591	11/03/2004	Phil/biol - should i keep running spyhunter
Ticket Number:	0000104504	11/02/2004	easterly - can not log onto pc
Ticket Number:	0000104413	11/01/2004	chem- students can not log onto novell.umbc.edu
Ticket Number:	0000104407	11/01/2004	Chris Tkacik - are we having problems with novell this am
Ticket Number:	0000105328	11/12/2004	Frank/ORL - new calendar acct userid/pw not working
Ticket Number:	0000105618	11/17/2004	ddixon/orl - pc just cut off
Ticket Number:	0000105527	11/16/2004	What type do i save macafee as...
Ticket Number:	0000105424	11/15/2004	Have not been able to print since thursday.
Ticket Number:	0000105432	11/15/2004	Word icon got renamed by accident
chrism		Total: 9	
Resolved		Total: 3	
Ticket Number:	0000105088	11/09/2004	Stephanie Godbolt's H:\ drive files needed.
Ticket Number:	0000106209	11/29/2004	Taking long to log in
Ticket Number:	0000106211	11/29/2004	Work Order Request
Closed		Total: 6	
Ticket Number:	0000105870	11/22/2004	Please Deliver Loan Laptop to Janie's Office
Ticket Number:	0000106212	11/29/2004	Asset Security Alert
Ticket Number:	0000106188	11/29/2004	Asset Security Alert
Ticket Number:	0000106208	11/29/2004	Asset Security Alert
Ticket Number:	0000105503	11/15/2004	dUser can not update McAfee
Ticket Number:	0000104582	11/03/2004	All Macs wont log in in ECS

edortiz		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	64
		<u>Total:</u>	9
Ticket Number:	0000105609	11/17/2004	Several machine issues-would like pc checked out
Ticket Number:	0000105660	11/17/2004	user needs a local account created on office machine.
Ticket Number:	0000106003	11/23/2004	Jessica is getting error from Novell.
Ticket Number:	0000106191	11/29/2004	Machine does not boot
Ticket Number:	0000106198	11/29/2004	DHCP issues
Ticket Number:	0000106178	11/29/2004	Needs viruses removed
Ticket Number:	0000105909	11/22/2004	Computer in 3rd floor math/psych computer lab not logging in
Ticket Number:	0000105787	11/19/2004	SS402; edited movies saved on I: drive gets corrupted
Ticket Number:	0000106309	11/30/2004	user can not not save on department drive

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		55	
Ticket Number: 0000105795	11/19/2004		computer does not boot.
Ticket Number: 0000105804	11/19/2004		users can not save to the department can save to I drive
Ticket Number: 0000105810	11/19/2004		laptop gets a blackscreen when trying to connect a zipdrive
Ticket Number: 0000106249	11/29/2004		Re-install Windows XP on PC in Public Policy 315
Ticket Number: 0000104784	11/05/2004		Human Resources Printing Issue
Ticket Number: 0000104878	11/05/2004		UMBC laptop: error - "Physical Memory Dump"
Ticket Number: 0000104824	11/05/2004		needs files transfered form webmail to email client
Ticket Number: 0000104901	11/07/2004		Work Order Request-mcafee error about common updater subsystem
Ticket Number: 0000105439	11/15/2004		Need pw reset for my account - needs offline calendar removed
Ticket Number: 0000105181	11/10/2004		User is having problem connecting to a USB printer.
Ticket Number: 0000105154	11/10/2004		Work Order Request-matlab install for lab
Ticket Number: 0000105101	11/09/2004		computer freezes when tring to print
Ticket Number: 0000105089	11/09/2004		trouble installing printer
Ticket Number: 0000105447	11/15/2004		User's password is blank, but she cannot change it.
Ticket Number: 0000105065	11/09/2004		public policy rm 425. x51083. User's machine gives message out of v
Ticket Number: 0000105051	11/09/2004		3rd floor math/psyc, grad student computer GENPSYC2 in rm 301B c
Ticket Number: 0000105177	11/10/2004		Configure pc for network printer
Ticket Number: 0000104965	11/08/2004		Dual monitors do not display any images
Ticket Number: 0000104938	11/08/2004		Local Profile can not be found
Ticket Number: 0000104406	11/01/2004		Tree or server can not be found
Ticket Number: 0000104415	11/01/2004		Machine can not access the net
Ticket Number: 0000104439	11/01/2004		Work Order Request-New pc setup
Ticket Number: 0000104444	11/01/2004		Some PDF Files Not Displaying at All
Ticket Number: 0000104763	11/04/2004		PC reinstall.
Ticket Number: 0000104755	11/04/2004		Printer
Ticket Number: 0000104730	11/04/2004		Health Education, Erickson Hall rm. 042. x51599.
Ticket Number: 0000104729	11/04/2004		Work Order Request
Ticket Number: 0000104679	11/03/2004		User is not able to connect to McAfee update
Ticket Number: 0000104666	11/03/2004		User "student5" under context "sao.umbc" needs to print to queue "sa
Ticket Number: 0000104600	11/03/2004		Need pc checked out Runs real slow
Ticket Number: 0000104717	11/04/2004		Work Order Request-Dept wide problem w/printer
Ticket Number: 0000104566	11/02/2004		customer unable to bypass Windows Workstation Logon
Ticket Number: 0000104549	11/02/2004		3 Computers from rm360 to rm 365 will be moved and 3 from 365 to 3
Ticket Number: 0000104538	11/02/2004		Admin rm 815. x51573. News need pentium 4 formatted and reinsta
Ticket Number: 0000104476	11/01/2004		user and password
Ticket Number: 0000104449	11/01/2004		Re-install Windows XP in Toshiba laptop in RAC 312
Ticket Number: 0000104433	11/01/2004		gets an error called Spooler subsystem app
Ticket Number: 0000104409	11/01/2004		Novell login issue
Ticket Number: 0000105261	11/11/2004		Erickson 070 : Needs printer added
Ticket Number: 0000105446	11/15/2004		Printer ORL_lq2180.orl.umbc is saying "offline, I/O error"
Ticket Number: 0000105651	11/17/2004		Fine Arts rm 444. x52021. User's local printer will not print.
Ticket Number: 0000105613	11/17/2004		Windows keeps prompting for office xp discs
Ticket Number: 0000105645	11/17/2004		please install the latest Office Version
Ticket Number: 0000105548	11/16/2004		request
Ticket Number: 0000105692	11/18/2004		Can not save to H/I drive due to a file permission error
Ticket Number: 0000105529	11/16/2004		SPSS
Ticket Number: 0000105512	11/16/2004		Phys Plant : 100 Mozilla Reintall
Ticket Number: 0000105466	11/15/2004		SS 511 : Computer not booting to desktop
Ticket Number: 0000105337	11/12/2004		Need pc checked out - receiving lots of pop ups
Ticket Number: 0000105738	11/18/2004		Dean of Arts and Sciences - Quota
Ticket Number: 0000105731	11/18/2004		PUB POLICY 439 : Spyware infection
Ticket Number: 0000105667	11/17/2004		access to drive F:
Ticket Number: 0000105655	11/17/2004		Local workstation account reset
Ticket Number: 0000105418	11/15/2004		Link from lrc homepage goes directly to porn on 2 office machines

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000105273	11/11/2004	MS 223 : Upgrade to XP
jhenn1	<u>Total:</u> 3	
Closed	<u>Total:</u> 3	
Ticket Number: 0000105245	11/11/2004	Worked that day, after weekend did not work on Monday
Ticket Number: 0000104440	11/01/2004	Customer can not access resnet
Ticket Number: 0000105120	11/09/2004	resnet connection
jhill4	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000104905	11/08/2004	User cannot renew IP address
Ticket Number: 0000104578	11/02/2004	Customer unable to connect to resnet
Ticket Number: 0000104674	11/03/2004	User unable to get connected on resnet
Ticket Number: 0000104410	11/01/2004	Having problems getting on the web
josh	<u>Total:</u> 22	
Resolved	<u>Total:</u> 4	
Ticket Number: 0000105582	11/17/2004	rebuild computer
Ticket Number: 0000106069	11/24/2004	Aunglette's HP Laserjet 4 is not printing.
Ticket Number: 0000105755	11/18/2004	Newly Released Mathematica 5.1
Ticket Number: 0000106304	11/30/2004	Jean's laptop is not picking up the Tsunami wireless network.
Closed	<u>Total:</u> 18	
Ticket Number: 0000104841	11/05/2004	User has weatherbug and wants it off real bad
Ticket Number: 0000105186	11/10/2004	Printing over IP not working via wireless
Ticket Number: 0000105018	11/09/2004	Customer having problems AD profile
Ticket Number: 0000105049	11/09/2004	Issues with Active Directory and Installing Software
Ticket Number: 0000105043	11/09/2004	DAS.UMBC I: Drive Increase
Ticket Number: 0000105038	11/09/2004	need an account for novell login
Ticket Number: 0000104995	11/08/2004	User request more space on their novell drive. For user : bwells in pr
Ticket Number: 0000104885	11/06/2004	Work Order Request
Ticket Number: 0000104408	11/01/2004	Machine will not startup this morning
Ticket Number: 0000104762	11/04/2004	Wifi on PalmOS device
Ticket Number: 0000104731	11/04/2004	Can not access shared drive or local drive
Ticket Number: 0000104445	11/01/2004	Aunglette Peterson is getting an error message from SallieMae.
Ticket Number: 0000104457	11/01/2004	New peoplesoft consultants need NDPS printers
Ticket Number: 0000104624	11/03/2004	User needs help logging into myUMBC using internet explorer. She n
Ticket Number: 0000104432	11/01/2004	Problems with the Pay for Print system in Commons
Ticket Number: 0000105248	11/11/2004	Customer's VPN Client is asking for Group Name for Authentication
Ticket Number: 0000105596	11/17/2004	Cindy is getting an error when using Crystal Reports.
Ticket Number: 0000105460	11/15/2004	Kathy cannot print to any of her printers.
kirkley1	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000104767	11/04/2004	POC 231: Connection Dropping after 4-5 minutes

lasuk	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
	<u>Total:</u>	62	
Resolved	<u>Total:</u>	12	
Ticket Number: 0000106248	11/29/2004		[Mac s/w] BS202 :Mac not printing
Ticket Number: 0000106300	11/30/2004		[Mac s/w] PHYS425 : Mail issue
Ticket Number: 0000104636	11/03/2004		[Site Survey] MP 232: install new network jack
Ticket Number: 0000104844	11/05/2004		[PC s/w] AD719: printer/fax machine needs to be networked between
Ticket Number: 0000105384	11/13/2004		[lab] ECS021PC06: monitor won't turn on.
Ticket Number: 0000106137	11/28/2004		[PC s/w] ECS020: Helpdesk Back Center Computer
Ticket Number: 0000105957	11/23/2004		[Mac h/w] BS011: Verify if MAC is dead
Ticket Number: 0000105952	11/23/2004		[PC s/w] ITE452: Import Webmail contacts into outlook
Ticket Number: 0000105488	11/15/2004		[Mac s/w] FA464: Mac won't print thru USB printer App't 11:30 am.
Ticket Number: 0000105468	11/15/2004		[Mac s/w] AC4-B/362 : Setup new mac
Ticket Number: 0000105408	11/14/2004		[PC h/w] SS006: Student Org Computer Question
Ticket Number: 0000105255	11/11/2004		[PC s/w] MP301b: Install SAS on 4 PCs

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000105863	11/22/2004	50	[PC s/w] AD513: PC infected with Bagle Virus.
Ticket Number: 0000106033	11/24/2004		ACIV-A 426b; hp4050N I/O error
Ticket Number: 0000105790	11/19/2004		[PC s/w] AD301: Kathy Miller and Ed Hinke cannot print.
Ticket Number: 0000106381	11/30/2004		Asset Security Alert
Ticket Number: 0000106377	11/30/2004		Asset Security Alert
Ticket Number: 0000104807	11/05/2004		[PC s/w] CHEM120: Install Office 2003
Ticket Number: 0000104954	11/08/2004		[Mac s/w] FA448C: re-install Epson printer drivers - App't Mon 11/1
Ticket Number: 0000105223	11/10/2004		Asset Security Alert
Ticket Number: 0000105211	11/10/2004		[Mac s/w] FA545: user reports that netscape won't quit
Ticket Number: 0000105183	11/10/2004		[PC s/w] ITE231: AV Service's podium PC is having networking prob
Ticket Number: 0000105174	11/10/2004		[Mac s/w] ACIV426: Locks up after user installed software
Ticket Number: 0000105179	11/10/2004		Problems using SPSS
Ticket Number: 0000105123	11/10/2004		[lab] ECS021MAC13: re-image
Ticket Number: 0000105124	11/10/2004		[lab] ECS122PC05: re-image
Ticket Number: 0000105105	11/09/2004		ECS336
Ticket Number: 0000104962	11/08/2004		[Mac s/w] BS455: Setup for New Mac
Ticket Number: 0000104928	11/08/2004		Zip Disk Drive
Ticket Number: 0000104832	11/05/2004		Computer Need To Be Set Up For Printer
Ticket Number: 0000104876	11/05/2004		IP Request for a Canon Image Runner 5000 copier/printer
Ticket Number: 0000104845	11/05/2004		[net] SS001: computer in lab are performing slowly
Ticket Number: 0000104576	11/02/2004		[PC s/w] AD531: Please re-install Windows XP on PC - done
Ticket Number: 0000105126	11/10/2004		ECS 336 MAC 01 (teachers station)
Ticket Number: 0000104735	11/04/2004		[PC s/w] AD214: setup PC on HP vlan.
Ticket Number: 0000104725	11/04/2004		Jack Survey Room Number 355 Public Policy. x52568
Ticket Number: 0000104815	11/05/2004		[PC h/w] PUP216: Ticket Request - install CDRW/DVD
Ticket Number: 0000104632	11/03/2004		[PC s/w] MP006:Re-install system
Ticket Number: 0000104625	11/03/2004		[Mac s/w] FA545: Apple Mail does not open messages
Ticket Number: 0000104611	11/03/2004		[PC s/w] AD223: Need installation disk for office2003 to resolve a pr
Ticket Number: 0000104598	11/03/2004		[PC s/w] CHEM549B: Windows keeps prompting for Office XP cd
Ticket Number: 0000104597	11/03/2004		[PC s/w] CHEM558: Upgrade to Windows 2000
Ticket Number: 0000104537	11/02/2004		[lab] ACIV219: IMC eMacs won't let user login
Ticket Number: 0000104507	11/02/2004		[PC s/w] CHEM549A: 2nd time pc shut down - would like checked o
Ticket Number: 0000104493	11/01/2004		[PC s/w] ECS315: User would like Matlab installed on laptop - App't W
Ticket Number: 0000104486	11/01/2004		TH153: Assign static IP
Ticket Number: 0000104484	11/01/2004		Asset Security Alert
Ticket Number: 0000104475	11/01/2004		[Mac S/W] SS507A: Mac Question / Virtual PC
Ticket Number: 0000104437	11/01/2004		[PC h/w] CHEM374: computer need to be installed to printer
Ticket Number: 0000104466	11/01/2004		Asset Security Alert
Ticket Number: 0000104685	11/04/2004		[Mac s/w] FA510: Help w entourage
Ticket Number: 0000105269	11/11/2004		AD207 : Printer added to novell
Ticket Number: 0000105314	11/11/2004		Work Order Request
Ticket Number: 0000105753	11/18/2004		Asset Security Alert
Ticket Number: 0000105752	11/18/2004		Dr. Slater wanted me to put in a ticket as to why his OS sees two proc
Ticket Number: 0000105751	11/18/2004		Asset Security Alert
Ticket Number: 0000105736	11/18/2004		Asset Security Alert
Ticket Number: 0000105518	11/16/2004		denied email and internet access
Ticket Number: 0000105486	11/15/2004		AD/628: Request 1 more data line
Ticket Number: 0000105407	11/14/2004		[PC s/w] Install Matlab on Laptop
Ticket Number: 0000105300	11/11/2004		[Mac s/w] Chem366: computer dosent complete boot process
Ticket Number: 0000105283	11/11/2004		[lab] ECS025: Re-image lab computers - App't Mon. 11/15

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
maboone1	<u>Total:</u> 17	
Resolved	<u>Total:</u> 2	
Ticket Number: 0000105994	11/23/2004	Users computer login account has problems.
Ticket Number: 0000106176	11/29/2004	Lab Profile issues
Closed	<u>Total:</u> 15	
Ticket Number: 0000105842	11/20/2004	Corrupt Profile
Ticket Number: 0000105853	11/21/2004	Customer not seeing any printers
Ticket Number: 0000105878	11/22/2004	Winword will not open documents
Ticket Number: 0000105079	11/09/2004	gets an error when login into windows
Ticket Number: 0000105213	11/10/2004	User cannot login to rm 005 lab. They are a student for a class in there
Ticket Number: 0000105349	11/12/2004	ECS 122A main PC issues
Ticket Number: 0000105522	11/16/2004	Corrupt win2k profile
Ticket Number: 0000105542	11/16/2004	students in calss can not login to computers in ECS 122 a and b
Ticket Number: 0000105598	11/17/2004	Videodrivrs corrupt for windows2000
Ticket Number: 0000105569	11/16/2004	profile has crashed
Ticket Number: 0000105554	11/16/2004	Faculty Kelli Larsen requests frontpage for machines in ecs lab 104 f
Ticket Number: 0000105535	11/16/2004	When user logs into lab machines, her "S:/" drive does not come up. I
Ticket Number: 0000105476	11/15/2004	java1.5 and bluej for Windows
Ticket Number: 0000105473	11/15/2004	EMBOSS
Ticket Number: 0000104535	11/02/2004	Reports all lab machines in ITE taking atleast 5 minutes to login.
mikec	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000105523	11/16/2004	Do not have write access to Remedy
Ticket Number: 0000105167	11/10/2004	Asset Security Alert

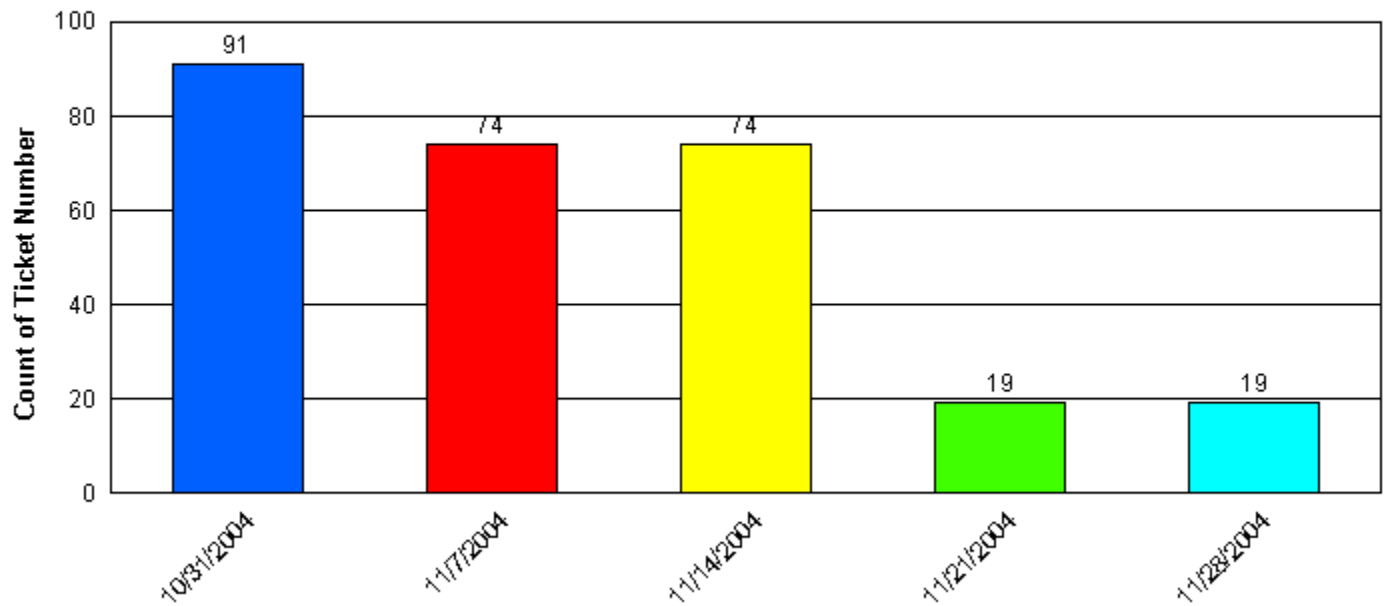
omarn		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	61
		<u>Total:</u>	10
Ticket Number:	0000105875	11/22/2004	Computer will not get out of sleep mode
Ticket Number:	0000105672	11/17/2004	Printer unavailable
Ticket Number:	0000105817	11/19/2004	Updater ul.exe/Unable to locate dll keeps popping up on PC
Ticket Number:	0000105604	11/17/2004	Workorder
Ticket Number:	0000105564	11/16/2004	User got a machine from old user and wants it reformatted with regul
Ticket Number:	0000105874	11/22/2004	add novell account
Ticket Number:	0000105950	11/23/2004	ERK 177: McAfee Install
Ticket Number:	0000106175	11/29/2004	"user intervention required" HP4si AD511
Ticket Number:	0000106010	11/23/2004	Pub Policy rm 439. x51469.Win 2000 machine has pop ups and virus,
Ticket Number:	0000106294	11/30/2004	FA 447: PC unable to print to local printer

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
Ticket Number: 0000105864	11/22/2004	51	Debi Leal cannot get on the network
Ticket Number: 0000105906	11/22/2004		Commons C334 : Printer not responding
Ticket Number: 0000105939	11/23/2004		UC 124: XP Machine crashing, giving blue screen
Ticket Number: 0000104782	11/05/2004		University Health Services novell log in problem.
Ticket Number: 0000104809	11/05/2004		Bio Sci rm 405. x53482. Reformat PC with windows XP.
Ticket Number: 0000104813	11/05/2004		New staff needs computer sert up for herself.
Ticket Number: 0000104787	11/05/2004		WinXP - Need office installed
Ticket Number: 0000104816	11/05/2004		Saving and missing file issues with I drive
Ticket Number: 0000105210	11/10/2004		ECS rm 237. x58109. User is trying to install SAS 9.1 but not accetp
Ticket Number: 0000105185	11/10/2004		Active Directory Install
Ticket Number: 0000105176	11/10/2004		AD setup
Ticket Number: 0000105171	11/10/2004		New Computer coming up with Mem Dump
Ticket Number: 0000105158	11/10/2004		Customer needs ms word installed
Ticket Number: 0000105149	11/10/2004		Machine keeps rebooting
Ticket Number: 0000105148	11/10/2004		Athletics Computer Problems
Ticket Number: 0000105087	11/09/2004		Fine Art 542. x52108. User's machine blue screens randomly after wor
Ticket Number: 0000105086	11/09/2004		User is in student judicials dept and cannot access her Q:/ drive , whic
Ticket Number: 0000105068	11/09/2004		Spyware/Virus
Ticket Number: 0000104964	11/08/2004		change users novell passwd
Ticket Number: 0000104957	11/08/2004		PC Setup
Ticket Number: 0000104939	11/08/2004		Request for Corporate Calander
Ticket Number: 0000104916	11/08/2004		Windows crashes randomly
Ticket Number: 0000104834	11/05/2004		Users are unable to log in to novell
Ticket Number: 0000105236	11/11/2004		Work Order Request
Ticket Number: 0000104818	11/05/2004		malfunction of cordless mouse
Ticket Number: 0000105246	11/11/2004		MS : 223 - Cannot log into novell
Ticket Number: 0000105406	11/14/2004		Temporary Internet Files
Ticket Number: 0000105429	11/15/2004		M / W and Thurs am - Printer still not working
Ticket Number: 0000105452	11/15/2004		Printer driver needs to be reinstalled
Ticket Number: 0000105638	11/17/2004		Can't save to the R: drive
Ticket Number: 0000105624	11/17/2004		User had omar over to setup new machine and to transfer info from o
Ticket Number: 0000105614	11/17/2004		Installed adobe writer 6.0 and now having problems w/opening MS pr
Ticket Number: 0000105601	11/17/2004		Tom Taylor needs Novell installed on his laptop
Ticket Number: 0000105528	11/16/2004		Need to have quicken2005 installed. Have software
Ticket Number: 0000105525	11/16/2004		Local HP LaserJet printer setup
Ticket Number: 0000105524	11/16/2004		Several issues....
Ticket Number: 0000105508	11/16/2004		Commons 025: Novell Client, Calendar Install
Ticket Number: 0000105445	11/15/2004		Reflection software fails to connect
Ticket Number: 0000105364	11/12/2004		New PC needs to be installed
Ticket Number: 0000105335	11/12/2004		Extreme Computer Slow Down
Ticket Number: 0000105299	11/11/2004		Windows XP/Running extremely slow/spyware
Ticket Number: 0000105298	11/11/2004		request
Ticket Number: 0000105267	11/11/2004		OfficeXP needs to be fully installed.
Ticket Number: 0000105106	11/09/2004		Pub Policy 328. x52498. User clicked on an email virus, would like h
Ticket Number: 0000104411	11/01/2004		Work Order Request-Need to access network printer
Ticket Number: 0000104715	11/04/2004		User needs software installed
Ticket Number: 0000104631	11/03/2004		Computer Erroring at Login
Ticket Number: 0000104574	11/02/2004		Zip drive not working on customers machine
Ticket Number: 0000104545	11/02/2004		[Fwd: Re: [Fwd: Policy Violation]]
Ticket Number: 0000104534	11/02/2004		needs to have CD burner reinstalled
Ticket Number: 0000104434	11/01/2004		Malicious email with virus from ayeshal@umbc.edu

talder1		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		Total: 15	
Ticket Number:	0000105998	11/23/2004	Customer is having resnet connection problems
Closed		Total: 14	
Ticket Number:	0000105773	11/19/2004	Laptop software install
Ticket Number:	0000104833	11/05/2004	corrupt files in office 2003
Ticket Number:	0000105227	11/10/2004	can connect to resnet
Ticket Number:	0000104946	11/08/2004	User can dial in fine from home, but when he takes machine to Ner Ra
Ticket Number:	0000104936	11/08/2004	Westhill rm 133c. x27173. User getting 169 ip, cannot refresh to get d
Ticket Number:	0000104492	11/01/2004	User is getting Network cable unplugged
Ticket Number:	0000104616	11/03/2004	walkin - keeps disconnecting 10-50sec
Ticket Number:	0000104634	11/03/2004	system is infected by a virus
Ticket Number:	0000104532	11/02/2004	Asset Security Alert
Ticket Number:	0000105444	11/15/2004	Computer does not work
Ticket Number:	0000105532	11/16/2004	PATAPSCO 007 : Unable to connect with resnet
Ticket Number:	0000105682	11/18/2004	Browser configuration
Ticket Number:	0000105709	11/18/2004	Driver issues caused by deleting things from msconfig.
Ticket Number:	0000105733	11/18/2004	Asset Security Alert

Count of Ticket Number / Create Date

For Desktop Support



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Financial Services: Peo	Total:	54	
tkuonen		Total:	16
Closed		Total:	16
Ticket Number:	0000105382	11/12/2004	Query Problem
Ticket Number:	0000105654	11/17/2004	Security Changes Authorized by Mark Behm
Ticket Number:	0000105506	11/16/2004	Retriever Logon
Ticket Number:	0000105927	11/22/2004	PS Support Request
Ticket Number:	0000104771	11/04/2004	SunTrust Validation Required
Ticket Number:	0000105024	11/09/2004	printing of po's
Ticket Number:	0000105027	11/09/2004	approval rights for Yvette Mozie-Ross
Ticket Number:	0000104853	11/05/2004	Access Issue with PeopleSoft
Ticket Number:	0000104908	11/08/2004	SunTrust Validation Required
Ticket Number:	0000105861	11/22/2004	Margaret Hall
Ticket Number:	0000105896	11/22/2004	problem with department number
Ticket Number:	0000105955	11/23/2004	peoplesoft queue non responsive
Ticket Number:	0000106385	11/30/2004	[Fwd: P-card interface]
Ticket Number:	0000106197	11/29/2004	query UM_AP_BLANKET_PO_BALANCE
Ticket Number:	0000105996	11/23/2004	remedy
Ticket Number:	0000105976	11/23/2004	Remedy

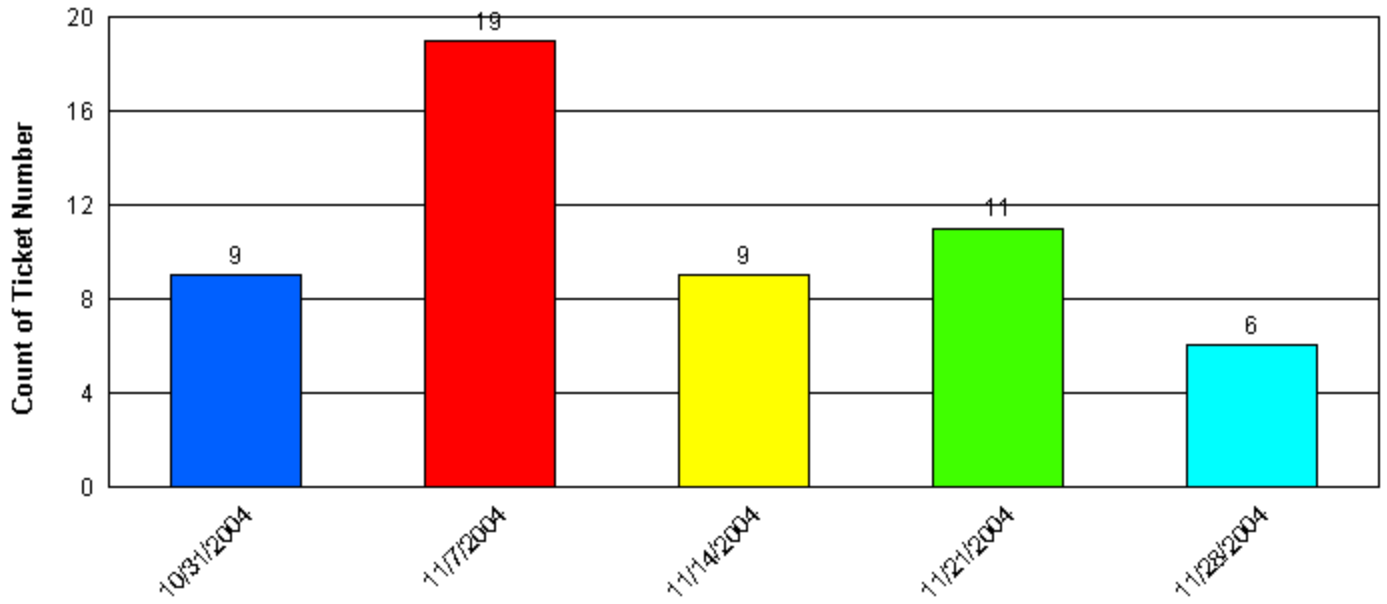
<u>weller</u>	<u>Created</u>	<u>Date</u>	<u>Short Description</u>
	Total:	38	
Closed	Total:	38	
Ticket Number: 0000105771	11/19/2004		Missing Proposal
Ticket Number: 0000105777	11/19/2004		PO budget check error
Ticket Number: 0000105772	11/19/2004		Missing Proposal-Update
Ticket Number: 0000105979	11/23/2004		Req Recon problem NOT RESOLVED YET
Ticket Number: 0000106009	11/23/2004		Reports cannot be run
Ticket Number: 0000106286	11/30/2004		AR payments paid on GAD account
Ticket Number: 0000106207	11/29/2004		PCard and Dept Row Level Security
Ticket Number: 0000106171	11/29/2004		PO Recon question on Canceled POs
Ticket Number: 0000106213	11/29/2004		Allocation report for October credit card statement
Ticket Number: 0000106063	11/24/2004		Statement of PR Chg Problem
Ticket Number: 0000105992	11/23/2004		Security request
Ticket Number: 0000105953	11/23/2004		TCode Question
Ticket Number: 0000104860	11/05/2004		Requestor
Ticket Number: 0000104864	11/05/2004		HINKE, ZACHARIA Security Role Needed
Ticket Number: 0000105198	11/10/2004		OffCampus Billing Revenue not present
Ticket Number: 0000105197	11/10/2004		Retriever problem
Ticket Number: 0000105201	11/10/2004		Budget Entries FY2005
Ticket Number: 0000105209	11/10/2004		a retro problem
Ticket Number: 0000105095	11/09/2004		Godbolt account needs to be deleted.
Ticket Number: 0000105066	11/09/2004		Access to Retriever
Ticket Number: 0000105044	11/09/2004		Retriever -Encumbrance Errors
Ticket Number: 0000105032	11/09/2004		Encumbrance Balance
Ticket Number: 0000104982	11/08/2004		Printing requisitions
Ticket Number: 0000104863	11/05/2004		1 ZACHARIA Security Role Needed
Ticket Number: 0000105263	11/11/2004		Distribution of pay to wrong project
Ticket Number: 0000105293	11/11/2004		pending retros list
Ticket Number: 0000105338	11/12/2004		Run Control not valid
Ticket Number: 0000105742	11/18/2004		How to find a JE by the Amount
Ticket Number: 0000105472	11/15/2004		Reports for State Funds
Ticket Number: 0000105521	11/16/2004		Query Report Error Msg
Ticket Number: 0000105331	11/12/2004		Req Line looks wrong
Ticket Number: 0000105301	11/11/2004		Req Budget Check Severe Error in Pgm Tree Defn Error
Ticket Number: 0000105461	11/15/2004		1 Problem with Budget check of vouchers left 14 vouchers that will n
Ticket Number: 0000104621	11/03/2004		1 Proposals do not show in Search and are not found for Budget Entr
Ticket Number: 0000104746	11/04/2004		PO Change Order Question
Ticket Number: 0000104630	11/03/2004		PCard Report prints blank
Ticket Number: 0000104547	11/02/2004		authorization to approve requisition
Ticket Number: 0000105200	11/10/2004		Need Project ID

Create
Date

Short Description

Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



<u>Helpdesk</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
HD:Tape_Changes	545		
Closed	Total: 5		
Ticket Number: 0000104398	11/01/2004		Tape changes for 10/31/04
Ticket Number: 0000104741	11/04/2004		Tapes changed
Ticket Number: 0000105285	11/11/2004		tape change for thursday, November 11/11
Ticket Number: 0000104906	11/08/2004		Tape changes for 11/7/04
Ticket Number: 0000105854	11/22/2004		Tape changes for 11/21/04
HelpDesk	Total: 33		
Resolved	Total: 3		
Ticket Number: 0000106141	11/28/2004		=?GB2312?B?MTLUwszYvNu7+saxMTHUwjI4yNWw5g==?=?
Ticket Number: 0000106180	11/29/2004		Please Increase Disk Quota
Ticket Number: 0000106194	11/29/2004		warning to student
Closed	Total: 30		
Ticket Number: 0000105815	11/19/2004		Email account: Amelita Bartolome
Ticket Number: 0000105873	11/22/2004		Reset password for rmelwan1
Ticket Number: 0000106173	11/29/2004		Reset password for jr1
Ticket Number: 0000106323	11/30/2004		ENG 005B projector problem
Ticket Number: 0000106205	11/29/2004		Reset password for ange5
Ticket Number: 0000106142	11/28/2004		Reset Password for jmurphy
Ticket Number: 0000106001	11/23/2004		User unable to connect to HP
Ticket Number: 0000104788	11/05/2004		jmartin - increase mail for storage of work requests
Ticket Number: 0000104912	11/08/2004		RE: QUOTA WARNING for your myUMBC account
Ticket Number: 0000104922	11/08/2004		new oia employee - susan hartt
Ticket Number: 0000104985	11/08/2004		Stan called in for quota increase.
Ticket Number: 0000105438	11/15/2004		Reset Password for ngins1
Ticket Number: 0000105276	11/11/2004		Fax to reset pw for berkoff
Ticket Number: 0000105746	11/18/2004		Email accounts for Stefanie Shaffer/Irby Cole
Ticket Number: 0000105694	11/18/2004		Trish - how do i save addr book / netscape links
Ticket Number: 0000105612	11/17/2004		Can i still purchase sas from bookstore
Ticket Number: 0000105435	11/15/2004		Password reset for myUMBC
Ticket Number: 0000105266	11/11/2004		increase quota by 100,000
Ticket Number: 0000105377	11/12/2004		Password reset request
Ticket Number: 0000105379	11/12/2004		Password reset request
Ticket Number: 0000105421	11/15/2004		Can not recreate spam folder
Ticket Number: 0000105413	11/15/2004		Tape changes 11/14/04
Ticket Number: 0000105330	11/12/2004		Gina/OTD - their is no newsletter format in word
Ticket Number: 0000105286	11/11/2004		Email Account Creation
Ticket Number: 0000104414	11/01/2004		Several folks state that they sent me email that I did not recieve
Ticket Number: 0000104527	11/02/2004		pw for mail at home not working
Ticket Number: 0000104421	11/01/2004		student/resnet - can not get any websites since virus this weekend
Ticket Number: 0000104503	11/02/2004		Storch - outlook express question
Ticket Number: 0000104523	11/02/2004		d sindal / in co/army - what do i need to get acct
Ticket Number: 0000104505	11/02/2004		Webmaster / Socy dept

<u>anna</u>	<u>Resolved</u>	<u>Create</u> <u>Date</u>	<u>Total:</u> 114	<u>Short Description</u>
			<u>Total:</u> 14	
Ticket Number:	0000105933	11/22/2004		Work Order Request
Ticket Number:	0000106206	11/29/2004		Help Needed with Filtering
Ticket Number:	0000106164	11/28/2004		HELPPPPP!!!!!!
Ticket Number:	0000106160	11/28/2004		Problem with installing modem in Linux
Ticket Number:	0000106165	11/28/2004		Need a new username:
Ticket Number:	0000106106	11/26/2004		Work Order Request
Ticket Number:	0000106117	11/27/2004		disk usage
Ticket Number:	0000106138	11/28/2004		black board
Ticket Number:	0000106121	11/27/2004		Quota request
Ticket Number:	0000106085	11/25/2004		Internet connection keeps dropping.
Ticket Number:	0000105934	11/22/2004		No subject
Ticket Number:	0000106277	11/29/2004		Incoming and outgoing
Ticket Number:	0000106355	11/30/2004		disk usage
Ticket Number:	0000106372	11/30/2004		Work Order Request

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		100	
Ticket Number: 0000105889	11/22/2004		Forwarding My UMBC Mail
Ticket Number: 0000106053	11/24/2004		Request for increased quota for myUMBC account
Ticket Number: 0000106044	11/24/2004		Hi , Good Day.
Ticket Number: 0000106043	11/24/2004		Work Order Request
Ticket Number: 0000106023	11/23/2004		Newly Released Mathematica 5.1
Ticket Number: 0000106007	11/23/2004		OUTLOOK downloads emails instead of copying them
Ticket Number: 0000105856	11/22/2004		Opening ports
Ticket Number: 0000105852	11/21/2004		connecting oracle from home
Ticket Number: 0000105813	11/19/2004		phone mail check
Ticket Number: 0000105803	11/19/2004		Customer having difficulty with Maple 9.5
Ticket Number: 0000105799	11/19/2004		Krishna Kalaria - Resume
Ticket Number: 0000105786	11/19/2004		Work Order Request
Ticket Number: 0000105783	11/19/2004		no messages
Ticket Number: 0000104774	11/04/2004		SunTrust Validation Required
Ticket Number: 0000104776	11/04/2004		cannot delete messages
Ticket Number: 0000104775	11/04/2004		Giving Users Access to Your Web Directories using AFS Access
Ticket Number: 0000104777	11/05/2004		Labcheck 11-04-04 22.00
Ticket Number: 0000104779	11/05/2004		Work Order Request
Ticket Number: 0000104783	11/05/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000105240	11/11/2004		help
Ticket Number: 0000105230	11/11/2004		lost ipod
Ticket Number: 0000105190	11/10/2004		Security Question; Javascript Password
Ticket Number: 0000105147	11/10/2004		account created
Ticket Number: 0000105060	11/09/2004		Accounts question
Ticket Number: 0000105320	11/11/2004		Security Awareness Survey
Ticket Number: 0000105319	11/11/2004		Labcheck 11-11-04
Ticket Number: 0000104986	11/08/2004		Security Awareness Survey
Ticket Number: 0000104978	11/08/2004		Security Awareness Survey
Ticket Number: 0000105484	11/15/2004		Work Order Request-Computer with spyware
Ticket Number: 0000104971	11/08/2004		Security Awareness Survey
Ticket Number: 0000104969	11/08/2004		Security Awareness Survey
Ticket Number: 0000104967	11/08/2004		Security Awareness Survey
Ticket Number: 0000104937	11/08/2004		request
Ticket Number: 0000104871	11/05/2004		Create Temporary Account for Zahra Panahi-Naeni
Ticket Number: 0000104848	11/05/2004		Security Awareness Survey
Ticket Number: 0000105111	11/09/2004		internet security questions
Ticket Number: 0000105025	11/09/2004		Work Order Request
Ticket Number: 0000105004	11/09/2004		hi
Ticket Number: 0000105000	11/08/2004		Security Awareness Survey
Ticket Number: 0000104996	11/08/2004		Security Awareness Survey
Ticket Number: 0000104994	11/08/2004		Security Awareness Survey
Ticket Number: 0000104992	11/08/2004		Security Awareness Survey
Ticket Number: 0000104991	11/08/2004		Security Awareness Survey
Ticket Number: 0000104988	11/08/2004		Security Awareness Survey
Ticket Number: 0000104811	11/05/2004		Security Awareness Survey
Ticket Number: 0000104808	11/05/2004		Security Awareness Survey
Ticket Number: 0000104801	11/05/2004		ticket ID 0000104586 [Fwd: ----Save this email. Your friends will
Ticket Number: 0000104800	11/05/2004		ticket ID 0000104586 [Fwd: Returned mail: see transcript for details]
Ticket Number: 0000104799	11/05/2004		ticket ID 0000104586[Fwd: little bottle eliminates photo cops!]
Ticket Number: 0000104798	11/05/2004		ticket ID 0000104586 [Fwd: Direct from Canada Phamracy]
Ticket Number: 0000104792	11/05/2004		Restricted Access to Web Directories
Ticket Number: 0000104791	11/05/2004		No subject
Ticket Number: 0000104903	11/07/2004		Deleting Emails
Ticket Number: 0000104842	11/05/2004		Work Order Request

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000104840	11/05/2004	Security Awareness Survey
Ticket Number:	0000104837	11/05/2004	Security Awareness Survey
Ticket Number:	0000104830	11/05/2004	Security Awareness Survey
Ticket Number:	0000104778	11/05/2004	Checklist 11-05-04 0.00
Ticket Number:	0000105372	11/12/2004	Security Awareness Survey
Ticket Number:	0000105311	11/11/2004	Statisticians/computer analysts needed
Ticket Number:	0000104765	11/04/2004	vpn and printing
Ticket Number:	0000104770	11/04/2004	Temp Lab Check 11/4/04 8 pm
Ticket Number:	0000104709	11/04/2004	Security Awareness Survey
Ticket Number:	0000104708	11/04/2004	Security Awareness Survey
Ticket Number:	0000104704	11/04/2004	Security Awareness Survey
Ticket Number:	0000104671	11/03/2004	11/03/2004: tape change
Ticket Number:	0000104647	11/03/2004	Work Order Request-Help w/setting up another mail
Ticket Number:	0000104614	11/03/2004	host name? mozilla.org?
Ticket Number:	0000104609	11/03/2004	Please Help Me
Ticket Number:	0000104577	11/02/2004	No subject
Ticket Number:	0000104568	11/02/2004	quota exceeded help
Ticket Number:	0000104559	11/02/2004	Accounts for laptop loans
Ticket Number:	0000104508	11/02/2004	Quota increase for faculty
Ticket Number:	0000104490	11/01/2004	Question
Ticket Number:	0000104456	11/01/2004	UMBC Network
Ticket Number:	0000104989	11/08/2004	Security Awareness Survey
Ticket Number:	0000104769	11/04/2004	Phonemail, Thursday 11/4, 7:00pm
Ticket Number:	0000104513	11/02/2004	Work Order Request-
Ticket Number:	0000105376	11/12/2004	Security Awareness Survey
Ticket Number:	0000105304	11/11/2004	Work Order Request
Ticket Number:	0000105643	11/17/2004	Blackboard
Ticket Number:	0000105628	11/17/2004	User: wjones5 is now a staff member here. Memo received at helpdes
Ticket Number:	0000105593	11/17/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000105587	11/17/2004	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000105577	11/16/2004	Security Awareness Survey
Ticket Number:	0000105572	11/16/2004	So what should I do?
Ticket Number:	0000105500	11/15/2004	Not able to send mail to hosmane
Ticket Number:	0000105474	11/15/2004	I have unknown disk usage
Ticket Number:	0000105412	11/14/2004	Help me please!
Ticket Number:	0000105410	11/14/2004	blackboard not working, URGENT
Ticket Number:	0000105380	11/12/2004	Research Port
Ticket Number:	0000105375	11/12/2004	Security Awareness Survey
Ticket Number:	0000105374	11/12/2004	Security Awareness Survey
Ticket Number:	0000105373	11/12/2004	Security Awareness Survey
Ticket Number:	0000105371	11/12/2004	Security Awareness Survey
Ticket Number:	0000105369	11/12/2004	Security Awareness Survey
Ticket Number:	0000105323	11/12/2004	Lab check 6:30am 11/12/04
Ticket Number:	0000105322	11/12/2004	Labcheck 11-12-04 0.00
Ticket Number:	0000105308	11/11/2004	please increase quota size
Ticket Number:	0000105321	11/11/2004	Sassa Worm

ha2		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		<u>Total:</u> 18	
Ticket Number:	0000106168	11/28/2004	Multiple users slow or non-existent Walker connection
Closed		<u>Total:</u> 17	
Ticket Number:	0000105843	11/20/2004	Now You can stop Your Divorce or Lover's Rejection
Ticket Number:	0000106127	11/27/2004	=?GB2312?B?MTLUwszYvNu7+saxMTHUwjI4yNWw5g==?= Local Area connections, cant connect to resnet
Ticket Number:	0000105851	11/21/2004	Problem with installing modem in Linux
Ticket Number:	0000106161	11/28/2004	E-mail Groups Problem
Ticket Number:	0000106166	11/28/2004	User needs oracle password reset
Ticket Number:	0000106271	11/29/2004	Problem with installing modem in Linux
Ticket Number:	0000106162	11/28/2004	doorknob momenta bennett neuron
Ticket Number:	0000106157	11/28/2004	=?GB2312?B?MjAwNLuqxM9jZm/E6rvh0fvH67qv?= Off campus VPN "connection manager failed to respond."
Ticket Number:	0000106132	11/28/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000104897	11/07/2004	?
Ticket Number:	0000105396	11/14/2004	linksys wireless network
Ticket Number:	0000105502	11/15/2004	Integrating Java and PHP
Ticket Number:	0000105665	11/17/2004	Work Order Request-Can you setup a linux group in gl
Ticket Number:	0000105409	11/14/2004	Disk usage
Ticket Number:	0000104405	11/01/2004	Multiple buildings are dropping connection intermittenly
Ticket Number:	0000104677	11/03/2004	

kherna1		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	68
		<u>Total:</u>	7
Ticket Number:	0000105930	11/22/2004	cannot connect to internet wirelessly on campus
Ticket Number:	0000106187	11/29/2004	Unable to Delete Email
Ticket Number:	0000106150	11/28/2004	Work Order Request
Ticket Number:	0000106061	11/24/2004	Borrowing SAS
Ticket Number:	0000106263	11/29/2004	disk usage
Ticket Number:	0000106256	11/29/2004	scam
Ticket Number:	0000106265	11/29/2004	disk usage

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		61	
Ticket Number: 0000105859	11/22/2004		NOC2 Showing Fine arts building network outage
Ticket Number: 0000105883	11/22/2004		user is borrowing SAS CD
Ticket Number: 0000106027	11/24/2004		No subject
Ticket Number: 0000106031	11/24/2004		Checklist 11-24-04 7.30
Ticket Number: 0000106028	11/24/2004		Labcheck 11-24-04 2.30
Ticket Number: 0000106024	11/23/2004		SAS CD Loan
Ticket Number: 0000104880	11/05/2004		deletion
Ticket Number: 0000105003	11/08/2004		Banned file: price.scr in mail from you
Ticket Number: 0000105034	11/09/2004		some network connection questions
Ticket Number: 0000105090	11/09/2004		Disk Quota
Ticket Number: 0000105150	11/10/2004		Banned file: Price.scr in mail from you
Ticket Number: 0000105225	11/10/2004		Work Order Request-
Ticket Number: 0000105229	11/11/2004		X-Box live
Ticket Number: 0000105231	11/11/2004		Subject Bla Bla
Ticket Number: 0000105226	11/10/2004		Intrusion attempts
Ticket Number: 0000105203	11/10/2004		Work Order Request
Ticket Number: 0000105099	11/09/2004		Work Order Request-Need jack check
Ticket Number: 0000105039	11/09/2004		URGENT -- ticket 1399
Ticket Number: 0000104920	11/08/2004		myUMBC Account Creation
Ticket Number: 0000104911	11/08/2004		SunTrust Validation Required
Ticket Number: 0000105109	11/09/2004		cmssc411 Quota Increase request
Ticket Number: 0000104396	11/01/2004		[Fwd: Re: Hello] This is a malicious email.
Ticket Number: 0000104442	11/01/2004		Quota Increase
Ticket Number: 0000105233	11/11/2004		Subject Bla Bla
Ticket Number: 0000105360	11/12/2004		Spam folder...
Ticket Number: 0000104681	11/04/2004		Lab check 12am 11/4/04
Ticket Number: 0000104678	11/03/2004		Work Order Request-Not able to login to resnet
Ticket Number: 0000104662	11/03/2004		cannot delete messages
Ticket Number: 0000104659	11/03/2004		Work Order - New Employee - Set up accounts
Ticket Number: 0000104655	11/03/2004		quota increase request
Ticket Number: 0000104652	11/03/2004		Question
Ticket Number: 0000104633	11/03/2004		how do i access my newsgroups
Ticket Number: 0000104737	11/04/2004		Work Order Request
Ticket Number: 0000104613	11/03/2004		Release of Password
Ticket Number: 0000104605	11/03/2004		red light on T1 circuit to Annapolis data center
Ticket Number: 0000104579	11/02/2004		Faculty Quota Increase Request
Ticket Number: 0000104499	11/02/2004		Central Plant lost connection to equipment in ITE bldg; NOC2 repor
Ticket Number: 0000104473	11/01/2004		Getting a Playstation 2 online
Ticket Number: 0000104455	11/01/2004		How to log into s drive from home
Ticket Number: 0000105108	11/09/2004		Quota Increase for CMSC 411 student
Ticket Number: 0000104397	11/01/2004		note
Ticket Number: 0000104642	11/03/2004		how do i access my newsgroups
Ticket Number: 0000104637	11/03/2004		[Fwd: SunTrust Validation Required]
Ticket Number: 0000105471	11/15/2004		Subject Bla Bla
Ticket Number: 0000105555	11/16/2004		2pm phone mail check done. 3msges.
Ticket Number: 0000105585	11/17/2004		VM check 11-17-04 3.00
Ticket Number: 0000105676	11/18/2004		Fw: bong
Ticket Number: 0000105675	11/18/2004		lab check
Ticket Number: 0000105674	11/17/2004		lab check
Ticket Number: 0000105673	11/17/2004		phonemail check
Ticket Number: 0000105662	11/17/2004		xbox
Ticket Number: 0000105648	11/17/2004		Work Order Request-Need help w/wireless&linux
Ticket Number: 0000105634	11/17/2004		11:00 phone mail check
Ticket Number: 0000105606	11/17/2004		Jack Check

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number: 0000105588		11/17/2004	Checklist 11-17-04 7.30
Ticket Number: 0000105584		11/17/2004	Labcheck 11-17-04 3.00
Ticket Number: 0000105490		11/15/2004	Unable to Use Report Builder in ITE458 for IS420(Sec 201)
Ticket Number: 0000105436		11/15/2004	disk quota
Ticket Number: 0000105358		11/12/2004	Staff needs an indefinite 50 MB quota increase.
Ticket Number: 0000105370		11/12/2004	User mdagoll
Ticket Number: 0000105416		11/15/2004	user requests quota increase because the account is full
kincaid		<u>Total:</u> 23	
	Closed	<u>Total:</u> 23	
Ticket Number: 0000105495		11/15/2004	Work Order Request
Ticket Number: 0000105352		11/12/2004	poli250 0101 - fletcher
Ticket Number: 0000105690		11/18/2004	No subject
Ticket Number: 0000105546		11/16/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000105499		11/15/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000105497		11/15/2004	lab reservation
Ticket Number: 0000105491		11/15/2004	xbox live and resnet
Ticket Number: 0000105454		11/15/2004	spss license
Ticket Number: 0000105401		11/14/2004	Re: epistolatory dazzle (fwd)
Ticket Number: 0000105037		11/09/2004	Exceeded disk usage
Ticket Number: 0000104550		11/02/2004	FW: Your old Computer
Ticket Number: 0000104495		11/01/2004	re [6]:
Ticket Number: 0000104690		11/04/2004	Work Order Request
Ticket Number: 0000104403		11/01/2004	Work Order Request-Prob w/reg thru myumbc
Ticket Number: 0000104419		11/01/2004	question about computer repair
Ticket Number: 0000104692		11/04/2004	Program aborts when an update is done for phys105
Ticket Number: 0000104501		11/02/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000104785		11/05/2004	Please check monitor before we purchase a new one
Ticket Number: 0000105137		11/10/2004	We are down again in Rooms 2.015,6,7 in Tech ctr at s.campus
Ticket Number: 0000105291		11/11/2004	Deleting Large Email
Ticket Number: 0000105023		11/09/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000104981		11/08/2004	Hello Accounts
Ticket Number: 0000104786		11/05/2004	Re: QUOTA WARNING for your myUMBC account
mcs pads1		<u>Total:</u> 13	
	Resolved	<u>Total:</u> 1	
Ticket Number: 0000106393		11/30/2004	Lab 11/30/04 10:00 p.m.
	Closed	<u>Total:</u> 12	
Ticket Number: 0000105762		11/19/2004	November 19 2004 7:30 a.m. Phonemail with accompanying checklist
Ticket Number: 0000104817		11/05/2004	Password reset
Ticket Number: 0000104822		11/05/2004	November 5 2004 11:00 a.m. phonemail
Ticket Number: 0000104896		11/07/2004	Borrowing CD
Ticket Number: 0000105132		11/10/2004	SPSS cd loan
Ticket Number: 0000105780		11/19/2004	User put in modem in machine and is aware we dont' do hardware but w
Ticket Number: 0000105297		11/11/2004	SAS 9.0 checkout 11/11
Ticket Number: 0000105341		11/12/2004	11:00 a.m. phonemail check November 12 2004
Ticket Number: 0000105327		11/12/2004	Tree or server could not be found
Ticket Number: 0000105340		11/12/2004	7:30 a.m. phonemail November 12 2004
Ticket Number: 0000105399		11/14/2004	Phonemail 11:00 a.m. 11/14/04
Ticket Number: 0000105397		11/14/2004	Password reset
mnolan1		<u>Total:</u> 1	
	Closed	<u>Total:</u> 1	
Ticket Number: 0000105202		11/10/2004	Put Scott's laptop on Active Directory

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
moneill	Total: 15	
Resolved	Total: 1	
Ticket Number: 0000106203	11/29/2004	User: djlewis needs to be added to active directory for novell login. W
Closed	Total: 14	
Ticket Number: 0000105937	11/23/2004	2005 doctors American directoty, physicians, 7,000 hospitals, 25,000 n
Ticket Number: 0000106291	11/30/2004	=?utf-8?q?I offer you the cham?=-
Ticket Number: 0000104819	11/05/2004	Work Order Request-Receive large amount of spam
Ticket Number: 0000104899	11/07/2004	UserAuthentication-OffCampus VPN
Ticket Number: 0000105019	11/09/2004	UMBC Account Password Reset
Ticket Number: 0000105040	11/09/2004	UMBC Account Password Reset for stjones
Ticket Number: 0000104821	11/05/2004	Reset password
Ticket Number: 0000105244	11/11/2004	Subject Bla Bla
Ticket Number: 0000105249	11/11/2004	Not receiving a valid IP
Ticket Number: 0000105247	11/11/2004	Subject Message for you
Ticket Number: 0000105258	11/11/2004	WinSCP
Ticket Number: 0000105405	11/14/2004	Re: Windows XP Service Pack 2 with Advanced Security Technolog
Ticket Number: 0000105259	11/11/2004	UMBC Account Password Reset for shi l
Ticket Number: 0000105234	11/11/2004	Subject Big
myers	Total: 7	
Resolved	Total: 1	
Ticket Number: 0000106350	11/30/2004	Reflections Account: Margaret Hall
Closed	Total: 6	
Ticket Number: 0000105811	11/19/2004	Reflection Accounts: Michael Goodwyn and Keith Harmon
Ticket Number: 0000105020	11/09/2004	UMBC Linux CD Loan
Ticket Number: 0000105129	11/10/2004	HPUMBC1,2,3 Tape change
Ticket Number: 0000104599	11/03/2004	HP Account: Frank Caldwell
Ticket Number: 0000105725	11/18/2004	RDBR2049 Patron Loader/STudent Roster
Ticket Number: 0000105748	11/18/2004	Work Order - New Employee - Set up accounts

<u>myo</u>	<u>Resolved</u>	<u>Create Date</u>	<u>Short Description</u>
		<u>Total:</u> 200	
		<u>Total:</u> 42	
Ticket Number:	0000106325	11/30/2004	UMBC Spam filters
Ticket Number:	0000106295	11/30/2004	Morning Checklist, Tuesday 11/30
Ticket Number:	0000106170	11/29/2004	SLATER CALL 11:50am 11/38/04
Ticket Number:	0000106119	11/27/2004	lab check / phonemail 11/27/04 2 pm
Ticket Number:	0000106077	11/24/2004	lab check
Ticket Number:	0000106092	11/26/2004	help
Ticket Number:	0000106098	11/26/2004	connection
Ticket Number:	0000106112	11/27/2004	morning checklist
Ticket Number:	0000106145	11/28/2004	strange e-mails
Ticket Number:	0000106140	11/28/2004	Work Order Request
Ticket Number:	0000106136	11/28/2004	Checklist 11-28-04 12.00
Ticket Number:	0000106125	11/27/2004	labcheck 11/27/04 7 pm
Ticket Number:	0000106124	11/27/2004	tape changes 11/27/04
Ticket Number:	0000106123	11/27/2004	Phonemail 11/27/04 5 pm
Ticket Number:	0000106126	11/27/2004	Labcheck 11/27/04 10 pm
Ticket Number:	0000106116	11/27/2004	phone mail 11.27.04 @ 11am
Ticket Number:	0000106111	11/27/2004	phonemail 11/27/04 7:30am
Ticket Number:	0000106202	11/29/2004	Walker ave outages
Ticket Number:	0000106201	11/29/2004	Wireless Logon Window
Ticket Number:	0000106196	11/29/2004	Needs Matlab
Ticket Number:	0000106177	11/29/2004	Checklist 11-29-04 7.30
Ticket Number:	0000106174	11/29/2004	FW: Updated Your Account Information
Ticket Number:	0000106104	11/26/2004	11/26 all tapes changed.
Ticket Number:	0000106172	11/29/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000106082	11/25/2004	All tapes changed for 11-24. VMS drives keep saying clean but clean
Ticket Number:	0000106075	11/24/2004	Mailbox
Ticket Number:	0000105911	11/22/2004	user is checking out the SAS software
Ticket Number:	0000106313	11/30/2004	webmail
Ticket Number:	0000106072	11/24/2004	phone mail check
Ticket Number:	0000106244	11/29/2004	Work Order Request
Ticket Number:	0000106262	11/29/2004	Work Order Request
Ticket Number:	0000106268	11/29/2004	Microsoft Office
Ticket Number:	0000106299	11/30/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000106308	11/30/2004	user needs a quota increase
Ticket Number:	0000106320	11/30/2004	TEST FROM OIT for email test.
Ticket Number:	0000106378	11/30/2004	phone mail check
Ticket Number:	0000106394	11/30/2004	Phonemail 10:00 p.m. - there were messages on the system; this ticket
Ticket Number:	0000106363	11/30/2004	Work Order Request
Ticket Number:	0000106328	11/30/2004	Guest BB Account
Ticket Number:	0000106324	11/30/2004	7:30/11:00 Phone Mail Check
Ticket Number:	0000106278	11/30/2004	Lab check 11/30/04 12am
Ticket Number:	0000106274	11/29/2004	Work Order Request

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		158	
Ticket Number: 0000105769	11/19/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000106081	11/25/2004		No subject
Ticket Number: 0000106078	11/24/2004		No subject
Ticket Number: 0000106076	11/24/2004		Urgent News!
Ticket Number: 0000106045	11/24/2004		Account creation request for Katie Kerstetter, Mike Sanelli.
Ticket Number: 0000106037	11/24/2004		spooof email request
Ticket Number: 0000106026	11/24/2004		Lab check 12am 11/24/04
Ticket Number: 0000105993	11/23/2004		UMBC password reset request. Misty3. Fax ID received.
Ticket Number: 0000105949	11/23/2004		Quota increase for staff
Ticket Number: 0000105982	11/23/2004		SQL Plus
Ticket Number: 0000105940	11/23/2004		Additional Webspace
Ticket Number: 0000105938	11/23/2004		Morning Checklist, Tuesday 11/23
Ticket Number: 0000105936	11/23/2004		Can't access Novell (web-based)
Ticket Number: 0000105935	11/23/2004		Lab check 12am 11/23/04
Ticket Number: 0000105929	11/22/2004		Carol Pace needs her email quota increased by 50MB.
Ticket Number: 0000105880	11/22/2004		VM check 11-22-04 11.00
Ticket Number: 0000105872	11/22/2004		Vincef1 needs a refund on his ID
Ticket Number: 0000105970	11/23/2004		11am phone mail check. 4 msges. All resolved.
Ticket Number: 0000105967	11/23/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000105850	11/21/2004		VM check 11-21-04 14.00
Ticket Number: 0000105855	11/22/2004		Lab check 11pm 11/21/04
Ticket Number: 0000105845	11/21/2004		Checklist 11-21-04 12.00
Ticket Number: 0000105844	11/20/2004		labcheck 11/20/04 10 pm
Ticket Number: 0000105841	11/20/2004		11/20/04 7:00pm phone mail check
Ticket Number: 0000105838	11/20/2004		11/20/04 5:00pm lab check
Ticket Number: 0000105836	11/20/2004		11/20/04 2:00pm phone mail check
Ticket Number: 0000105808	11/19/2004		storage
Ticket Number: 0000106287	11/30/2004		HPUMBC1,2,3 Tape Change
Ticket Number: 0000106281	11/30/2004		Italian Crafted Rolex from \$75 to \$275 - Free Shipping
Ticket Number: 0000106224	11/29/2004		User got there novell login but cannot access the computer
Ticket Number: 0000105793	11/19/2004		Files
Ticket Number: 0000105760	11/19/2004		labcheck 11-19-04 0.00
Ticket Number: 0000105814	11/19/2004		Customer needs unblocked from resnet
Ticket Number: 0000104780	11/05/2004		Can not open files
Ticket Number: 0000104914	11/08/2004		Checklist 11-08-04 7.30
Ticket Number: 0000104907	11/08/2004		Lab check 11/8/04 12am
Ticket Number: 0000104890	11/06/2004		11/6/04 10:00pm lab check
Ticket Number: 0000104892	11/07/2004		Checklist 11-07-04 12.00
Ticket Number: 0000104887	11/06/2004		Phonemail 11/6/04 2pm & 7pm
Ticket Number: 0000104886	11/06/2004		Tape changes 11/6/04
Ticket Number: 0000104884	11/06/2004		7:30 am phone mail. 1 msg.
Ticket Number: 0000104883	11/06/2004		11/6 Lab check and opening. all 59 machines there and checked.
Ticket Number: 0000104881	11/06/2004		11/5/04 11:59pm lab check
Ticket Number: 0000104867	11/05/2004		VMcheck 11-05-04 14.00
Ticket Number: 0000104866	11/05/2004		all tapes changed for 11/5
Ticket Number: 0000105235	11/11/2004		Morning Checklist, Thursday 10/11
Ticket Number: 0000105224	11/10/2004		Work Order Request-myumbc login issue
Ticket Number: 0000105388	11/13/2004		SAS cd loan
Ticket Number: 0000105187	11/10/2004		Quota Increase
Ticket Number: 0000105168	11/10/2004		ID # 0000105120
Ticket Number: 0000105127	11/10/2004		Checklist 11-10-04 7.30
Ticket Number: 0000105125	11/10/2004		Labcheck 11-10-04 3.00
Ticket Number: 0000105119	11/09/2004		Labcheck 11/9/04 10 pm
Ticket Number: 0000105113	11/09/2004		Phonemail 11/9/04 7 pm

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000105080	11/09/2004	Isabel needs 50MB more of email space.
Ticket Number:	0000105057	11/09/2004	Internet Problem
Ticket Number:	0000105047	11/09/2004	old mails
Ticket Number:	0000105045	11/09/2004	No subject
Ticket Number:	0000105046	11/09/2004	Asset Security Alert
Ticket Number:	0000105005	11/09/2004	Lab check 12am 11/9/04
Ticket Number:	0000105703	11/18/2004	Ticket #0000105173
Ticket Number:	0000104973	11/08/2004	request for quota increase in mail
Ticket Number:	0000104972	11/08/2004	phonemail 11/8/04 - 2pm
Ticket Number:	0000104961	11/08/2004	11/8/2004: tape changes
Ticket Number:	0000104934	11/08/2004	VM Check 11-08-04 11.00
Ticket Number:	0000104902	11/07/2004	VM Check 11-07-04 19.00
Ticket Number:	0000104900	11/07/2004	Labcheck 11-07-04 17.00
Ticket Number:	0000104898	11/07/2004	VM check 11-07-04 14.00
Ticket Number:	0000104891	11/07/2004	Off Campus Library Access
Ticket Number:	0000105543	11/16/2004	phone mail check
Ticket Number:	0000104836	11/05/2004	Ticket 0000104705
Ticket Number:	0000105282	11/11/2004	Work Order Request-Quota increase for anandp1
Ticket Number:	0000105467	11/15/2004	Phonemail 11/15/04 @ 2pm
Ticket Number:	0000105084	11/09/2004	Fwd: Network Associates Webshield - e-mail Content Alert
Ticket Number:	0000105254	11/11/2004	Ticket Needed
Ticket Number:	0000105296	11/11/2004	SAS CD Loan
Ticket Number:	0000105442	11/15/2004	Strange Emails
Ticket Number:	0000105281	11/11/2004	quota increase
Ticket Number:	0000105256	11/11/2004	why is this spam?
Ticket Number:	0000105383	11/13/2004	11/12/04 11:59pm lab check
Ticket Number:	0000105387	11/13/2004	11/13/04 2:00pm phone mail check
Ticket Number:	0000105740	11/18/2004	ID#0000104586 Fwd: Become a stud in bed, all it takes is 20 minu
Ticket Number:	0000105727	11/18/2004	Tape change for Thursday 11/18
Ticket Number:	0000105719	11/18/2004	phone mail 11/18/04 2pm
Ticket Number:	0000105718	11/18/2004	Create Temporary UMBC Accounts
Ticket Number:	0000105710	11/18/2004	Request for Email Account
Ticket Number:	0000105678	11/18/2004	Morning Checklist, Thursday 11/18
Ticket Number:	0000105658	11/17/2004	Problem with myUMBC software purchase
Ticket Number:	0000105865	11/22/2004	Checklist 11-22-04 7.30
Ticket Number:	0000105494	11/15/2004	phone mail check
Ticket Number:	0000105759	11/18/2004	labcheck 11-18-04 22.00
Ticket Number:	0000105747	11/18/2004	Graduate Assistantship
Ticket Number:	0000105741	11/18/2004	ID#0000104586 [Fwd: No Compromise Wear only ROLEX]
Ticket Number:	0000105995	11/23/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000105459	11/15/2004	Subject Message for you
Ticket Number:	0000105458	11/15/2004	VM check 11-15-04 11.00
Ticket Number:	0000105456	11/15/2004	Speccoll account needs a quota increase.
Ticket Number:	0000105433	11/15/2004	Checklist 11-15-04 7.30 (only a little late)
Ticket Number:	0000105496	11/15/2004	Work Order Request-Can not receive outside emails
Ticket Number:	0000105415	11/15/2004	Lab check 12am 11/15/04
Ticket Number:	0000105414	11/15/2004	VM check 5pm 11/14/04
Ticket Number:	0000105619	11/17/2004	Disk Usage still at 92%?
Ticket Number:	0000105597	11/17/2004	Storage Space
Ticket Number:	0000105904	11/22/2004	VM check 2pm 11/22/04
Ticket Number:	0000105568	11/16/2004	Work Order Request-attachment problem
Ticket Number:	0000105507	11/16/2004	Morning Checklist, Tuesday 11/16
Ticket Number:	0000105505	11/16/2004	Lab check 12am 11/16/04
Ticket Number:	0000105498	11/15/2004	Not able to send hosmane
Ticket Number:	0000105398	11/14/2004	Lab Check 11:00 a.m. 11/14/04

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000105394	11/13/2004	Lab Check 11/13/04
Ticket Number:	0000105392	11/13/2004	Phonemail 11/13/04 7 PM
Ticket Number:	0000105389	11/13/2004	11/13/04 5:00pm lab check
Ticket Number:	0000105385	11/13/2004	7:30am labcheck. 021 opened and checked. PC 06 monitor not worki
Ticket Number:	0000105827	11/19/2004	Phonemail 11/19/04 7 pm
Ticket Number:	0000105386	11/13/2004	7:30 am phone mail check. 0 messages.
Ticket Number:	0000105295	11/11/2004	SAS Loan
Ticket Number:	0000105012	11/09/2004	Morning Checklist, Tuesday 11/9
Ticket Number:	0000105713	11/18/2004	Work Order Request
Ticket Number:	0000104400	11/01/2004	Lab check 10pm 10/31/04
Ticket Number:	0000104401	11/01/2004	Lab check 12am 11/1/04
Ticket Number:	0000104452	11/01/2004	impressao!!
Ticket Number:	0000104628	11/03/2004	User requests more quota space for research assistance work.
Ticket Number:	0000104623	11/03/2004	11:00 Phone Mail Check
Ticket Number:	0000104675	11/03/2004	blackboard interface different under IE and Mozilla
Ticket Number:	0000104585	11/03/2004	Checklist 11-3-04 7.30
Ticket Number:	0000104584	11/03/2004	Labcheck 11-3-04 3.00
Ticket Number:	0000104580	11/02/2004	Lab check 10/2/04 10pm
Ticket Number:	0000104581	11/02/2004	Phonemail 11/2/04 7pm
Ticket Number:	0000104575	11/02/2004	2:00pm phone mail check. 8msges.
Ticket Number:	0000104573	11/02/2004	Work Order Request
Ticket Number:	0000104562	11/02/2004	SAS 9 CD loan
Ticket Number:	0000104560	11/02/2004	All tapes changed for 11/2.
Ticket Number:	0000104781	11/05/2004	Lab opening 11/5/04
Ticket Number:	0000104544	11/02/2004	login problem
Ticket Number:	0000104539	11/02/2004	Novell account needed
Ticket Number:	0000104707	11/04/2004	Netscape 7 - Addresses Missing/ Buttons Not Working
Ticket Number:	0000104742	11/04/2004	quota increase
Ticket Number:	0000104734	11/04/2004	Faxed password reset requested by user "eh1"
Ticket Number:	0000104727	11/04/2004	Re: Hello
Ticket Number:	0000104712	11/04/2004	Slater calling about dial up
Ticket Number:	0000104689	11/04/2004	Morning Checklist, Thursday 11/4
Ticket Number:	0000104680	11/03/2004	Work Order Request-Unix question on groups
Ticket Number:	0000104888	11/06/2004	Lab check 11/6/04 5 pm
Ticket Number:	0000104656	11/03/2004	Work Order Request-Need to export addr book
Ticket Number:	0000104648	11/03/2004	Work Order Request-No mail in inbox/need outlook setup
Ticket Number:	0000104758	11/04/2004	[Fwd: Network Associates Webshield - e-mail Content Alert]
Ticket Number:	0000104509	11/02/2004	Phonemail, Tuesday 11/2 7:30am
Ticket Number:	0000104498	11/02/2004	Work Order Request-Prob w/logging into lib computers
Ticket Number:	0000104497	11/02/2004	Lab check 12am 11/2/04
Ticket Number:	0000104496	11/02/2004	Lab check 10pm 11/1/04
Ticket Number:	0000104478	11/01/2004	Phonemail 11.1.04 : 4pm
Ticket Number:	0000104468	11/01/2004	11/01/2004: tape change
Ticket Number:	0000104438	11/01/2004	Two issues
Ticket Number:	0000104399	11/01/2004	VM check 7pm 10/31/04
Ticket Number:	0000104465	11/01/2004	please increase quota size
Ticket Number:	0000105098	11/09/2004	Phonemail 11/9/04 2pm
Ticket Number:	0000105828	11/19/2004	11/19/04 10:00pm lab check
Ticket Number:	0000105829	11/20/2004	11/19/04 11:59pm
pmcneel1		<u>Total:</u>	4
Closed		<u>Total:</u>	4
Ticket Number:	0000104958	11/08/2004	problem with network printer
Ticket Number:	0000105354	11/12/2004	SAS 9 loan
Ticket Number:	0000105478	11/15/2004	SPSS 12 cd loan
Ticket Number:	0000105221	11/10/2004	borrowing SAS software

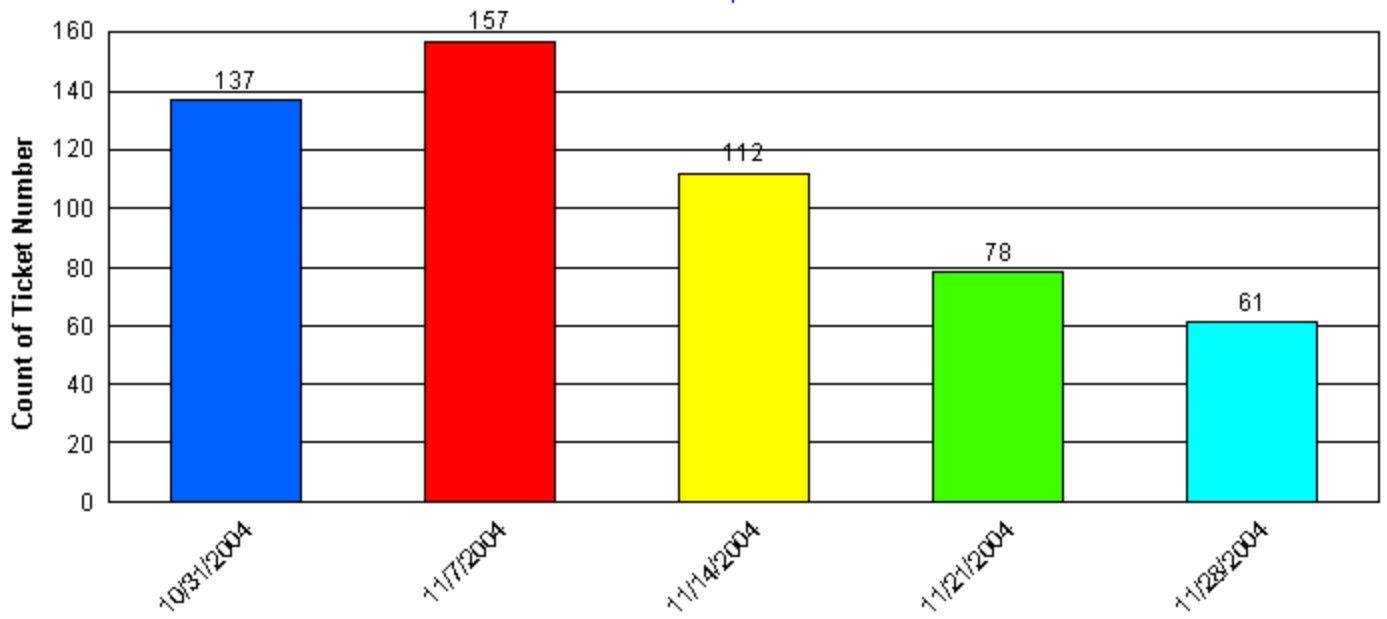
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
pzeaf01	Total: 10	
Closed	Total: 10	
Ticket Number: 0000105048	11/09/2004	Password reset for tmiller
Ticket Number: 0000105094	11/09/2004	SAS CD loan
Ticket Number: 0000105774	11/19/2004	Check out of SAS version 9
Ticket Number: 0000105963	11/23/2004	myUMBC password reset
Ticket Number: 0000105977	11/23/2004	Password reset for myUMBC
Ticket Number: 0000105898	11/22/2004	needs password reset for myumbc login
Ticket Number: 0000105796	11/19/2004	student needs to get password reset for my UMBC
Ticket Number: 0000105310	11/11/2004	Dial-up problem
Ticket Number: 0000105707	11/18/2004	myUMBC password reset
Ticket Number: 0000105036	11/09/2004	Password reset for cniemann
ramosm1	Total: 30	
Resolved	Total: 1	
Ticket Number: 0000106380	11/30/2004	date night at Ashby's
Closed	Total: 29	
Ticket Number: 0000105834	11/20/2004	competitive
Ticket Number: 0000106087	11/25/2004	adolphus
Ticket Number: 0000106090	11/26/2004	Very Good Luck
Ticket Number: 0000106107	11/26/2004	Re: divine impropriety
Ticket Number: 0000106114	11/27/2004	=?utf-8?q?Rolex, Cartier, Bret?=-
Ticket Number: 0000106113	11/27/2004	Order Rolex or other Swiss watches online
Ticket Number: 0000106103	11/26/2004	A request has just been made about you at our website.
Ticket Number: 0000106019	11/23/2004	mignon
Ticket Number: 0000104874	11/05/2004	Subject Message for you
Ticket Number: 0000105118	11/09/2004	help
Ticket Number: 0000104879	11/05/2004	Network Try
Ticket Number: 0000105114	11/09/2004	Asset Security Alert
Ticket Number: 0000105115	11/09/2004	Asset Security Alert
Ticket Number: 0000105116	11/09/2004	Asset Security Alert
Ticket Number: 0000104998	11/08/2004	Jack Check
Ticket Number: 0000105073	11/09/2004	Computer not Get IP Address
Ticket Number: 0000104467	11/01/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000104489	11/01/2004	Linux distribution CD checkout
Ticket Number: 0000105121	11/09/2004	Confirmation
Ticket Number: 0000104699	11/04/2004	Work Order Request-Problem w/email quota
Ticket Number: 0000104571	11/02/2004	MY Ac
Ticket Number: 0000105303	11/11/2004	student is borrowing SAS software
Ticket Number: 0000105367	11/12/2004	Subject Big
Ticket Number: 0000105363	11/12/2004	Subject Big
Ticket Number: 0000105393	11/13/2004	Try Via.gra, have it delivered to your door NEXT DAY
Ticket Number: 0000105483	11/15/2004	Microsoft Outlook help
Ticket Number: 0000105544	11/16/2004	Work Order Request-Mail forward not working
Ticket Number: 0000105404	11/14/2004	Work Order Request
Ticket Number: 0000105391	11/13/2004	Use our Mortgage Calculators
stevens3	Total: 4	
Closed	Total: 4	
Ticket Number: 0000105347	11/12/2004	password was reset
Ticket Number: 0000105448	11/15/2004	SAS cd loan
Ticket Number: 0000104561	11/02/2004	SPSS cd loan
Ticket Number: 0000105180	11/10/2004	SAS 9 loan

Create
Date

Short Description

Count of Ticket Number / Create Date

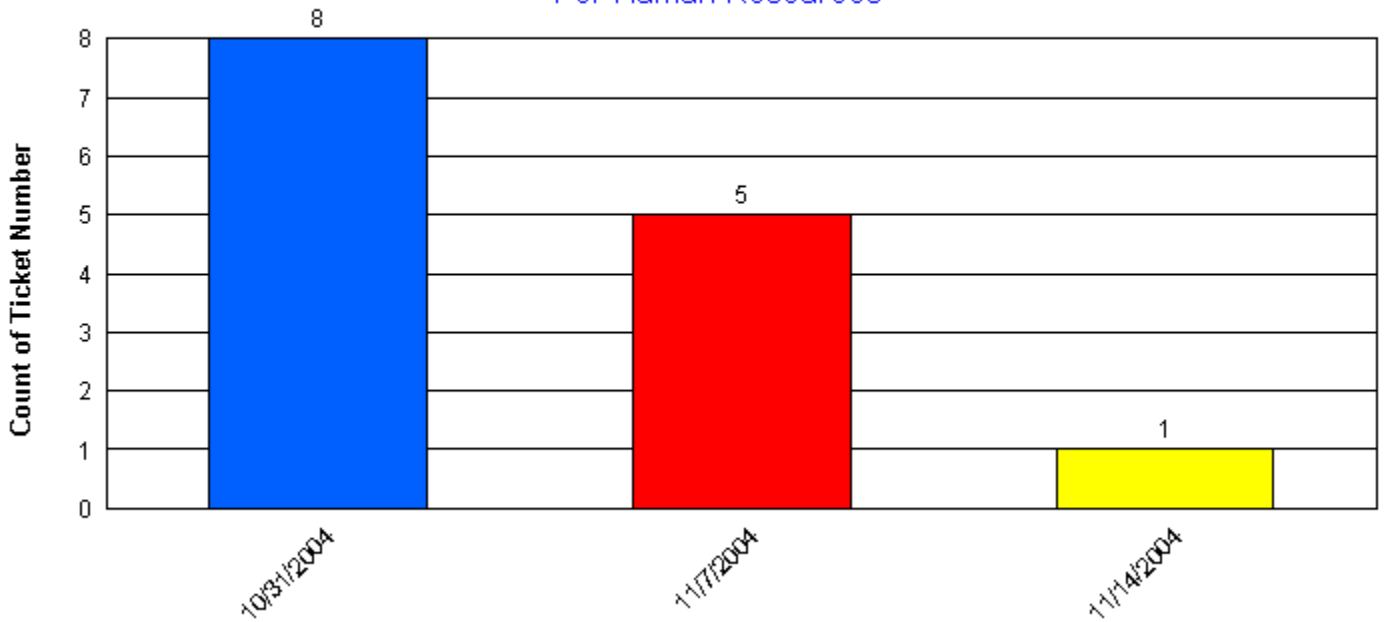
For Helpdesk



Human Resources		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Total:		14	
mynamara		Total:	10
Closed		Total:	10
Ticket Number:	0000104849	11/05/2004	HR Faculty Changes
Ticket Number:	0000105139	11/10/2004	Duplicate citizenship records
Ticket Number:	0000104983	11/08/2004	HR Faculty Changes
Ticket Number:	0000104949	11/08/2004	HR Faculty Changes
Ticket Number:	0000104852	11/05/2004	HR Changes in PSFT
Ticket Number:	0000104855	11/05/2004	HR RANK Missing in PSFT
Ticket Number:	0000104856	11/05/2004	HR Missing PAYMENT METHOD in PSFT
Ticket Number:	0000104759	11/04/2004	HR Faculty Changes
Ticket Number:	0000104569	11/02/2004	HR Faculty Changes
Ticket Number:	0000104563	11/02/2004	HR Faculty Changes
rsanders		Total:	4
Closed		Total:	4
Ticket Number:	0000104869	11/05/2004	HR Peoplesoft Changes
Ticket Number:	0000105195	11/10/2004	Retro Remedy Tickets- Closed
Ticket Number:	0000104933	11/08/2004	Employees not in PS
Ticket Number:	0000105792	11/19/2004	Access

Count of Ticket Number / Create Date

For Human Resources



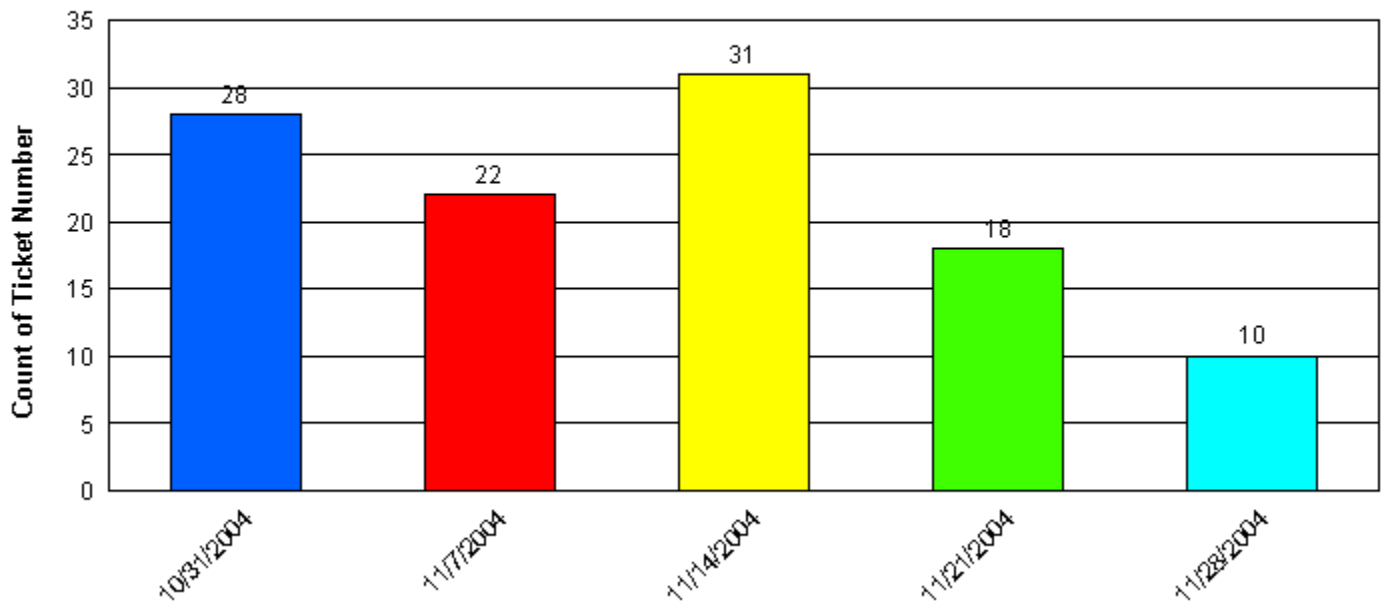
LAN	Total:	Create Date	Short Description
enoch	109		
Resolved	51		
	9		
Ticket Number: 0000105644	11/17/2004	User account creation	
Ticket Number: 0000105975	11/23/2004	novell share library/admin	
Ticket Number: 0000106234	11/29/2004	printer needs added to novell account	
Ticket Number: 0000106216	11/29/2004	Irby Cole needs his novell account username to be changed.	
Ticket Number: 0000106226	11/29/2004	User had requested creation of novell account. T#105874	
Ticket Number: 0000106375	11/30/2004	customer needs novell username and password	
Ticket Number: 0000106354	11/30/2004	Request more space on novell shared drive for bio department. I:/	
Ticket Number: 0000106321	11/30/2004	User can not log on to her secondary computer.	
Ticket Number: 0000106306	11/30/2004	BS011: Printer is saying there is something in que	
Closed	42		
Ticket Number: 0000105888	11/22/2004	Irby Cole needs an Active Directory account.	
Ticket Number: 0000106006	11/23/2004	user needs an account created for her in novell	
Ticket Number: 0000105999	11/23/2004	Shaffer needs her Novell account mirrored after Morgan's.	
Ticket Number: 0000105964	11/23/2004	Irby's needs his Novell account mirrored after Mike Morgan's.	
Ticket Number: 0000105941	11/23/2004	Cancel Accounts	
Ticket Number: 0000105893	11/22/2004	Stefanie Shaffer needs to be added to Active Directory.	
Ticket Number: 0000105876	11/22/2004	Password reset	
Ticket Number: 0000105869	11/22/2004	Novell Access	
Ticket Number: 0000105867	11/22/2004	Please create novel account for Shannon Mize, Biology	
Ticket Number: 0000106225	11/29/2004	FW: nwadmin	
Ticket Number: 0000106021	11/23/2004	there is no printer assigned to the user	
Ticket Number: 0000105821	11/19/2004	Bobbie Jo needs access to "Travel Statements" folder.	
Ticket Number: 0000105785	11/19/2004	Department I drive needs a size increase.	
Ticket Number: 0000105214	11/10/2004	User gstarr	
Ticket Number: 0000105919	11/22/2004	Novell/AD Account Creation	
Ticket Number: 0000105533	11/16/2004	novell account needed	
Ticket Number: 0000105700	11/18/2004	User: Aprilh needs novell account for dept. StudentSupportSRVC	
Ticket Number: 0000104723	11/04/2004	Reset Users Password	
Ticket Number: 0000105279	11/11/2004	Account amandam	
Ticket Number: 0000105640	11/17/2004	novell account request	
Ticket Number: 0000105636	11/17/2004	User: pholmes need to be given a novell account under the GEST con	
Ticket Number: 0000105623	11/17/2004	User: warne in atheletics dept. would like to print to printer ATHLHP130	
Ticket Number: 0000105712	11/18/2004	needs password reset for novell login	
Ticket Number: 0000105891	11/22/2004	needs permissions to shared department drive.	
Ticket Number: 0000105611	11/17/2004	AD password reset	
Ticket Number: 0000105603	11/17/2004	Tina needs Novell account to mirror "jaschwar" account.	
Ticket Number: 0000105602	11/17/2004	Mike Glasser needs R/W access to the SA directory on the P drive	
Ticket Number: 0000105903	11/22/2004	user can not access novell.umbc.edu	
Ticket Number: 0000105743	11/18/2004	Novell Account: Irby Cole	
Ticket Number: 0000105745	11/18/2004	Novell Account: Stefanie Shaffer	
Ticket Number: 0000105705	11/18/2004	Novell Shared Drive out of space	
Ticket Number: 0000105685	11/18/2004	Delay write failed while trying to open Award Track on I drive	
Ticket Number: 0000105663	11/17/2004	Please create new Novell account for wentzell@umbc.edu	
Ticket Number: 0000105659	11/17/2004	Novell account request	
Ticket Number: 0000105696	11/18/2004	Novell account disable	
Ticket Number: 0000105559	11/16/2004	User can not saveto K drive, I drive, or H drive	
Ticket Number: 0000105536	11/16/2004	user can not log into novell	
Ticket Number: 0000105987	11/23/2004	Printer to be added to network	
Ticket Number: 0000105449	11/15/2004	Need Printer installed	
Ticket Number: 0000105417	11/15/2004	Access to I drive	
Ticket Number: 0000105365	11/12/2004	create a new printer queue	
Ticket Number: 0000105440	11/15/2004	requesting ip for a printer	

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
jesse			Total: 35	
Resolved			Total: 3	
Ticket Number:	0000106062	11/24/2004		Kamran Wali of Cedar needs UMBC accounts
Ticket Number:	0000106221	11/29/2004		Jesse, ion.ad.umbc.edu
Ticket Number:	0000106254	11/29/2004		NetStorage appears to be broken. Aliases do not appear to be workin
Closed			Total: 32	
Ticket Number:	0000105968	11/23/2004		outside users have access to libary I drive
Ticket Number:	0000104868	11/05/2004		LAN 2 is down (can't reach novell.umbc.edu)
Ticket Number:	0000105016	11/09/2004		Customer needs Novell password reset
Ticket Number:	0000105001	11/08/2004		Work Order Request-Unable to access netstorage all day
Ticket Number:	0000105096	11/09/2004		Godbolt's Novell account needs to be deleted.
Ticket Number:	0000104942	11/08/2004		Please reset novell password for user johnson in dept student support s
Ticket Number:	0000105307	11/11/2004		Accounts
Ticket Number:	0000105695	11/18/2004		Can not save to dept shared drive - msg states out of space
Ticket Number:	0000105547	11/16/2004		Jesse, Re:ion.ad.permissions
Ticket Number:	0000105428	11/15/2004		New employee need novell/ad accounts
Ticket Number:	0000105430	11/15/2004		Novell/AD account Creation
Ticket Number:	0000105425	11/15/2004		Need to reset password
Ticket Number:	0000105317	11/11/2004		Setup Tom taylor for Novell
Ticket Number:	0000105423	11/15/2004		Needs AD account - has novell acct
Ticket Number:	0000105368	11/12/2004		Disable or delete novell account for peoplesoft consultant.
Ticket Number:	0000104622	11/03/2004		Error about expired password when trying
Ticket Number:	0000105670	11/17/2004		can not access novell.umbc.edu
Ticket Number:	0000104510	11/02/2004		.Please reset AD for EASTERLY
Ticket Number:	0000104533	11/02/2004		can not access shared drive for Novell
Ticket Number:	0000104738	11/04/2004		Work Order Request (Admin 811 x56565)
Ticket Number:	0000104702	11/04/2004		Needs a password reset for AD
Ticket Number:	0000104696	11/04/2004		Active Directory Passoword Reset
Ticket Number:	0000104676	11/03/2004		Active Directory Account
Ticket Number:	0000104596	11/03/2004		Novell Account: Frank Caldwell
Ticket Number:	0000104570	11/02/2004		Need Access to the General Accounting on the I drive
Ticket Number:	0000104553	11/02/2004		problem with password or username for Novell
Ticket Number:	0000104558	11/02/2004		Q:Drive
Ticket Number:	0000104536	11/02/2004		Novell account request for Cheryl Niemann username: cniemann for d
Ticket Number:	0000104531	11/02/2004		Please create novell accounts and add to AD two new consultants will
Ticket Number:	0000104551	11/02/2004		new Novell Account
Ticket Number:	0000104423	11/01/2004		Needs an account creation
Ticket Number:	0000104420	11/01/2004		password for Novell

<u>vladimir</u>		<u>Create</u>	<u>Short Description</u>
<u>Closed</u>		<u>Date</u>	
		<u>Total:</u> 23	
		<u>Total:</u> 23	
Ticket Number:	0000104416	11/01/2004	Needs a password reset on AD and Novell
Ticket Number:	0000104714	11/04/2004	Active Directory Password Reset
Ticket Number:	0000104668	11/03/2004	request
Ticket Number:	0000104683	11/04/2004	Novell/AD Account Creation
Ticket Number:	0000104487	11/01/2004	Pls Recover file named below from Fri - 10/28 night's backup
Ticket Number:	0000105216	11/10/2004	Library AD admin accounts
Ticket Number:	0000104443	11/01/2004	employee accounts
Ticket Number:	0000104450	11/01/2004	needs to have mapped network drive and Novell account
Ticket Number:	0000104469	11/01/2004	kcamp : novell account creation
Ticket Number:	0000105315	11/11/2004	user can not access a network printer or S drive
Ticket Number:	0000104850	11/05/2004	User would like to be added to active directory for department grad s
Ticket Number:	0000104921	11/08/2004	Novell/ad account for HARTT
Ticket Number:	0000105218	11/10/2004	Printer prints out multiple copies of document
Ticket Number:	0000105189	11/10/2004	Novell quota request
Ticket Number:	0000105160	11/10/2004	Novell Folder Restrictions
Ticket Number:	0000105208	11/10/2004	Jasmine Zacharias needs the ability to log into Novell twice.
Ticket Number:	0000105055	11/09/2004	Education Dept Database
Ticket Number:	0000105022	11/09/2004	Active directory password not working
Ticket Number:	0000104975	11/08/2004	OIT_hp8100, msg coming up "printer agent is shutdown".
Ticket Number:	0000104947	11/08/2004	Novell File restore
Ticket Number:	0000104877	11/05/2004	Please create a novell print queue
Ticket Number:	0000104919	11/08/2004	Novell/AD Account Creation
Ticket Number:	0000106052	11/24/2004	Human Resources/I: Drive - File Recovered

Count of Ticket Number / Create Date

For LAN



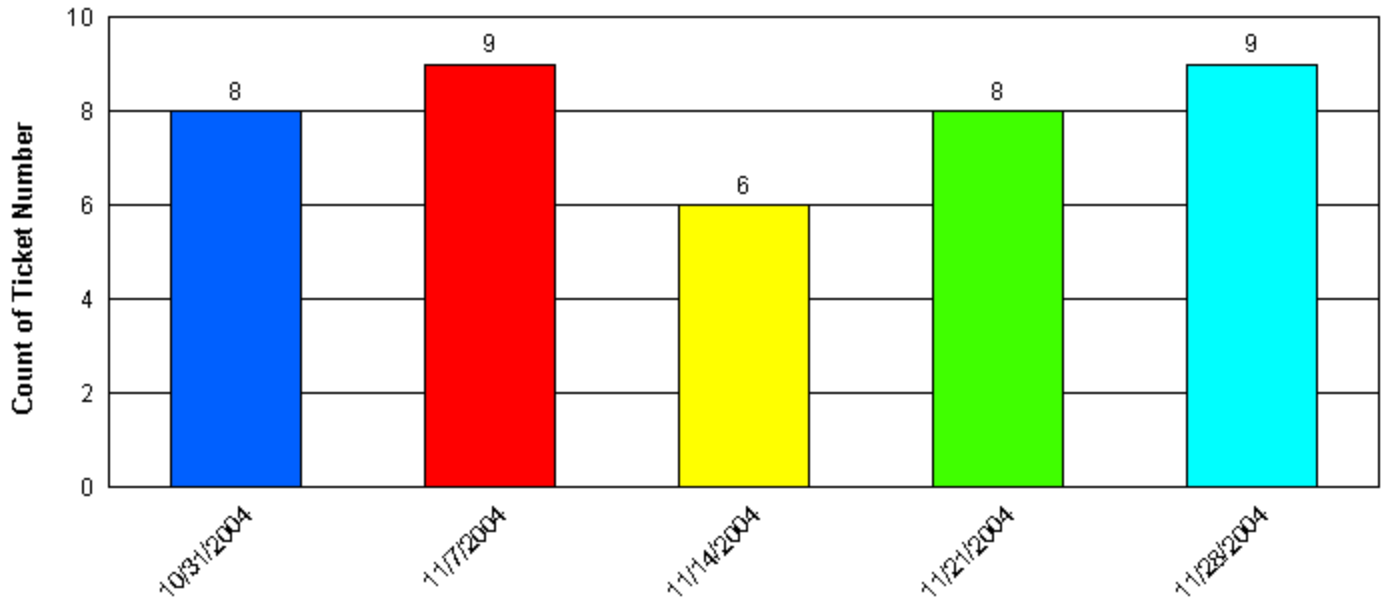
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
New Media	Total:	40	
NewMedia:BlackBoard	Total:	2	
Closed	Total:	2	
Ticket Number: 0000104590		11/03/2004	Student/offcampus - problem connecting to bb
Ticket Number: 0000104711		11/04/2004	kelly/econ - professor wants some help with bb/course material
darnold	Total:	1	
Closed	Total:	1	
Ticket Number: 0000105716		11/18/2004	P dirve access for Betty Douglass (SA Directory)
ebenson1	Total:	5	
Closed	Total:	5	
Ticket Number: 0000106015		11/23/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000105847		11/21/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000106014		11/23/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000106013		11/23/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000105951		11/23/2004	Blackboard NEW Course: Assign to New Media: Blackboard
fritz	Total:	1	
Resolved	Total:	1	
Ticket Number: 0000106273		11/29/2004	Access Problem
rarmstro	Total:	21	
Resolved	Total:	4	
Ticket Number: 0000106260		11/29/2004	User is accessing "student_organizations" in blackboard but under as
Ticket Number: 0000106330		11/30/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000106331		11/30/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000106371		11/30/2004	saving gradebook on BB
Closed	Total:	17	
Ticket Number: 0000106359		11/30/2004	Problem
Ticket Number: 0000106186		11/29/2004	Re: Logout Problem
Ticket Number: 0000106204		11/29/2004	Test submission
Ticket Number: 0000106096		11/26/2004	blackboard login issues 10:00am est
Ticket Number: 0000104859		11/05/2004	blackboard problem
Ticket Number: 0000104963		11/08/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000105067		11/09/2004	grade book
Ticket Number: 0000104966		11/08/2004	New Classroom
Ticket Number: 0000105104		11/09/2004	faculty can not access available courses for blackboard
Ticket Number: 0000105064		11/09/2004	Blackboard: Webmail link suggestion
Ticket Number: 0000104894		11/07/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000105361		11/12/2004	adding a test to content area
Ticket Number: 0000105693		11/18/2004	Remove Blackboard courses
Ticket Number: 0000105691		11/18/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000104893		11/07/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000104565		11/02/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000104687		11/04/2004	Work Order Request-Can not log into bb
vergil	Total:	10	
Resolved	Total:	4	
Ticket Number: 0000105243		11/11/2004	Work Order Request
Ticket Number: 0000105931		11/22/2004	User is having problem updating OCSS webpage, if you guys can give
Ticket Number: 0000106097		11/26/2004	Request for URL change (Assign to Webdev)
Ticket Number: 0000106228		11/29/2004	Staff Customer Requested Website Permission Change
Closed	Total:	6	
Ticket Number: 0000104583		11/03/2004	Request for URL change (Assign to Webdev)
Ticket Number: 0000104713		11/04/2004	Work Order Request-Redirect link
Ticket Number: 0000104761		11/04/2004	Analog account creation request from CDP
Ticket Number: 0000105400		11/14/2004	Request for URL change (Assign to Webdev)
Ticket Number: 0000105403		11/14/2004	Request for URL change (Assign to Webdev)
Ticket Number: 0000105402		11/14/2004	Request for URL change (Assign to Webdev)

Create
Date

Short Description

Count of Ticket Number / Create Date

For New Media



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
OIT BSG Non People	Total:	160	
BSG:Operational_Support	Total:	42	
Closed	Total:	42	
Ticket Number: 0000105339		11/12/2004	nancy west usr0012.shs - needs sec pw reset
Ticket Number: 0000105724		11/18/2004	Reactive USR0104.UADM
Ticket Number: 0000105592		11/17/2004	Labels created for Adm/Grad School/Registrar
Ticket Number: 0000105600		11/17/2004	cgreene,usr0088.reg needs session aborted
Ticket Number: 0000105434		11/15/2004	isabel,usr0262.sar
Ticket Number: 0000105723		11/18/2004	Reactivate USR0081.UADM Dale Bittinger
Ticket Number: 0000105591		11/17/2004	Tape Change: HPUMBC1,2 and 3
Ticket Number: 0000106219		11/29/2004	USR0060.ORL Michael Post
Ticket Number: 0000104691		11/04/2004	MVBR4024 MVA Flag Sending Tape
Ticket Number: 0000104698		11/04/2004	Labels created for Admissions/Grad School
Ticket Number: 0000104697		11/04/2004	HPUMBC1,2 and 3 Backup Tapes
Ticket Number: 0000104847		11/05/2004	USR0076.FAID Reset security password
Ticket Number: 0000104521		11/02/2004	MVBR4025 Tape
Ticket Number: 0000104520		11/02/2004	Logfile Tape for October 2004
Ticket Number: 0000104519		11/02/2004	HPUMBC1,2 and 3 Backup Tapes
Ticket Number: 0000104431		11/01/2004	Labels and Applicant Postcards
Ticket Number: 0000104430		11/01/2004	HPUMBC1,2 3 Backup Tapes
Ticket Number: 0000104429		11/01/2004	RP30050,RP30061 Report and Forms
Ticket Number: 0000105765		11/19/2004	Tape Change for HPUMBC1,2 and 3
Ticket Number: 0000106041		11/24/2004	Labels created for Adm/Grad School
Ticket Number: 0000106232		11/29/2004	RP30050 and RP30061 Payroll Entries
Ticket Number: 0000106220		11/29/2004	Customer unable to connect to HP
Ticket Number: 0000106292		11/30/2004	Job Scheduling for OSWP/OIR
Ticket Number: 0000106038		11/24/2004	HPUMBC1,2,3 Tape Change
Ticket Number: 0000106002		11/23/2004	Stephanie Johnson/HPUMBC3 Connection
Ticket Number: 0000105948		11/23/2004	Session abort/Usr0263.SAR
Ticket Number: 0000105944		11/23/2004	Labels created for Adm/Grad School
Ticket Number: 0000105942		11/23/2004	HPUMBC1,2,3 tape changes
Ticket Number: 0000105924		11/22/2004	Expired Tape Labels
Ticket Number: 0000106298		11/30/2004	Recycle tapes for HPUMBC1,2 and 3
Ticket Number: 0000106288		11/30/2004	Labels for Adm./Grad School/Registrar
Ticket Number: 0000105916		11/22/2004	Generate Labels for Adm/Grad School
Ticket Number: 0000105915		11/22/2004	Tape changed UMBC1,2,3
Ticket Number: 0000105766		11/19/2004	Labels created for Admissions,Grad School/REGistrar
Ticket Number: 0000105616		11/17/2004	User Signon for Admissions
Ticket Number: 0000105013		11/09/2004	HPUMBC1,2,3 Tape Change
Ticket Number: 0000105128		11/10/2004	MVBR4025 MVA Extract File
Ticket Number: 0000105130		11/10/2004	Labels for Admissions/Grad School/Expired Tapes
Ticket Number: 0000105015		11/09/2004	Security Password/Reset
Ticket Number: 0000105014		11/09/2004	Labels for Admissions/Grad School/Expired Tapes
Ticket Number: 0000104953		11/08/2004	HPUMBC1,2 and 3 Tape Change
Ticket Number: 0000104952		11/08/2004	Postcards/Labels generated
BSG:SA_Records_Support	Total:	2	
Closed	Total:	2	
Ticket Number: 0000105239		11/11/2004	Recreate print files for Class List
Ticket Number: 0000104518		11/02/2004	USR0016.UADM Menu Items to be added

BSG:Web_Infrastructure

Create

Date

Total:

100

Short Description

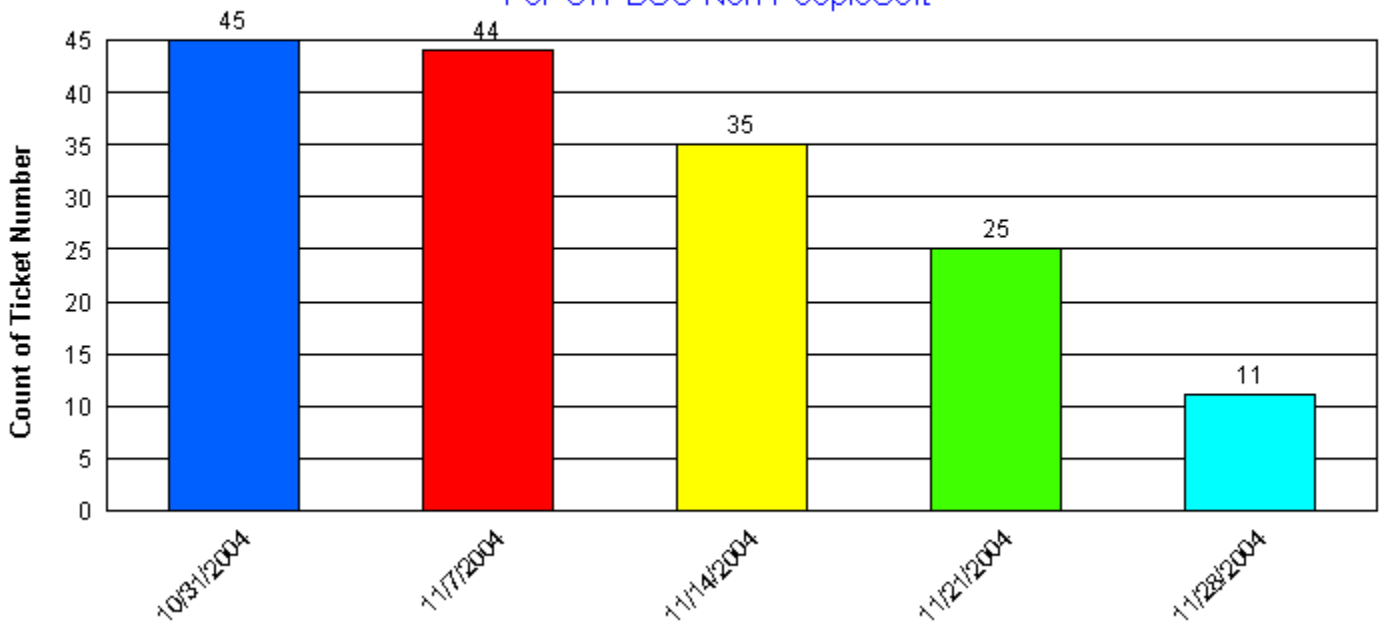
<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		100	
Ticket Number: 0000105010	11/09/2004		psyc385 - mcguire
Ticket Number: 0000105011	11/09/2004		geog110 - dubois
Ticket Number: 0000104412	11/01/2004		IS 295/301 AAMIR NOORUDDIN
Ticket Number: 0000105009	11/09/2004		biol304 / miller
Ticket Number: 0000104458	11/01/2004		CSMC 100 Katz
Ticket Number: 0000104695	11/04/2004		psyc100 - freiberg
Ticket Number: 0000104694	11/04/2004		biol100/100h - sokolove
Ticket Number: 0000104693	11/04/2004		chem351 - perks
Ticket Number: 0000104543	11/02/2004		chem102L - brothers
Ticket Number: 0000104542	11/02/2004		ehs302 - lebowitz
Ticket Number: 0000104525	11/02/2004		ECON 312/101 and 201 Hock Ng
Ticket Number: 0000104524	11/02/2004		IFSM310 Frank Green
Ticket Number: 0000104506	11/02/2004		easterly - need email pw reset
Ticket Number: 0000104463	11/01/2004		sowk260 0201 - lawrence-webb
Ticket Number: 0000104462	11/01/2004		sowk260 0101 - lawrence-webb
Ticket Number: 0000104461	11/01/2004		sowk390j - dvorak
Ticket Number: 0000104460	11/01/2004		psyc200 - schultz
Ticket Number: 0000104426	11/01/2004		biol251 / fleischmann
Ticket Number: 0000104427	11/01/2004		psyc - jordan
Ticket Number: 0000104425	11/01/2004		socy332/wmst332 - lottes
Ticket Number: 0000104753	11/04/2004		GEOG 120 Ellis
Ticket Number: 0000104752	11/04/2004		psyc 210 richman
Ticket Number: 0000104751	11/04/2004		PSYC 370 Provine
Ticket Number: 0000104843	11/05/2004		Geog 120 Ellis
Ticket Number: 0000105142	11/10/2004		PSYC 100/STARR
Ticket Number: 0000105277	11/11/2004		psyc320 - mcnary
Ticket Number: 0000105351	11/12/2004		poli250 0101 - fletcher
Ticket Number: 0000105355	11/12/2004		socy101 0301 - kelly-moore
Ticket Number: 0000105633	11/17/2004		psyc200 - schultz
Ticket Number: 0000105632	11/17/2004		biol430 - mcgraw
Ticket Number: 0000105631	11/17/2004		biol430 - mcgraw
Ticket Number: 0000105630	11/17/2004		psyc200 - schultz
Ticket Number: 0000105629	11/17/2004		psyc285 - dahlquist
Ticket Number: 0000105627	11/17/2004		phys111 - dymski
Ticket Number: 0000105514	11/16/2004		socy101 - trela
Ticket Number: 0000105513	11/16/2004		psyc342 - anderson
Ticket Number: 0000105511	11/16/2004		biol304 - miller
Ticket Number: 0000105510	11/16/2004		ehs471 - polk
Ticket Number: 0000105509	11/16/2004		afst 201 - robinson
Ticket Number: 0000105356	11/12/2004		socy101 0201 - kelly-moore
Ticket Number: 0000105353	11/12/2004		hist101 johnson
Ticket Number: 0000105346	11/12/2004		psyc356 - rabin
Ticket Number: 0000105722	11/18/2004		PSYC 100/301 OBrien
Ticket Number: 0000105720	11/18/2004		ECAD360 Cohen
Ticket Number: 0000105715	11/18/2004		geog110 - rabenhorst / ver b
Ticket Number: 0000105714	11/18/2004		geog110 - rabenhorst / ver a
Ticket Number: 0000105680	11/18/2004		chem101 - perks
Ticket Number: 0000105679	11/18/2004		chem101 - perks
Ticket Number: 0000105926	11/22/2004		PHYS105 Dymski
Ticket Number: 0000105278	11/11/2004		chem123 - carpenter
Ticket Number: 0000105345	11/12/2004		geog111 - miller
Ticket Number: 0000104826	11/05/2004		biol100/100h - sokolove
Ticket Number: 0000105238	11/11/2004		BIOL 100 and 100H /Sokolove
Ticket Number: 0000105182	11/10/2004		Psyc210 - catania

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000105153	11/10/2004	PSYC 100/101 Freiberg
Ticket Number:	0000105146	11/10/2004	biol 303/blumberg and kloetzel
Ticket Number:	0000105144	11/10/2004	psyc 304/freiberg
Ticket Number:	0000105141	11/10/2004	psyc 200/schaeffer
Ticket Number:	0000105131	11/10/2004	ehs345 - smith-cumberland
Ticket Number:	0000105140	11/10/2004	SOCY/WMST 353 Morgan
Ticket Number:	0000104974	11/08/2004	chem101 - carpenter
Ticket Number:	0000105721	11/18/2004	PSYC 200 Sonnenschein
Ticket Number:	0000104951	11/08/2004	econ102 - palmateer
Ticket Number:	0000104950	11/08/2004	psyc200 - schultz
Ticket Number:	0000104932	11/08/2004	psyc205 - freiberg
Ticket Number:	0000104931	11/08/2004	sowk470 - bembry
Ticket Number:	0000105617	11/17/2004	SOCY 101 Jessica Kelley-Moore
Ticket Number:	0000104851	11/05/2004	PSYC 335/ProvineP
Ticket Number:	0000105082	11/09/2004	biol301 - omland
Ticket Number:	0000105081	11/09/2004	socy/wmst 353 morgan
Ticket Number:	0000105078	11/09/2004	EHS 345/smith-cumberland
Ticket Number:	0000105077	11/09/2004	psyc 210/catania
Ticket Number:	0000105076	11/09/2004	biol 108/weber
Ticket Number:	0000105075	11/09/2004	chem 101/carpenter
Ticket Number:	0000105074	11/09/2004	biol 302/gethman
Ticket Number:	0000104839	11/05/2004	psyc370 - provine
Ticket Number:	0000104831	11/05/2004	econ312 - carpenter
Ticket Number:	0000104829	11/05/2004	stat121 - kegan
Ticket Number:	0000104827	11/05/2004	biol100/100h - sokolove
Ticket Number:	0000104828	11/05/2004	chem351 - perks
Ticket Number:	0000105763	11/19/2004	PSYC 380 Exam 3 Parker
Ticket Number:	0000105912	11/22/2004	PSYC 200 Schultz
Ticket Number:	0000105819	11/19/2004	ANTH211/301 Frankowski
Ticket Number:	0000105764	11/19/2004	ECON 102/101 and 201 Thomas
Ticket Number:	0000105925	11/22/2004	CHEM 102L exam 9 Brothers
Ticket Number:	0000106314	11/30/2004	EHS302/101 POLK
Ticket Number:	0000106285	11/30/2004	PSYC 304/Freiberg
Ticket Number:	0000106284	11/30/2004	PSYC 385 McGuire
Ticket Number:	0000106283	11/30/2004	CHEM 102L Brothers
Ticket Number:	0000106039	11/24/2004	PSYC 335 PProvine
Ticket Number:	0000106005	11/23/2004	BIOL 100/100H Sokolove
Ticket Number:	0000106004	11/23/2004	PPSYC 342 Anderson - Shady Grove Section
Ticket Number:	0000106000	11/23/2004	psyc 370 provine exam 4
Ticket Number:	0000105947	11/23/2004	CHEM102L Brothers
Ticket Number:	0000105946	11/23/2004	PHYS105 Dymski
Ticket Number:	0000105945	11/23/2004	PSYC 340 Blass/Rescore Exam 2
Ticket Number:	0000106040	11/24/2004	PSYC 370 Provine
Ticket Number:	0000105913	11/22/2004	GEOG 102/301 Jeffrey
Ticket Number:	0000105914	11/22/2004	BIOL 442/101 Eisenman/Brewster
Ticket Number:	0000106184	11/29/2004	BIOL 301 Freeland,Omland, Leips
blanchet		<u>Total:</u> 2	
Closed		<u>Total:</u> 2	
Ticket Number:	0000105857	11/22/2004	ABORT: ARBM4428
Ticket Number:	0000105590	11/17/2004	ABORT: MVBM4009

	<u>Create Date</u>	<u>Short Description</u>
dina	Total: 9	
Closed	Total: 9	
Ticket Number: 0000105622	11/17/2004	Work Order Request
Ticket Number: 0000105657	11/17/2004	FPBR3700 implementation
Ticket Number: 0000104404	11/01/2004	Students are not eligible to register for winter till a certain date.
Ticket Number: 0000104750	11/04/2004	Conflict problems with courses
Ticket Number: 0000106055	11/24/2004	Off-campus courses still showing conflicts
Ticket Number: 0000105954	11/23/2004	Modifications to UABR1662
Ticket Number: 0000104802	11/05/2004	DN problem for student
Ticket Number: 0000105029	11/09/2004	There is a problem with a schedule item
Ticket Number: 0000105002	11/08/2004	error
mikef	Total: 2	
Closed	Total: 2	
Ticket Number: 0000105184	11/10/2004	Grade corrections are not holding
Ticket Number: 0000105652	11/17/2004	Student view prints out when option to reprint exam is used
putro	Total: 3	
Closed	Total: 3	
Ticket Number: 0000104464	11/01/2004	Need to break xlist problem created by shutdown of IFSM
Ticket Number: 0000104603	11/03/2004	Where to find student ORL addresses
Ticket Number: 0000104797	11/05/2004	abort of arbr4462

Count of Ticket Number / Create Date

For OIT BSG Non PeopleSoft



		<u>Create</u>	<u>Short Description</u>
OIT Business Systems: P		<u>Date</u>	
		Total: 167	
afinn		<u>Total: 4</u>	
Resolved		<u>Total: 1</u>	
Ticket Number:	0000105212	11/10/2004	3 Expense Account shows under the Revenue Section on Retriever R
Closed		<u>Total: 3</u>	
Ticket Number:	0000104722	11/04/2004	2 Cannot open page AR_CC_TRAN_ACT
Ticket Number:	0000104470	11/01/2004	2 Employees no longer found in Search Record
Ticket Number:	0000105443	11/15/2004	2 Grants Reports do not show same Budget Numbers (UMGMR003 v
byron		<u>Total: 1</u>	
Closed		<u>Total: 1</u>	
Ticket Number:	0000104724	11/04/2004	Production Problem with Pay_calendar
chris		<u>Total: 17</u>	
Resolved		<u>Total: 2</u>	
Ticket Number:	0000106064	11/24/2004	FSPRD Access
Ticket Number:	0000106296	11/30/2004	Execute attached script against HRTST2 instance
Closed		<u>Total: 15</u>	
Ticket Number:	0000105797	11/19/2004	Please make certain that Bob Dore (username 'dore' ?) has the same or
Ticket Number:	0000105902	11/22/2004	[Fwd: Stat Approval Request: CSR #306]
Ticket Number:	0000105974	11/23/2004	please run script to alter table (FSUAT)
Ticket Number:	0000105552	11/16/2004	Re: Stat Approval Request: CSR #302
Ticket Number:	0000104619	11/03/2004	Pls Run the attached sql against HRPRD as part of payroll prcs
Ticket Number:	0000104764	11/04/2004	Backup HRPRD instance and Execute Attached Script
Ticket Number:	0000104754	11/04/2004	Pls Restore HRCA from last night's HRPRD backup for work on Prod
Ticket Number:	0000104608	11/03/2004	Pls Backup HRPRD - user has finished payroll
Ticket Number:	0000104564	11/02/2004	Pls run attached SQL for user buffer probl in HRPRD
Ticket Number:	0000104428	11/01/2004	Pls restore HRCA from the backup tp of HRTST2
Ticket Number:	0000104522	11/02/2004	Pls run attached SQL against HRPRD
Ticket Number:	0000104528	11/02/2004	Restore HRTST from specified backup
Ticket Number:	0000104482	11/01/2004	Pls Backup HRCA and put it in the HRCA area as HRCA1013
Ticket Number:	0000105677	11/18/2004	FSUAT cloning
Ticket Number:	0000105732	11/18/2004	please run script to update FSDEV
dharley		<u>Total: 1</u>	
Closed		<u>Total: 1</u>	
Ticket Number:	0000106303	11/30/2004	Stat Approval Request: CSR #306 (from fstst to fsprd)
dsylva		<u>Total: 2</u>	
Closed		<u>Total: 2</u>	
Ticket Number:	0000105820	11/19/2004	Distribution report redisplaying corrected errors
Ticket Number:	0000104638	11/03/2004	Error message on payroll reports

haddaway		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
		<u>Total:</u>	33
		<u>Total:</u>	33
Ticket Number:	0000105567	11/16/2004	Pls Take HRCAs backup from 11/16 pm and apply to HRUAT
Ticket Number:	0000105701	11/18/2004	Update CPAYRUN_TBL in HRPRD
Ticket Number:	0000104688	11/04/2004	Save last nights backup of HRCAs / restore HRCAs from HRPRD
Ticket Number:	0000104654	11/03/2004	Please Run Script (fsdev)
Ticket Number:	0000104643	11/03/2004	I need a table to be created in fsdev
Ticket Number:	0000104629	11/03/2004	Build SQL Script
Ticket Number:	0000104589	11/03/2004	SQL + Access please (Again :)
Ticket Number:	0000104660	11/03/2004	I need a table to be re-created in fsdev (take 3,
Ticket Number:	0000105761	11/19/2004	Execute script in HRPRD
Ticket Number:	0000105781	11/19/2004	grants
Ticket Number:	0000105684	11/18/2004	Update table in HRPRD
Ticket Number:	0000105737	11/18/2004	please run script in FSTST
Ticket Number:	0000105818	11/19/2004	Delete row in PAYRUN_TBL in HRPRD
Ticket Number:	0000105711	11/18/2004	Delete row in PAYRUN_TBL in HRPRD
Ticket Number:	0000105566	11/16/2004	Backup HRCAs
Ticket Number:	0000105615	11/17/2004	please run script (fsprd)
Ticket Number:	0000105791	11/19/2004	Builld scripts
Ticket Number:	0000105794	11/19/2004	view grants
Ticket Number:	0000106351	11/30/2004	Please review the attached SQL statement with the goal of improving p
Ticket Number:	0000105809	11/19/2004	Update CPAYRUN_TBL in HRPRD
Ticket Number:	0000105807	11/19/2004	Update table in HRPRD
Ticket Number:	0000105806	11/19/2004	Execute script in HRPRD
Ticket Number:	0000104793	11/05/2004	Restore HRCAs from HRCAs nightly bkup on 11/3
Ticket Number:	0000104941	11/08/2004	run script
Ticket Number:	0000104854	11/05/2004	Please confirm that Bob Dore has full oracle read/write access to the H
Ticket Number:	0000104913	11/08/2004	Run scripts in HRPRD
Ticket Number:	0000104930	11/08/2004	this is a test
Ticket Number:	0000104970	11/08/2004	Access to Oracle SIS Shadow for Financial Aid users
Ticket Number:	0000104927	11/08/2004	Execute script in HRPRD
Ticket Number:	0000105053	11/09/2004	user removal
Ticket Number:	0000105170	11/10/2004	reset oracle passwords
Ticket Number:	0000105157	11/10/2004	Restore HRTST from specified backup
Ticket Number:	0000105083	11/09/2004	Please reset passwords (testscore) for Anna, Min

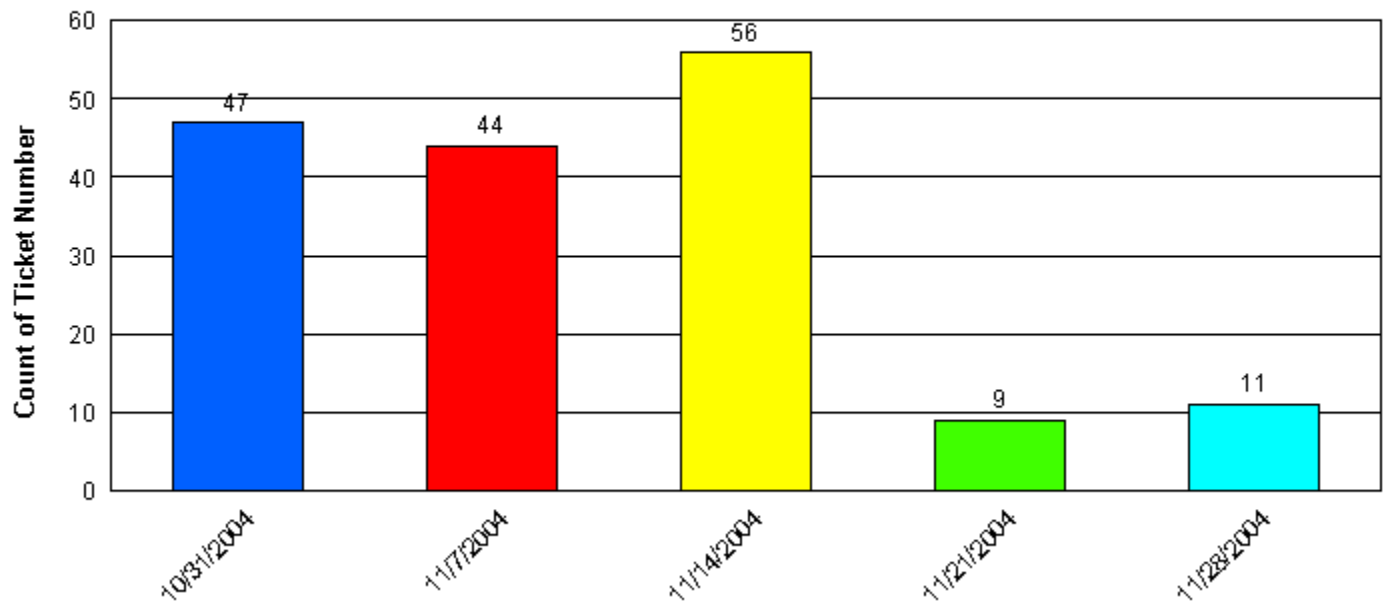
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
jeremy		Total: 50	
Resolved		Total: 5	
Ticket Number:	0000104720	11/04/2004	PS Support Request - SQL update to FSPRD
Ticket Number:	0000105241	11/11/2004	Pls run all grants and synonyms against HRTST
Ticket Number:	0000106218	11/29/2004	Please execute the attached script against the HRTST2 instance
Ticket Number:	0000106334	11/30/2004	please run script FSUAT
Ticket Number:	0000106307	11/30/2004	Copy Query UM_FW_REVEXP from FSPRD to Retriever
Closed		Total: 45	
Ticket Number:	0000105928	11/22/2004	Remove STAT from FSUAT
Ticket Number:	0000105988	11/23/2004	please run script (FSTST)
Ticket Number:	0000106012	11/23/2004	Authorized Debi Leal for developer access in HRCA, HRTST, HRTR
Ticket Number:	0000106050	11/24/2004	Need a table to be created in fsuat
Ticket Number:	0000105350	11/12/2004	Build script
Ticket Number:	0000104865	11/05/2004	PS Support Request
Ticket Number:	0000104977	11/08/2004	Create DB Script
Ticket Number:	0000104980	11/08/2004	grants, please
Ticket Number:	0000105481	11/15/2004	Please run GRANTS on leave-staging tables in HRTST2
Ticket Number:	0000105135	11/10/2004	grants, please
Ticket Number:	0000105155	11/10/2004	please run script (fsprd)
Ticket Number:	0000105058	11/09/2004	I need a table to be created in fstst
Ticket Number:	0000105056	11/09/2004	PS_HR_ACCTG_LINE
Ticket Number:	0000104990	11/08/2004	Update Freeze date in Term_Tbl
Ticket Number:	0000104935	11/08/2004	Create DB Script
Ticket Number:	0000104929	11/08/2004	HRPRD BUFFER ERROR - RUN ATTACHED SCRIPT
Ticket Number:	0000105251	11/11/2004	Backup HRTST
Ticket Number:	0000105250	11/11/2004	please run script (fsprd)
Ticket Number:	0000105272	11/11/2004	please run attached script against HRPRD
Ticket Number:	0000105562	11/16/2004	I need a table to be re-created in fstst (added one more field)
Ticket Number:	0000105487	11/15/2004	Grant PS Consultant Richard Chesebro SQL read access to PSFSUAT
Ticket Number:	0000105485	11/15/2004	I need a table to be re-created in fsdev (added one more field)
Ticket Number:	0000105480	11/15/2004	Build script
Ticket Number:	0000105469	11/15/2004	grant to a view
Ticket Number:	0000105455	11/15/2004	I need a table to be re-created in fsdev (added two more fields)
Ticket Number:	0000105357	11/12/2004	Create a copy of 2 tables in HRTST
Ticket Number:	0000105316	11/11/2004	Re: EDS procedures
Ticket Number:	0000105313	11/11/2004	EDS procedures
Ticket Number:	0000105656	11/17/2004	Pls Backup HRPRD - payroll has been completed
Ticket Number:	0000105620	11/17/2004	Pls run attached SQL script on HRPRD for user buffer error
Ticket Number:	0000105549	11/16/2004	Copy 2 tables and rename 2 tables in HRCA.
Ticket Number:	0000105539	11/16/2004	Execute Attached Script To Correct Issues with Oracle Grants on Lea
Ticket Number:	0000105526	11/16/2004	Build script
Ticket Number:	0000105517	11/16/2004	Create a copy of 2 tables & rename 2 tables in HRCA
Ticket Number:	0000105306	11/11/2004	Update to UW_Term_Tbl
Ticket Number:	0000105287	11/11/2004	UW_TERM_TBL
Ticket Number:	0000105329	11/12/2004	Buld Scripts
Ticket Number:	0000104804	11/05/2004	PS Support Request
Ticket Number:	0000104447	11/01/2004	Rename PS_UM_PAY_CHECK in HRCA
Ticket Number:	0000104454	11/01/2004	Execute Attached Script on HRCA instance
Ticket Number:	0000104610	11/03/2004	PS Support Request
Ticket Number:	0000104748	11/04/2004	Run script in HRPRD
Ticket Number:	0000104657	11/03/2004	Update table in HRPRD
Ticket Number:	0000104653	11/03/2004	I need a table to be re-created in fsdev
Ticket Number:	0000104615	11/03/2004	Please run script (fsprd)

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
jgood	<u>Total:</u>	5	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000106369		11/30/2004	schedule Retriever load for 4:00 am Wednesday morning
Closed	<u>Total:</u>	4	
Ticket Number: 0000105849		11/21/2004	Problem with Netsaint access.
Ticket Number: 0000104810		11/05/2004	schedule /oracle/psepm/app/dba/dev1/FINWEB/epmprd/finweb_pop.s
Ticket Number: 0000104474		11/01/2004	sauvignon
Ticket Number: 0000104721		11/04/2004	monitoring change
jking	<u>Total:</u>	2	
Closed	<u>Total:</u>	2	
Ticket Number: 0000105515		11/16/2004	Need Help on Tools upgrade in FSFIX
Ticket Number: 0000105625		11/17/2004	Please grant Stephen Mubita (username 'stephen') access to BUSSYS.UMB
kirby	<u>Total:</u>	3	
Resolved	<u>Total:</u>	3	
Ticket Number: 0000105464		11/15/2004	Need to turn on License for PS Gradebook
Ticket Number: 0000106282		11/30/2004	Z User Access
Ticket Number: 0000106333		11/30/2004	HP Reports/OSWP new printer location
lrاند	<u>Total:</u>	1	
Closed	<u>Total:</u>	1	
Ticket Number: 0000104669		11/03/2004	Cannot log into pshrprd
ostrove	<u>Total:</u>	3	
Closed	<u>Total:</u>	3	
Ticket Number: 0000104530		11/02/2004	imap/pop on umbc7
Ticket Number: 0000105560		11/16/2004	Please delete asp1.umbc.edu
Ticket Number: 0000105561		11/16/2004	Add a computer to monitor
preston	<u>Total:</u>	1	
Closed	<u>Total:</u>	1	
Ticket Number: 0000105541		11/16/2004	Trial Balance Report Error
psimon	<u>Total:</u>	6	
Closed	<u>Total:</u>	6	
Ticket Number: 0000105594		11/17/2004	No Success
Ticket Number: 0000104587		11/03/2004	"No Success on PCard Load
Ticket Number: 0000106289		11/30/2004	Happy Tuesday!
Ticket Number: 0000105063		11/09/2004	No records in staging table
Ticket Number: 0000105136		11/10/2004	1 NO RECORDS IN PCARD STAGE TABLE FOR 2 DAYS
Ticket Number: 0000105237		11/11/2004	1 No Records in the Staging Table
slong	<u>Total:</u>	13	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000105826		11/19/2004	Stat Approval Request: CSR #306
Closed	<u>Total:</u>	12	
Ticket Number: 0000105035		11/09/2004	PS Slow
Ticket Number: 0000105071		11/09/2004	Rumba
Ticket Number: 0000104424		11/01/2004	PS Slow
Ticket Number: 0000104749		11/04/2004	1 AR Invoices locked
Ticket Number: 0000104760		11/04/2004	TIMING OUT
Ticket Number: 0000104417		11/01/2004	Need Rhumba password reset
Ticket Number: 0000104557		11/02/2004	JE in Lock Status
Ticket Number: 0000105325		11/12/2004	No Success
Ticket Number: 0000105419		11/15/2004	"No Success"
Ticket Number: 0000105462		11/15/2004	PASSWORD RESET
Ticket Number: 0000105426		11/15/2004	Can't sign on Rstars
Ticket Number: 0000105366		11/12/2004	PS Slow

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
stephen		Total: 25	
Resolved		Total: 5	
Ticket Number:	0000105026	11/09/2004	Add Z user for Corey Green
Ticket Number:	0000105943	11/23/2004	Security Revision
Ticket Number:	0000105687	11/18/2004	Add Gross Pay to Business Manager Role
Ticket Number:	0000105069	11/09/2004	Gross Pay Report Question
Ticket Number:	0000106305	11/30/2004	Email name change: Melba Fey
Closed		Total: 20	
Ticket Number:	0000105776	11/19/2004	Gross Pay Report problem
Ticket Number:	0000105800	11/19/2004	Security Access
Ticket Number:	0000105798	11/19/2004	Please make sure that Bob Dore has the same PeopleSoft security acce
Ticket Number:	0000105801	11/19/2004	Security Access
Ticket Number:	0000105802	11/19/2004	Security Access
Ticket Number:	0000104803	11/05/2004	Security Revisions
Ticket Number:	0000104940	11/08/2004	Security Revision
Ticket Number:	0000104926	11/08/2004	Security Revision
Ticket Number:	0000105260	11/11/2004	Report detailing leave used since Timetrax conversion
Ticket Number:	0000105739	11/18/2004	Security Access
Ticket Number:	0000105706	11/18/2004	Security Setup
Ticket Number:	0000105698	11/18/2004	Peoplesoft count needs disabled
Ticket Number:	0000105646	11/17/2004	Security Access
Ticket Number:	0000105610	11/17/2004	Rerun Threshold Report on Friday (11/17)
Ticket Number:	0000105305	11/11/2004	Security Revisions
Ticket Number:	0000105264	11/11/2004	Security Revision
Ticket Number:	0000104646	11/03/2004	Security Access
Ticket Number:	0000104645	11/03/2004	Security Revision
Ticket Number:	0000104592	11/03/2004	Security Set up
Ticket Number:	0000104459	11/01/2004	Security Setup

Count of Ticket Number / Create Date

For OIT Business Systems: PeopleSoft

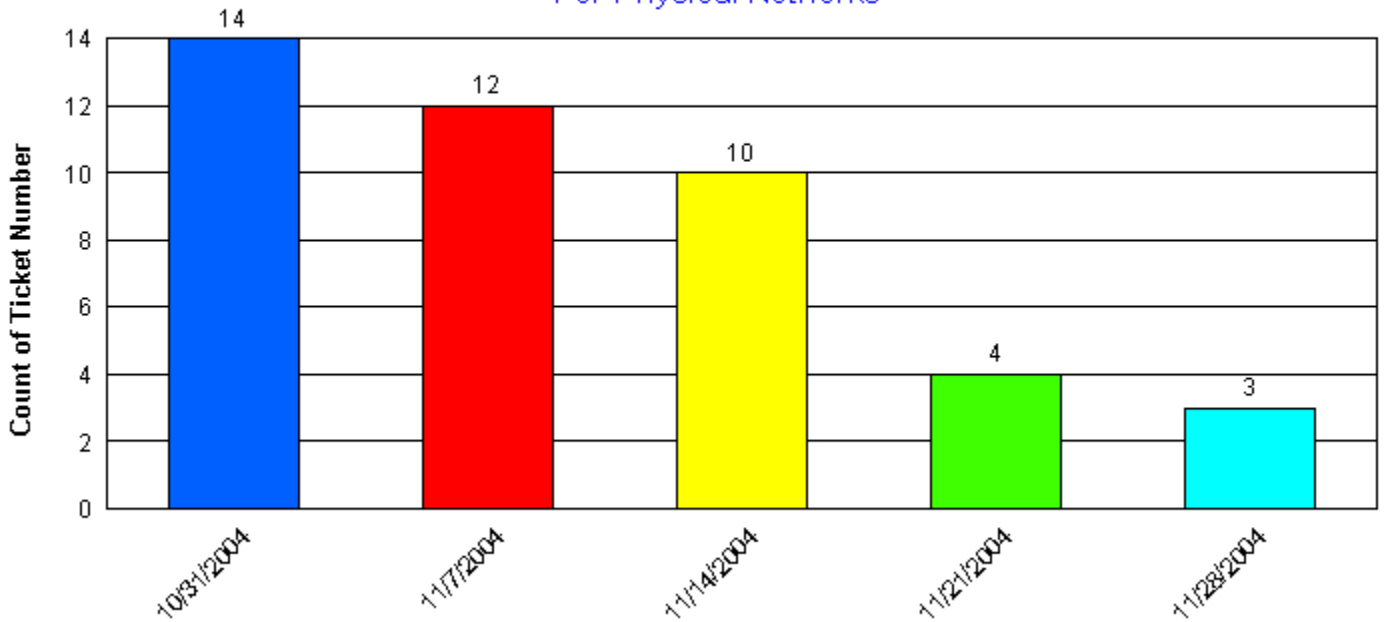


		<u>Create</u>	<u>Short Description</u>
Physical Networks	<u>Total:</u>	<u>Date</u>	
	43		
beakja1	<u>Total:</u>	7	
Resolved	<u>Total:</u>	5	
Ticket Number: 0000105960		11/23/2004	Work Order Request
Ticket Number: 0000105871		11/22/2004	MP234: Fix dead network jack
Ticket Number: 0000105576		11/16/2004	Requesting a jack activation & dhcp
Ticket Number: 0000105905		11/22/2004	Port Activations
Ticket Number: 0000106382		11/30/2004	Port Inactive
Closed	<u>Total:</u>	2	
Ticket Number: 0000104552		11/02/2004	request static ip address
Ticket Number: 0000104795		11/05/2004	line move
cmckin1	<u>Total:</u>	5	
Closed	<u>Total:</u>	5	
Ticket Number: 0000104422		11/01/2004	Jack Check/not picking up 10.x.x.x ip - rouge dhcp server
Ticket Number: 0000104651		11/03/2004	Printer needs to be moved from one jack to another.
Ticket Number: 0000105470		11/15/2004	Tungsten Palm Pilot not sending Emails
Ticket Number: 0000105767		11/19/2004	Put Line in Computer room on 30 subnet
Ticket Number: 0000104838		11/05/2004	Service Request
damian	<u>Total:</u>	3	
Closed	<u>Total:</u>	3	
Ticket Number: 0000105117		11/09/2004	Problems accessing ifsm box behind firewall with vpn client
Ticket Number: 0000104617		11/03/2004	User "ledrew" can login to "my.umbc.edu" and email but wireless will
Ticket Number: 0000104453		11/01/2004	Off campus block to oracle.gl
rays1	<u>Total:</u>	3	
Closed	<u>Total:</u>	3	
Ticket Number: 0000104959		11/08/2004	PUB POLICY 013 : check network jack
Ticket Number: 0000104567		11/02/2004	ACIV204: Need 100Mb to desktop
Ticket Number: 0000105152		11/10/2004	Jack activation
vicki	<u>Total:</u>	2	
Closed	<u>Total:</u>	2	
Ticket Number: 0000105531		11/16/2004	Unable to ping IP address 130.85.136.50
Ticket Number: 0000105599		11/17/2004	Auth priviledges for jackconfig.umbc.edu

zicka		<u>Create Date</u>	<u>Short Description</u>
Resolved		Total: 23	
		Total: 7	
Ticket Number:	0000104872	11/05/2004	Work Order Request
Ticket Number:	0000105699	11/18/2004	Work Order Request
Ticket Number:	0000105708	11/18/2004	Static IP for a printer
Ticket Number:	0000106070	11/24/2004	Please assign a dns name to this printer.
Ticket Number:	0000105833	11/20/2004	Work Order Request
Ticket Number:	0000106235	11/29/2004	DHCP entries
Ticket Number:	0000106353	11/30/2004	(physnet) possible illegitimate dhcp server in TRC
Closed		Total: 16	
Ticket Number:	0000104846	11/05/2004	Requesting IP
Ticket Number:	0000104923	11/08/2004	[Fwd: Re: pc info]
Ticket Number:	0000105070	11/09/2004	remove DNS entries for machines
Ticket Number:	0000105173	11/10/2004	Work Order Request-ip request
Ticket Number:	0000105199	11/10/2004	New mac needs network
Ticket Number:	0000105164	11/10/2004	Register in DHCP
Ticket Number:	0000105143	11/10/2004	DNS request
Ticket Number:	0000105103	11/09/2004	ITE rm 391. Jack 391-12-DC3. Computer has new motherboard with n
Ticket Number:	0000105028	11/09/2004	Work Order Request-Need machine mac addr updated
Ticket Number:	0000105381	11/12/2004	check dhcp
Ticket Number:	0000105420	11/15/2004	wireless/hardware network is down in area
Ticket Number:	0000105538	11/16/2004	IP Addresses
Ticket Number:	0000104618	11/03/2004	Hostname change
Ticket Number:	0000104716	11/04/2004	Static IP Request
Ticket Number:	0000104740	11/04/2004	Need Jack 272-06-T2N switched to 140 networkin chem
Ticket Number:	0000104572	11/02/2004	Create alias for hr-ntps

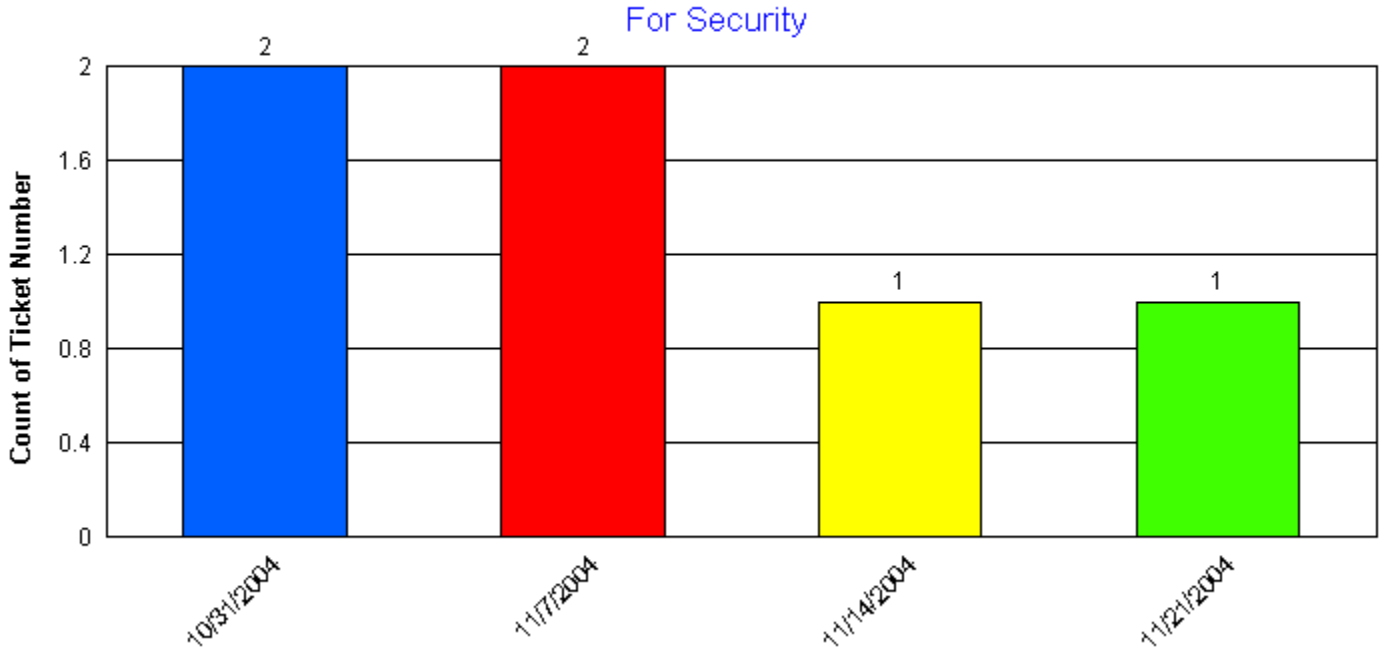
Count of Ticket Number / Create Date

For Physical Networks



Security	Total:	Create Date	Short Description
akhant1	6		
Closed	Total: 6		
Ticket Number: 0000105583	11/17/2004	Visitor Screening made Fast and Foolproof	
Ticket Number: 0000104772	11/04/2004	SunTrust Validation Required	
Ticket Number: 0000104790	11/05/2004	spam	
Ticket Number: 0000105222	11/10/2004	Cost - effective RFID applications from AMTEL	
Ticket Number: 0000104909	11/08/2004	SunTrust Validation Required	
Ticket Number: 0000106095	11/26/2004	Re: Hello	

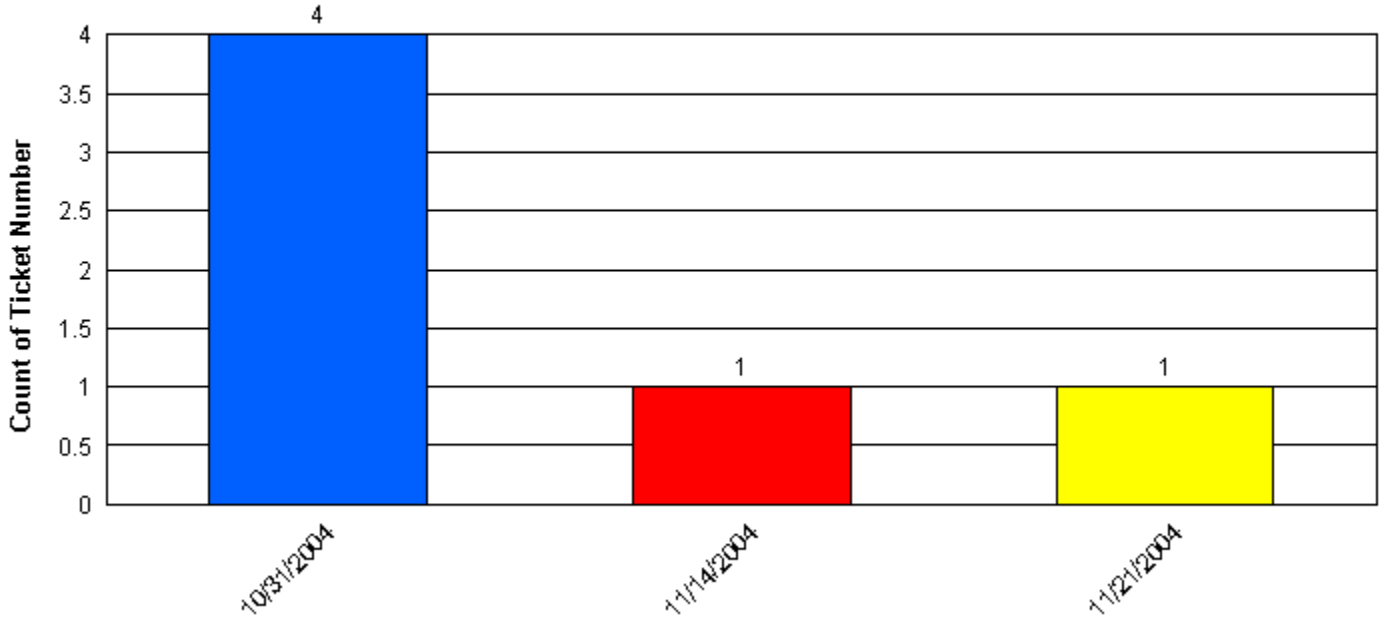
Count of Ticket Number / Create Date



Shriver Center		<u>Create</u>	<u>Short Description</u>
psscott		<u>Date</u>	
Total:		6	
Closed		Total:	6
Ticket Number:	0000106020	11/23/2004	Install a PC at NE
Ticket Number:	0000105580	11/16/2004	Deliver & Install Gateway tower at MC
Ticket Number:	0000104726	11/04/2004	Create UMBC account
Ticket Number:	0000104663	11/03/2004	LAN problems - Choice AA
Ticket Number:	0000104488	11/01/2004	Replace 2 Monitors - Choice WC
Ticket Number:	0000104436	11/01/2004	wireless internet - Choice MC

Count of Ticket Number / Create Date

For Shriver Center



<u>SysCore</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
banz	195		
Closed		Total: 11	
Ticket Number: 0000104594		11/03/2004	Work Order Request
Ticket Number: 0000104814		11/05/2004	ITE 375, 210 will not allow people to login under linux.
Ticket Number: 0000104744		11/04/2004	Sociology Webmaster
Ticket Number: 0000104682		11/04/2004	Incorrent name in our systme
Ticket Number: 0000104627		11/03/2004	yp problems in ITE 375 & 210
Ticket Number: 0000104602		11/03/2004	problems with the .submitrc program
Ticket Number: 0000105492		11/15/2004	email from outlook
Ticket Number: 0000105837		11/20/2004	certificate expired on webadmin
Ticket Number: 0000104835		11/05/2004	NIS problem in ITE building; students can't login to 210/375
Ticket Number: 0000105228		11/11/2004	Work Order Request-Can a linux group be setup
Ticket Number: 0000105242		11/11/2004	Lost access to LIMS Info & Guest Account Creation
daleg		Total: 36	
Resolved		Total: 7	
Ticket Number: 0000105265		11/11/2004	Events alias access
Ticket Number: 0000106022		11/23/2004	help... --> Aaron Stoler
Ticket Number: 0000106108		11/27/2004	Pine 4.58L9
Ticket Number: 0000106301		11/30/2004	Admin not able to send to list
Ticket Number: 0000106349		11/30/2004	Listproc Server Down.
Ticket Number: 0000106326		11/30/2004	Help - message has not been received
Ticket Number: 0000106318		11/30/2004	Unable to Log in - List proc
Closed		Total: 29	
Ticket Number: 0000105832		11/20/2004	Use our Mortgage Calculators
Ticket Number: 0000106192		11/29/2004	No subject
Ticket Number: 0000105846		11/21/2004	I think i have a zombie process running on linux
Ticket Number: 0000105860		11/22/2004	cadence running really slow
Ticket Number: 0000105647		11/17/2004	Work Order Request-problems with custom filters
Ticket Number: 0000104910		11/08/2004	SunTrust Validation Required
Ticket Number: 0000105006		11/09/2004	Visited Your Sfite: www.umbc.edu/cwit
Ticket Number: 0000105041		11/09/2004	Subscribing to (asaet@listproc.umbc.edu)
Ticket Number: 0000105290		11/11/2004	HELP
Ticket Number: 0000105232		11/11/2004	Review Your Account Information Until 11/11/2004
Ticket Number: 0000105217		11/10/2004	FW: Error Condition Re: Invalid request
Ticket Number: 0000104925		11/08/2004	[Fwd: Re: Financial Aid Office request]
Ticket Number: 0000105252		11/11/2004	Question about existing alias
Ticket Number: 0000105312		11/11/2004	Ref: Reset password for events!!
Ticket Number: 0000105565		11/16/2004	dpetbookclub@listproc.umbc.edu owner forgot the password.
Ticket Number: 0000105575		11/16/2004	coldfusion on umbc server
Ticket Number: 0000105579		11/16/2004	No subject
Ticket Number: 0000105668		11/17/2004	attachments
Ticket Number: 0000105581		11/16/2004	PHP and Oracle question
Ticket Number: 0000105578		11/16/2004	No subject
Ticket Number: 0000105570		11/16/2004	List Deletion Request: DPETBOOKCLUB
Ticket Number: 0000105465		11/15/2004	Claim your Complimentary New PlayStation 2
Ticket Number: 0000105309		11/11/2004	Fwd: Inga Frick's Homepage
Ticket Number: 0000105830		11/20/2004	Claim your complimentary Sony Vaio Laptop
Ticket Number: 0000105831		11/20/2004	Volume of Lionenet
Ticket Number: 0000104739		11/04/2004	Acceptable Use Policies?
Ticket Number: 0000104736		11/04/2004	needs Permissions
Ticket Number: 0000104733		11/04/2004	Create a web redirect
Ticket Number: 0000104672		11/03/2004	User can not SSH into linux

	<u>Create</u>	<u>Short Description</u>
dave	<u>Date</u>	
Closed	<u>Total:</u> 1	
Ticket Number: 0000104500	11/02/2004	Accessing blackboard.umbc.edu brings up Database Connection Unav
jcgriego	<u>Total:</u> 17	
Resolved	<u>Total:</u> 3	
Ticket Number: 0000105318	11/11/2004	Work Order Request
Ticket Number: 0000105504	11/15/2004	Request for Oracle Accounts
Ticket Number: 0000105757	11/18/2004	Work Order Request
Closed	<u>Total:</u> 14	
Ticket Number: 0000105866	11/22/2004	[Fwd: Re: e-mail addresses for faculty]
Ticket Number: 0000106122	11/27/2004	Fwd: trouble connecting to server with oracle forms
Ticket Number: 0000105895	11/22/2004	Oracle issues: table space exceeded
Ticket Number: 0000105008	11/09/2004	Returning student account activation
Ticket Number: 0000105169	11/10/2004	Calendar is Slow
Ticket Number: 0000105257	11/11/2004	Customer name incorrect
Ticket Number: 0000104472	11/01/2004	Oracle disk space
Ticket Number: 0000104494	11/01/2004	User needs to know username and password for Oracle account
Ticket Number: 0000104673	11/03/2004	[Mac s/w] AD714: User would like to disable redirection notifications
Ticket Number: 0000104732	11/04/2004	Do not have write access to Remedy
Ticket Number: 0000105274	11/11/2004	Request for user access restriction
Ticket Number: 0000105441	11/15/2004	Old email shows up when people suggest meetings
Ticket Number: 0000105344	11/12/2004	User: ericw2 trying to login to oracle.gl.umbc.edu but forgot password
Ticket Number: 0000105336	11/12/2004	Bb Community Batch Enroll

sbrown7		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	130
		<u>Total:</u>	13
Ticket Number:	0000105192	11/10/2004	problem
Ticket Number:	0000106093	11/26/2004	Work Order Request
Ticket Number:	0000105840	11/20/2004	customer deleted email that was not suppose to be
Ticket Number:	0000106153	11/28/2004	User needs a directory recovered
Ticket Number:	0000106179	11/29/2004	letterhead-FELICIA
Ticket Number:	0000106261	11/29/2004	unsub umbc-announce
Ticket Number:	0000106167	11/28/2004	E-mail account
Ticket Number:	0000106115	11/27/2004	Customer is unable to access the WWW folder in his account
Ticket Number:	0000106229	11/29/2004	Request for Departmental Website Quota Increase
Ticket Number:	0000105825	11/19/2004	request
Ticket Number:	0000106230	11/29/2004	Website Backup Request
Ticket Number:	0000106361	11/30/2004	Spam filter
Ticket Number:	0000106233	11/29/2004	account creation (or reactivation)

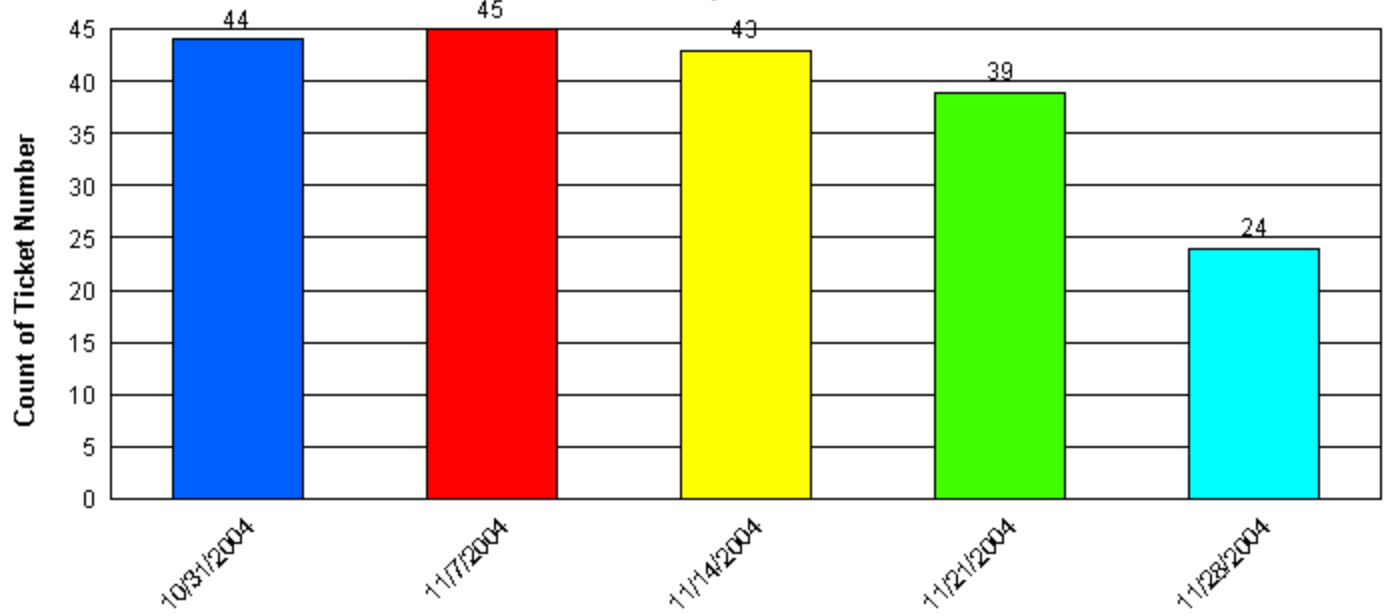
<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		117	
Ticket Number: 0000105770	11/19/2004		(no subject)
Ticket Number: 0000106084	11/25/2004		Free Mortgage Calculators
Ticket Number: 0000106079	11/25/2004		Hi, Good Day
Ticket Number: 0000106071	11/24/2004		(buddhistclub)Web List Request
Ticket Number: 0000106065	11/24/2004		unsubscribe umbc-announce
Ticket Number: 0000106059	11/24/2004		Re: ListProc Website Problems
Ticket Number: 0000106057	11/24/2004		ListProc Website Problems
Ticket Number: 0000106025	11/23/2004		If you haven't re-financed, dont miss 3.75%
Ticket Number: 0000106017	11/23/2004		User: Mize needs calendar account. Shannon Mize.
Ticket Number: 0000105932	11/22/2004		ticket number: 0000105750
Ticket Number: 0000106133	11/28/2004		Order Rolex or other Swiss watches online
Ticket Number: 0000106109	11/27/2004		How are you?
Ticket Number: 0000106110	11/27/2004		=?utf-8?q?You must become to t?=-
Ticket Number: 0000106099	11/26/2004		Complimentary New PlayStation 2
Ticket Number: 0000106094	11/26/2004		Order Rolex or other Swiss watches online
Ticket Number: 0000106091	11/26/2004		Very Good Luck
Ticket Number: 0000106089	11/26/2004		Very Easy Informative
Ticket Number: 0000106088	11/26/2004		Special Product
Ticket Number: 0000106086	11/25/2004		No subject
Ticket Number: 0000106280	11/30/2004		Complimentary New PlayStation 2
Ticket Number: 0000106243	11/29/2004		(meyerhoff_eng)Web List Request
Ticket Number: 0000106242	11/29/2004		(meyerhoff_psych)Web List Request
Ticket Number: 0000106241	11/29/2004		(meyerhoff_chembiochem)Web List Request
Ticket Number: 0000106240	11/29/2004		(meyerhoff_bio)Web List Request
Ticket Number: 0000106239	11/29/2004		=?utf-8?q?Equivalent medicatio?=-
Ticket Number: 0000106252	11/29/2004		=?utf-8?q?Replica Watches?=-
Ticket Number: 0000106195	11/29/2004		Needs Inbox to be restored
Ticket Number: 0000106146	11/28/2004		If you haven't re-financed, dont miss 3.75%
Ticket Number: 0000105901	11/22/2004		HERCULES account setup (fwd)
Ticket Number: 0000105899	11/22/2004		Please close account
Ticket Number: 0000105887	11/22/2004		User needs to have her spam folder restored for over the weekend.
Ticket Number: 0000105885	11/22/2004		Mail Folder Accidently Deleted
Ticket Number: 0000105884	11/22/2004		Password reset
Ticket Number: 0000105879	11/22/2004		Work Order Request
Ticket Number: 0000105812	11/19/2004		Work Order Request
Ticket Number: 0000105823	11/19/2004		Staff Customer Unable to Delete Subscriber from Mailing List
Ticket Number: 0000106008	11/23/2004		Username: wjones5 needs calendar account. Wynette Jones.
Ticket Number: 0000105997	11/23/2004		IpUMBC Feedback: Errors
Ticket Number: 0000106080	11/25/2004		Italian Crafted Rolex from \$75 to \$275 - Free Shipping
Ticket Number: 0000104773	11/04/2004		SunTrust Validation Required
Ticket Number: 0000104825	11/05/2004		(betterfood)Web List Request
Ticket Number: 0000104858	11/05/2004		User needs UMBC temp account for yellowcard concert. Promoters n
Ticket Number: 0000104917	11/08/2004		(winterwelcome)Web List Request
Ticket Number: 0000105122	11/10/2004		protactinium
Ticket Number: 0000104984	11/08/2004		email alias modification--pps@umbc.edu
Ticket Number: 0000104976	11/08/2004		email recovery
Ticket Number: 0000104944	11/08/2004		Project files is gone
Ticket Number: 0000104943	11/08/2004		Save your money, shop for your medications offshore 7ME
Ticket Number: 0000104924	11/08/2004		Password Reset for alumni machine
Ticket Number: 0000104918	11/08/2004		IT request
Ticket Number: 0000104882	11/06/2004		(promise-potential)Web List Request
Ticket Number: 0000105729	11/18/2004		request
Ticket Number: 0000105275	11/11/2004		change username to karim
Ticket Number: 0000105204	11/10/2004		(pkpnew04)Web List Request

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000105270	11/11/2004	(youngscholars)Web List Request
Ticket Number:	0000105188	11/10/2004	User: jjozwik1 will keep that name but would like full name changed i
Ticket Number:	0000105194	11/10/2004	Request for CorpTime Account for Student Intern
Ticket Number:	0000105165	11/10/2004	Email folder restore
Ticket Number:	0000105145	11/10/2004	[Fwd: Re: Internet Problem]
Ticket Number:	0000105102	11/09/2004	Tina Brown needs a Corporate Time account.
Ticket Number:	0000105092	11/09/2004	Godbolt corptime account needs to be deleted.
Ticket Number:	0000105091	11/09/2004	Deletion of "godbolt" account.
Ticket Number:	0000105059	11/09/2004	please increase quota size
Ticket Number:	0000105054	11/09/2004	User Needs Calander Account
Ticket Number:	0000105271	11/11/2004	(youngscholars)Web List Request
Ticket Number:	0000105431	11/15/2004	Calendar Account request
Ticket Number:	0000105986	11/23/2004	email address cannot be removed from listproc
Ticket Number:	0000105475	11/15/2004	AFS File Space request for Upward Bound
Ticket Number:	0000105519	11/16/2004	Corporate Calendar
Ticket Number:	0000105697	11/18/2004	Account needs to be disabled
Ticket Number:	0000105671	11/17/2004	(waa_council)Web List Request
Ticket Number:	0000105669	11/17/2004	Where did all my messages go?
Ticket Number:	0000105664	11/17/2004	Please create a calendar account for wentzell@umbc.edu
Ticket Number:	0000105653	11/17/2004	(intramuralsports)Web List Request
Ticket Number:	0000105649	11/17/2004	Use our Mortgage Calculators
Ticket Number:	0000105890	11/22/2004	Irby Cole needs a Corporate Time account.
Ticket Number:	0000105892	11/22/2004	Stefanie Shaffer needs a Corporate Time account.
Ticket Number:	0000105586	11/17/2004	custur fuchs rationale
Ticket Number:	0000105754	11/18/2004	User deleted files from afs/kransom1/cp202/proj4/*.*
Ticket Number:	0000105750	11/18/2004	HERCULES account setup
Ticket Number:	0000105782	11/19/2004	Work Order Request
Ticket Number:	0000105704	11/18/2004	(greekpres)Web List Request
Ticket Number:	0000105702	11/18/2004	hi
Ticket Number:	0000105489	11/15/2004	CCEMT-P Listserv
Ticket Number:	0000105639	11/17/2004	(aepi)Web List Request
Ticket Number:	0000105451	11/15/2004	need to Restore a.out
Ticket Number:	0000105427	11/15/2004	Calendar account for new employee
Ticket Number:	0000105289	11/11/2004	HELP
Ticket Number:	0000105411	11/14/2004	Work Order Request
Ticket Number:	0000105288	11/11/2004	customer needs calendar account created
Ticket Number:	0000106238	11/29/2004	(meyerhoff_grads)Web List Request
Ticket Number:	0000104511	11/02/2004	Create corporate calendar account
Ticket Number:	0000104588	11/03/2004	Hi Calendar
Ticket Number:	0000106073	11/24/2004	When can we set this up?
Ticket Number:	0000104479	11/01/2004	Calendar account request for user : tgal1 (Tamas Gal).
Ticket Number:	0000104626	11/03/2004	Fw: Want to enlarge your penis up to 5 inches? 3T94
Ticket Number:	0000104620	11/03/2004	TITAN authorization
Ticket Number:	0000104612	11/03/2004	Calendar Account Creation
Ticket Number:	0000104593	11/03/2004	Listserve name
Ticket Number:	0000104546	11/02/2004	CorporateTime accounts
Ticket Number:	0000104540	11/02/2004	Permissions addition: afs\aoak2
Ticket Number:	0000104514	11/02/2004	Impress her with a Rolex
Ticket Number:	0000104480	11/01/2004	(danceteam)Web List Request
Ticket Number:	0000104471	11/01/2004	(oureducation)Web List Request
Ticket Number:	0000104441	11/01/2004	User said users not getting confermations
Ticket Number:	0000104418	11/01/2004	(activate2)Web List Request
Ticket Number:	0000104747	11/04/2004	(celticaa)Web List Request
Ticket Number:	0000104745	11/04/2004	(aiexecomm)Web List Request
Ticket Number:	0000104743	11/04/2004	List Deletion Request: ALAVIRESEARCHABSTRACTS

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000104703	11/04/2004	(alaresearchabstracts)Web List Request
Ticket Number:	0000104684	11/04/2004	Calendar Account Creation
Ticket Number:	0000104670	11/03/2004	User is getting permission denied when accessing www
Ticket Number:	0000104667	11/03/2004	Calendar Account Creation
Ticket Number:	0000104665	11/03/2004	Work Order Request-ceduc accounts for wireless access
Ticket Number:	0000104485	11/01/2004	(ecom)Web List Request
Ticket Number:	0000105100	11/09/2004	(familit)Web List Request
Ticket Number:	0000104402	11/01/2004	Work Order Request-Want to use subversion

Count of Ticket Number / Create Date

For SysCore

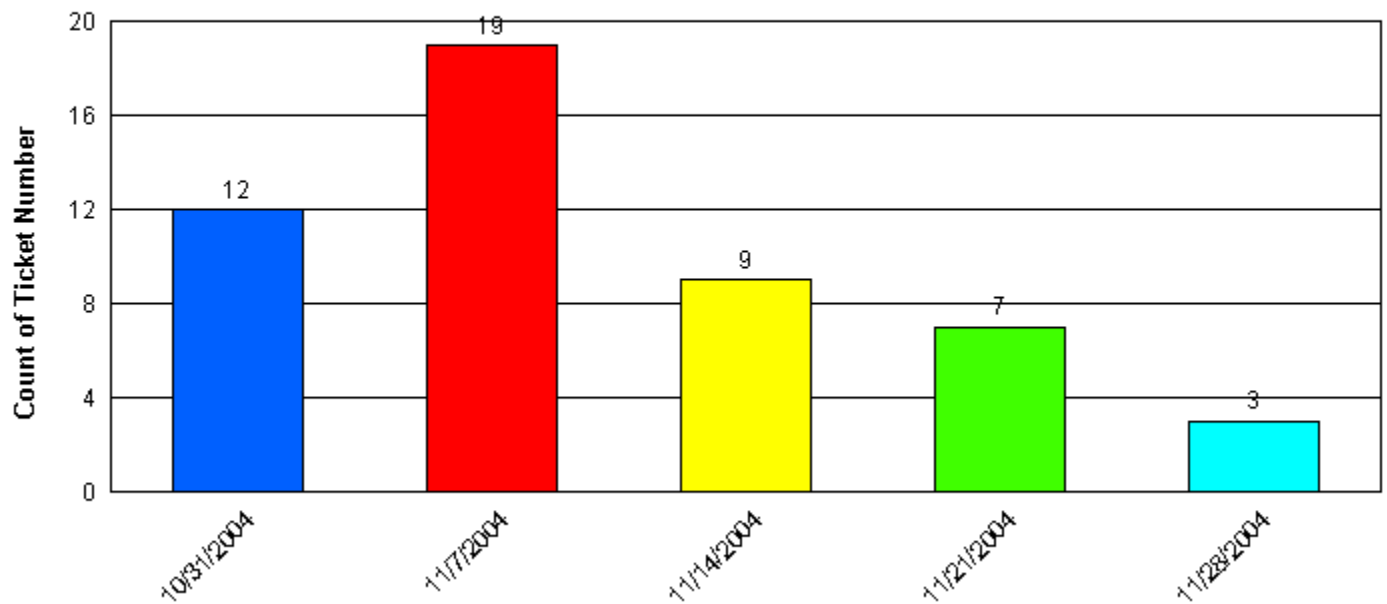


<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
champ	50		
Closed	Total:	25	
Ticket Number: 0000104477		11/01/2004	[Fwd: Software installation]
Ticket Number: 0000105138		11/10/2004	Re: I-DEAS Software
Ticket Number: 0000104948		11/08/2004	[Fwd: Design electives]
Ticket Number: 0000104529		11/02/2004	AutoCad in ENG110
Ticket Number: 0000105268		11/11/2004	Graduate file tree for the shared administrative files
Ticket Number: 0000105666		11/17/2004	[Fwd: help on our lab's computer]
Ticket Number: 0000105557		11/16/2004	Meeting
Ticket Number: 0000105501		11/15/2004	Problems using ProE
Ticket Number: 0000105479		11/15/2004	Installation of emachineshop software
Ticket Number: 0000105457		11/15/2004	Computer without Pro/E
Ticket Number: 0000105343		11/12/2004	Can you fill this in???
Ticket Number: 0000105326		11/12/2004	ecs230linux05
Ticket Number: 0000105877		11/22/2004	Request for Abaqus
Ticket Number: 0000105835		11/20/2004	Kyle's Files on PC
Ticket Number: 0000106051		11/24/2004	Applying for installation of Abuqus.
Ticket Number: 0000106352		11/30/2004	color printer
Ticket Number: 0000106190		11/29/2004	projector
Ticket Number: 0000106049		11/24/2004	ABAQUS on gaia
Ticket Number: 0000105959		11/23/2004	Work Order Request
Ticket Number: 0000105894		11/22/2004	Certificate Programs
Ticket Number: 0000105215		11/10/2004	printer cartridge
Ticket Number: 0000105062		11/09/2004	I-DEAS Software
Ticket Number: 0000104993		11/08/2004	office printer
Ticket Number: 0000105050		11/09/2004	[Fwd: list MEGRADSTUDENTS: Mail Error Notification]
Ticket Number: 0000105220		11/10/2004	Installation of emachineshop software
laura	Total:	16	
Closed	Total:	16	
Ticket Number: 0000104794		11/05/2004	Need port 9100 opened on printer network in chem
Ticket Number: 0000104805		11/05/2004	Chem main server off net.
Ticket Number: 0000105021		11/09/2004	Red Hat acct changes/creation, etc
Ticket Number: 0000105007		11/09/2004	Amanda rotation failed last n ight
Ticket Number: 0000105112		11/09/2004	All tapes changed for 11/9, VMS had to be changed out late.
Ticket Number: 0000105556		11/16/2004	All tapes changed for 11/16.
Ticket Number: 0000105493		11/15/2004	All tapes changed and successfully for 11/15
Ticket Number: 0000105253		11/11/2004	Outlets for the CS Cluster... (fwd)
Ticket Number: 0000105390		11/13/2004	Tape Changes 11/13/04
Ticket Number: 0000105324		11/12/2004	Re: new user for klssgi1.chem
Ticket Number: 0000105839		11/20/2004	Tape changes 11/20/04
Ticket Number: 0000105858		11/22/2004	klssgi1.chem move, power issues
Ticket Number: 0000106337		11/30/2004	lancair additions
Ticket Number: 0000106029		11/24/2004	sftp on lancair/columbia
Ticket Number: 0000104526		11/02/2004	SGI compiler license error
Ticket Number: 0000104686		11/04/2004	Re: RHEL packages/ UMBC distribution questions

<u>randy</u>	<u>Close</u>	<u>Create Date</u>	<u>Short Description</u>
		Total: 9	
Ticket Number:	0000104556	11/02/2004	Expand the TRC Cluster / Add additional Nodes
Ticket Number:	0000104664	11/03/2004	Redhat Enterprise CDs
Ticket Number:	0000104728	11/04/2004	red hat linux question
Ticket Number:	0000104766	11/04/2004	New Harddrive for oscar.ucs.umbc.edu
Ticket Number:	0000104635	11/03/2004	Power Outage at the TRC
Ticket Number:	0000104873	11/05/2004	Ganglia Down on the TRC Cluster
Ticket Number:	0000105151	11/10/2004	Myrinet Problem on Kali
Ticket Number:	0000104979	11/08/2004	Problems with Kali
Ticket Number:	0000105359	11/12/2004	Problem with Myrinet on Node 21

Count of Ticket Number / Create Date

For SysDept



Create

Date

Short Description

Total Remedy Tickets Closed or Resolved between

11/01/2004 and 11/30/2004 : 1713

Count of Ticket Number / Create Date & HD Department Section

