

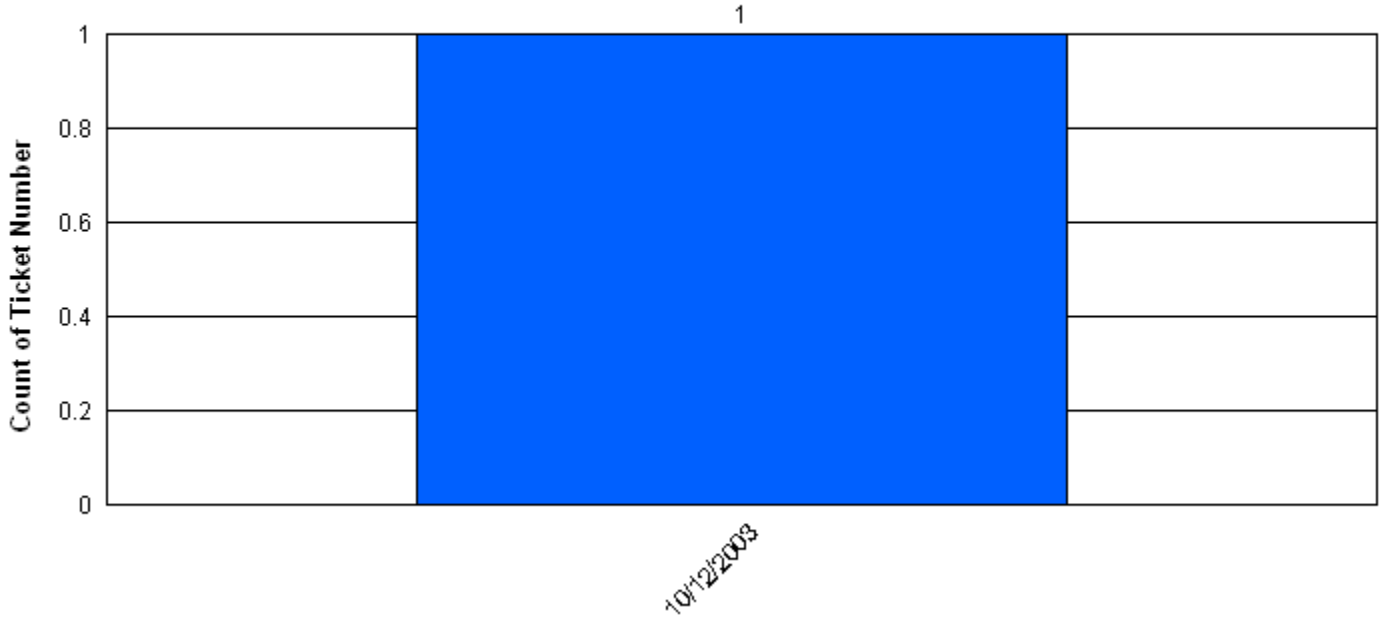
Closed/Resolved Tickets by OIT Section

Tickets Created Between 10/01/2003 and 10/31/2003

AV Services	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
souder	1		
Closed	Total: 1		
Ticket Number: 0000074686		10/13/2003	Lab 122A projector bulb change

Count of Ticket Number / Create Date

For AV Services



		<u>Create</u>		<u>Short Description</u>
Business Systems		<u>Date</u>		
	Total:	144		
BSG:Operational_Support		<u>Total:</u>	3	
Closed		<u>Total:</u>	3	
Ticket Number:	0000074700	10/14/2003		USR0144.FAS needed password reset
Ticket Number:	0000075172	10/20/2003		Need HP passwords for Charne,usr0073.orl
Ticket Number:	0000074153	10/07/2003		MVBR4025 Tape job

BSG:Web_Infrastructure

Create

Date

Total: 71

Short Description

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000074075	10/06/2003	71	chem101 - lacourse
Ticket Number: 0000074076	10/06/2003		Chem 102 - weglein
Ticket Number: 0000074090	10/06/2003		chem102L - brothers
Ticket Number: 0000074139	10/07/2003		Geog 110 - 0101A / Jeffrey
Ticket Number: 0000074800	10/15/2003		Reprint Psyc205 - Freiberg
Ticket Number: 0000074193	10/07/2003		geog 110 - rabenhorst
Ticket Number: 0000074288	10/08/2003		socy452 - hoyer
Ticket Number: 0000074382	10/09/2003		Socy101 - servatius
Ticket Number: 0000074491	10/10/2003		psyc205 - freiberg
Ticket Number: 0000074490	10/10/2003		GES311 - tokay
Ticket Number: 0000074472	10/10/2003		Exam corrections / Biol107 / Weber
Ticket Number: 0000074449	10/10/2003		psyc 370 - provine
Ticket Number: 0000074448	10/10/2003		econ 101 - thomas
Ticket Number: 0000074447	10/10/2003		econ 101 - thomas
Ticket Number: 0000074446	10/10/2003		econ - knickerbocker
Ticket Number: 0000074445	10/10/2003		econ - knickerbocker
Ticket Number: 0000074444	10/10/2003		econ - knickerbocker
Ticket Number: 0000074443	10/10/2003		ifsm247 - smith
Ticket Number: 0000074441	10/10/2003		chem3511 - perks
Ticket Number: 0000074442	10/10/2003		ehs475 - polk
Ticket Number: 0000074287	10/08/2003		cmsc 100 / katz
Ticket Number: 0000074138	10/07/2003		PSYC200 0401 - schultz
Ticket Number: 0000075220	10/21/2003		Chem102L - Quiz4 / Brothers
Ticket Number: 0000075221	10/21/2003		Chem102L - Quiz 5 / Brothers
Ticket Number: 0000075222	10/21/2003		Psyc285 0401 - Freiberg
Ticket Number: 0000075227	10/21/2003		Chem351 - Perks
Ticket Number: 0000075238	10/21/2003		ifsm425/301
Ticket Number: 0000075241	10/21/2003		psyc 332
Ticket Number: 0000075318	10/22/2003		psyc200 0201 / sonnenschein
Ticket Number: 0000075321	10/22/2003		psyc 382 - dahlquist
Ticket Number: 0000075319	10/22/2003		biol 303 - blumberg
Ticket Number: 0000075272	10/21/2003		Biol442/642 - eisenmann/bierberich
Ticket Number: 0000075239	10/21/2003		ifsm 310/601
Ticket Number: 0000075237	10/21/2003		BIOL 442/642
Ticket Number: 0000075226	10/21/2003		Poli300 - Miller
Ticket Number: 0000075225	10/21/2003		Psyc200 0401 / Schultz
Ticket Number: 0000075224	10/21/2003		Psyc210 0201 - Catania/Shimoff
Ticket Number: 0000074697	10/14/2003		psyc 304/101
Ticket Number: 0000074699	10/14/2003		psyc 200/401
Ticket Number: 0000074805	10/15/2003		SOWK260 - McClellan
Ticket Number: 0000074848	10/15/2003		PHYS111 - Dymski
Ticket Number: 0000074850	10/15/2003		SOCY 101 / Trela
Ticket Number: 0000075259	10/21/2003		econ 101 - 1101 / kaikai
Ticket Number: 0000074943	10/16/2003		EHS302 / lebowitz
Ticket Number: 0000074944	10/16/2003		PSYc210 / shimoff
Ticket Number: 0000074940	10/16/2003		IFSM300 - Smith
Ticket Number: 0000075258	10/21/2003		econ 101 - 1001 / Kaikai
Ticket Number: 0000074849	10/15/2003		BIOL 301 / Omland
Ticket Number: 0000074847	10/15/2003		Psyc335 - exam 1 corrections / provine
Ticket Number: 0000074948	10/16/2003		Psyc285 / Arnheim
Ticket Number: 0000073905	10/03/2003		anth/socy211 - frankowski section2
Ticket Number: 0000073904	10/03/2003		anth/socy211 - frankowski section 1
Ticket Number: 0000073661	10/01/2003		SOCY/ANTH211 exam - san antonio
Ticket Number: 0000073903	10/03/2003		psyc335 - warwick

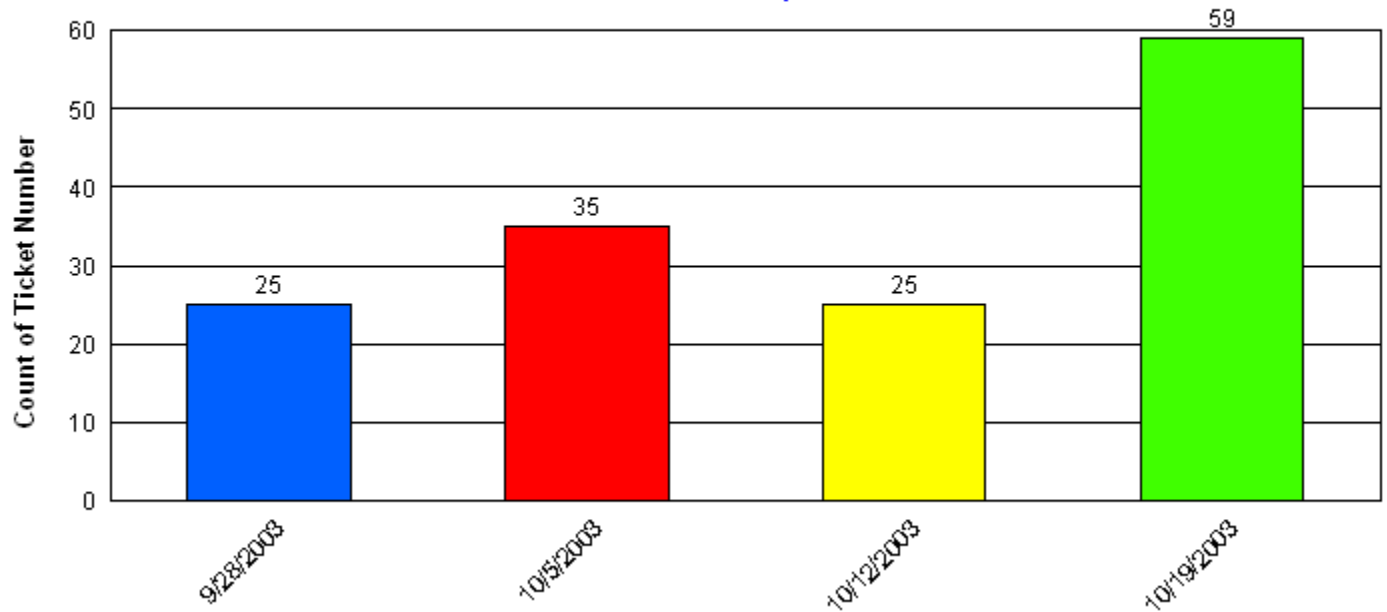
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000073899	10/03/2003	weber - biol107
Ticket Number:	0000073777	10/02/2003	psyc200 - schaeffer
Ticket Number:	0000073779	10/02/2003	chem102 - weglein
Ticket Number:	0000073781	10/02/2003	poli250 - fletcher
Ticket Number:	0000073901	10/03/2003	sowk260 - mcclelland
Ticket Number:	0000073900	10/03/2003	shimoff - psyc100
Ticket Number:	0000073786	10/02/2003	psyc340 - blass
Ticket Number:	0000073785	10/02/2003	sowk388 - okundaye
Ticket Number:	0000073784	10/02/2003	sowk - bembry
Ticket Number:	0000073783	10/02/2003	phys112 - mcmillan
Ticket Number:	0000073782	10/02/2003	psyc100 - jordan
Ticket Number:	0000073780	10/02/2003	ehs471 - polk
Ticket Number:	0000073778	10/02/2003	biol100 - lake
Ticket Number:	0000073906	10/03/2003	sowk260 - lynch
Ticket Number:	0000073902	10/03/2003	servatius - socy101
Ticket Number:	0000073691	10/01/2003	Exam corrections for Biol100/Biol100H exam - sokolove
Ticket Number:	0000073660	10/01/2003	ECON210 - armor
blanchet		<u>Total:</u> 9	
Closed		<u>Total:</u> 9	
Ticket Number:	0000073775	10/02/2003	3172 MVBM4009 ABORT 9 DS CK #J6455 THU 7:1
Ticket Number:	0000074701	10/14/2003	Add a message for the new Monthly Payment Plan to the bills schedu
Ticket Number:	0000074803	10/15/2003	Sar Inquiry not always showing the correct 'buckley flag' setting
Ticket Number:	0000075000	10/17/2003	Needed to 'sync' ORL's database with SAR's for an ssn that changed
Ticket Number:	0000075317	10/22/2003	UMCP1 Password Changes for UMBC account are due 11/9
Ticket Number:	0000075270	10/21/2003	Additional problems with the Motor Vehicle System from the reload o
Ticket Number:	0000075160	10/20/2003	Accounting needed information on people who had been charged a la
Ticket Number:	0000075216	10/21/2003	ABORT: FPBR3720 USR0003.FACP
Ticket Number:	0000074439	10/10/2003	ARBR3958 Abort - Credit Card Distribution Report
dharley		<u>Total:</u> 4	
Closed		<u>Total:</u> 4	
Ticket Number:	0000074162	10/07/2003	Billing Application Engine Fix
Ticket Number:	0000074164	10/07/2003	Billing Application Engine Fix
Ticket Number:	0000075388	10/22/2003	Sporadic Web Form malfunction for Alumni services
Ticket Number:	0000074676	10/13/2003	SGA Voting Site Modification Request
dina		<u>Total:</u> 3	
Closed		<u>Total:</u> 3	
Ticket Number:	0000074289	10/08/2003	Questions about FABR3226 File Layouts
Ticket Number:	0000074501	10/10/2003	UABR1655 Abort
Ticket Number:	0000074525	10/10/2003	help with TOEFL and GRE uploads problems
haddaway		<u>Total:</u> 11	
Closed		<u>Total:</u> 11	
Ticket Number:	0000075163	10/20/2003	Disable Access
Ticket Number:	0000075302	10/21/2003	Error trying to migrate SQR in STAT
Ticket Number:	0000075399	10/22/2003	No subject
Ticket Number:	0000075413	10/23/2003	RE: SQL Script - FSPRO
Ticket Number:	0000075417	10/23/2003	Missing delivered view - HRCA
Ticket Number:	0000075411	10/23/2003	SQL Script - FSPRO
Ticket Number:	0000075358	10/22/2003	SQL Script
Ticket Number:	0000075337	10/22/2003	FW: SQL update request
Ticket Number:	0000075532	10/24/2003	table access in FSDEV
Ticket Number:	0000075534	10/24/2003	run scripts in HRDEV
Ticket Number:	0000075335	10/22/2003	FW:

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
jeremy	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000075293	10/21/2003	No subject
Ticket Number: 0000075452	10/23/2003	migrate and rebuild EPM Project, create "NULL" tables based off of n
Ticket Number: 0000075326	10/22/2003	OIR has access to all of our custom tables in PeopleSoft Query
Ticket Number: 0000075361	10/22/2003	Run scripts in FSPRD
jpatna1	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000074808	10/15/2003	Monthly Payment Plan Change SSN Bug
Ticket Number: 0000075001	10/17/2003	Position Management
kirby	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000073969	10/03/2003	Please reload HP test databases....NOT run control!
irand	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000075376	10/22/2003	Provide Access for Payroll Clean-Up in Finance
Ticket Number: 0000075450	10/23/2003	HR Question
paulr	<u>Total:</u> 5	
Closed	<u>Total:</u> 5	
Ticket Number: 0000075061	10/17/2003	Faculty member needs SPSS license codes
Ticket Number: 0000074186	10/07/2003	student cannot view info in myUMBC
Ticket Number: 0000074206	10/07/2003	when emailing this user, her name is displayed incorrectly
Ticket Number: 0000074953	10/16/2003	Personal Information Wrong!!
Ticket Number: 0000074381	10/09/2003	Information Literacy Survey demographics report
psimon	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000074522	10/10/2003	R25 Not Pulling up events, Commons desk
putro	<u>Total:</u> 20	
Closed	<u>Total:</u> 20	
Ticket Number: 0000074466	10/10/2003	Change blank UG Grad Objectives to BA
Ticket Number: 0000074519	10/10/2003	Extract of All students/email for EDUC courses
Ticket Number: 0000075044	10/17/2003	Problem with Conflict checking
Ticket Number: 0000075498	10/24/2003	TCBR2203 Abort
Ticket Number: 0000075350	10/22/2003	UABR1655 is blowing it's table sizes
Ticket Number: 0000075385	10/22/2003	GABM1816 can't handle blank first name well
Ticket Number: 0000075330	10/22/2003	Abort uabr1655
Ticket Number: 0000075267	10/21/2003	SCEQ modifications to HP for Web
Ticket Number: 0000075281	10/21/2003	SEVIS link issues
Ticket Number: 0000075262	10/21/2003	SEVIS credit/units on SIS Inquiry Screen
Ticket Number: 0000075505	10/24/2003	TOEFL online process won't let us change the score
Ticket Number: 0000075263	10/21/2003	Student can't change to P/F on course
Ticket Number: 0000075457	10/23/2003	Appointment Letter Processor
Ticket Number: 0000074831	10/15/2003	DataLink Errors for duplicate CampusIds.
Ticket Number: 0000073806	10/02/2003	Update profiles for independent study users
Ticket Number: 0000073893	10/03/2003	3291 TCBM2200 ABORT 8/5 DS TC #J6535 FRI 12:21
Ticket Number: 0000075408	10/23/2003	ABORT: GABM1816
Ticket Number: 0000074846	10/15/2003	Posting certificate for UMCP student
Ticket Number: 0000074870	10/15/2003	Why isn't Min Na coming over in the fsaAtlas DataLink
Ticket Number: 0000075260	10/21/2003	UABR1655 Abort
rostiti	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000075414	10/23/2003	App Messaging Problem (DEPT_SYNC)
Ticket Number: 0000075419	10/23/2003	PCARD Mod not working 100%
Ticket Number: 0000075422	10/23/2003	Fwd: SQR - FSPRO
Ticket Number: 0000074383	10/09/2003	JE 1132

<u>slong</u>	<u>Closed</u>	<u>Create Date</u>	<u>Short Description</u>
		<u>Total:</u> 4	
		<u>Total:</u> 4	
Ticket Number:	0000075387	10/22/2003	unable to sign into PeopleSoft
Ticket Number:	0000075434	10/23/2003	FW: Rstars Access Problem Urgent
Ticket Number:	0000075456	10/23/2003	Remedy user error
Ticket Number:	0000075501	10/24/2003	Test

Count of Ticket Number / Create Date

For Business Systems



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Desktop Support	Total:	241	
Desktop		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000074412	10/09/2003	New CRI PC had a hard drive failure.
HD:PPP		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000075274	10/21/2003	only viewing umbc pages
afort1		<u>Total:</u>	4
Closed		<u>Total:</u>	4
Ticket Number:	0000075459	10/23/2003	Unable to connect to DHCP server with Resnet
Ticket Number:	0000075822	10/29/2003	Network copier issues
Ticket Number:	0000074720	10/14/2003	Unable to connect via FTP
Ticket Number:	0000074772	10/14/2003	[Fwd: Unable to connect via FTP]
chrism		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000074417	10/09/2003	Local Printer isnt working?

edortiz

Create

Date

Total: 75

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		75	
Ticket Number: 0000074104	10/06/2003		error messages: follow-up to phone call
Ticket Number: 0000074453	10/10/2003		Mouse Errors; Chemistry 129A
Ticket Number: 0000074397	10/09/2003		PC Setup
Ticket Number: 0000074314	10/08/2003		Dell Install; Admin 823
Ticket Number: 0000074258	10/08/2003		please install
Ticket Number: 0000074257	10/08/2003		New PC install FA 459.
Ticket Number: 0000074248	10/08/2003		System hangs in "Power saving mode"
Ticket Number: 0000074235	10/07/2003		My computer crashes
Ticket Number: 0000074137	10/07/2003		User need local workstation account.
Ticket Number: 0000074115	10/06/2003		mp 209;cannot add an address to mailing list in netscape 6.2
Ticket Number: 0000074167	10/07/2003		login issues
Ticket Number: 0000074380	10/09/2003		Lib216H: machine freezes even with only one appl. open
Ticket Number: 0000074369	10/09/2003		Not receiving all emails in netscape, RAC 212
Ticket Number: 0000074395	10/09/2003		Transfer of data from old pc to new pc
Ticket Number: 0000074354	10/09/2003		Win XP, cannot log in to workstation
Ticket Number: 0000074177	10/07/2003		No subject
Ticket Number: 0000075021	10/17/2003		Add new printer, HP4MV amst/ancs
Ticket Number: 0000075490	10/24/2003		Workorder
Ticket Number: 0000075432	10/23/2003		Chem 303: virus which corrupted files
Ticket Number: 0000075423	10/23/2003		BSR install, Alumni House
Ticket Number: 0000075329	10/22/2003		Work Order Request
Ticket Number: 0000075279	10/21/2003		Computer Problems
Ticket Number: 0000075354	10/22/2003		PC Need Windows XP. Named Delta in SS403
Ticket Number: 0000075235	10/21/2003		PC WinXP in Alumni house problem.
Ticket Number: 0000075209	10/20/2003		Outlook Express rejecting account
Ticket Number: 0000075024	10/17/2003		File transfer from old to new computer, Admin 801
Ticket Number: 0000075133	10/20/2003		Win 98 machine not booting, TRC front desk
Ticket Number: 0000075334	10/22/2003		Library 216A; machine freezes and monitor blinks
Ticket Number: 0000075182	10/20/2003		ACAD rm902&913; install software: BSR on 3 machines
Ticket Number: 0000075356	10/22/2003		PC in SS403 named Alpha needs Office XP installed.
Ticket Number: 0000075355	10/22/2003		PC in SS403 named Gamma need OfficeXP installed
Ticket Number: 0000075338	10/22/2003		Cannot use Word/Excel XP
Ticket Number: 0000075500	10/24/2003		PC Windows XP install.
Ticket Number: 0000075506	10/24/2003		ikernal.exe-application error; ResLife Office Resource Room
Ticket Number: 0000075591	10/27/2003		Novell login saved on old machine?
Ticket Number: 0000075604	10/27/2003		User receiving random BSoD
Ticket Number: 0000075633	10/27/2003		Work Order Request
Ticket Number: 0000075622	10/27/2003		Help with Adobe Acrobat install (BS 160, BS 165)
Ticket Number: 0000075808	10/29/2003		Work Order Request
Ticket Number: 0000075806	10/29/2003		Work Order Request
Ticket Number: 0000075800	10/29/2003		ACIV 322B: reconnect PC after flood
Ticket Number: 0000075793	10/29/2003		Netscape Profile Issues
Ticket Number: 0000075745	10/28/2003		FA423; cannot look at websites
Ticket Number: 0000075740	10/28/2003		SS413a; install MS Office and SPSS
Ticket Number: 0000075708	10/28/2003		Install XP on machine
Ticket Number: 0000075520	10/24/2003		Email Client Configuration; Physical Plant 104
Ticket Number: 0000075948	10/30/2003		Gets errors on WinXp boot up
Ticket Number: 0000075943	10/30/2003		windows will not boot
Ticket Number: 0000075923	10/30/2003		Unable to save to shared drives, OIA
Ticket Number: 0000075895	10/30/2003		Novell "tree or server could not be found"
Ticket Number: 0000075894	10/30/2003		McAfee reinstall, definition files corrupted, Erickson 184
Ticket Number: 0000075838	10/29/2003		Commons 2b14 -- format 2 machines
Ticket Number: 0000075830	10/29/2003		Work Order Request
Ticket Number: 0000075519	10/24/2003		UC 205B: create local workstation account

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000075989	10/31/2003	Emails not disappearing from Inbox; Chem 109
Ticket Number:	0000076003	10/31/2003	novell password reset
Ticket Number:	0000076037	10/31/2003	Mc Afee Virus Definition File Corruption; Academic Services
Ticket Number:	0000076045	10/31/2003	Check to see if computer is working, ACIV 323
Ticket Number:	0000076009	10/31/2003	McAfee reinstall, virus definition files corrupted, MP 222a
Ticket Number:	0000074553	10/11/2003	Netscape email support
Ticket Number:	0000075016	10/17/2003	PC needs local workstation username. UC 2nd floor 205B.
Ticket Number:	0000074960	10/16/2003	Work Order Request
Ticket Number:	0000074709	10/14/2003	2 machine upgrades
Ticket Number:	0000074643	10/13/2003	FA 446;Can't login to computer after logging into Novell
Ticket Number:	0000074913	10/16/2003	Can't login to Novell, "too many logins" error, aciv 146
Ticket Number:	0000074936	10/16/2003	Novell Client Re-install
Ticket Number:	0000074928	10/16/2003	Work Order Request
Ticket Number:	0000074813	10/15/2003	Win XP crashing, blue screen
Ticket Number:	0000074651	10/13/2003	computer located at UMBC Campus Infor Center - 1st floor (Commons
Ticket Number:	0000073674	10/01/2003	PC Windows having problems.
Ticket Number:	0000073861	10/02/2003	Computer Down
Ticket Number:	0000073831	10/02/2003	HotSync on Palm not working properly
Ticket Number:	0000073821	10/02/2003	AcIV 114M: not receiving email but quota is okay
Ticket Number:	0000073729	10/01/2003	FA rm. 446: needs new pc setup in her office
Ticket Number:	0000073704	10/01/2003	Need Publisher install.

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
josh		<u>Total:</u>	46	
	<u>Closed</u>	<u>Total:</u>	46	
Ticket Number:	0000075719	10/28/2003		Local Login issue after novell login
Ticket Number:	0000073676	10/01/2003		SPSS software license expired
Ticket Number:	0000075036	10/17/2003		New Single RJ45 for printer in UC116
Ticket Number:	0000073743	10/01/2003		Missing Email Folders
Ticket Number:	0000074045	10/06/2003		Customer requests Windows XP CD Burn
Ticket Number:	0000074768	10/14/2003		MS Outlook Express "Find" Feature Not Working.
Ticket Number:	0000074769	10/14/2003		Bobbie Jo needs MS Access 97 installed.
Ticket Number:	0000073908	10/03/2003		/afs and novell install
Ticket Number:	0000073866	10/02/2003		Internet Connections needed
Ticket Number:	0000073788	10/02/2003		Errors with Win2k machine
Ticket Number:	0000074611	10/13/2003		Novell Client problems
Ticket Number:	0000075009	10/17/2003		Network Survey for Financial Aid Front office
Ticket Number:	0000075002	10/17/2003		AD719: survey for new copier
Ticket Number:	0000074926	10/16/2003		Work Order Request
Ticket Number:	0000074864	10/15/2003		need Josh
Ticket Number:	0000074858	10/15/2003		Two inboxes in outlook software
Ticket Number:	0000074836	10/15/2003		Palm is "blank"
Ticket Number:	0000074741	10/14/2003		Work Order Request
Ticket Number:	0000074740	10/14/2003		Customer wants a new network jack for second computer
Ticket Number:	0000074649	10/13/2003		Universal Voucher
Ticket Number:	0000074617	10/13/2003		Xerox printer network problems
Ticket Number:	0000075988	10/31/2003		drives mapped
Ticket Number:	0000075549	10/25/2003		MATLAB version
Ticket Number:	0000075658	10/27/2003		visual studio install
Ticket Number:	0000075646	10/27/2003		Bobbie Jo needs MS Access 97 and MS Office XP installed.
Ticket Number:	0000075814	10/29/2003		Customer having WinXP errors
Ticket Number:	0000075919	10/30/2003		printer & computer down in delta office
Ticket Number:	0000075595	10/27/2003		ByRequest program not reading information.
Ticket Number:	0000075042	10/17/2003		Setup general local workstation account
Ticket Number:	0000075165	10/20/2003		outlook email
Ticket Number:	0000075314	10/22/2003		[Fwd: RE: hosmane@gl.umbc.edu]
Ticket Number:	0000075421	10/23/2003		Office 10 Copy for HelpDesk
Ticket Number:	0000075461	10/23/2003		Need to survey for site for placing dataport for network printer.
Ticket Number:	0000075416	10/23/2003		Check jack in ECS 234a
Ticket Number:	0000075325	10/22/2003		By Friday Morning - Move Scanner (testscore) and PC to ECS020 he
Ticket Number:	0000075331	10/22/2003		Office XP CD request
Ticket Number:	0000075324	10/22/2003		Move printing of Exams to ECS020 printer
Ticket Number:	0000075271	10/21/2003		Network Line
Ticket Number:	0000074280	10/08/2003		Activate Jacks
Ticket Number:	0000074091	10/06/2003		Staff Customer Requests Antivirus (McAfee) Reinstall
Ticket Number:	0000074396	10/09/2003		Bought a PC from another department. Password not working
Ticket Number:	0000074365	10/09/2003		Accounting printer needs to be reset
Ticket Number:	0000074523	10/10/2003		VPN Client--OS9H
Ticket Number:	0000074358	10/09/2003		Double Proxy Question (not a work order)
Ticket Number:	0000074251	10/08/2003		Printer Drivers from Novell keep prompting to install
Ticket Number:	0000074209	10/07/2003		Connecting to Blackboard site

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
kirkley1	<u>Total:</u> 7	
Closed	<u>Total:</u> 7	
Ticket Number: 0000074175	10/07/2003	Jack Problem and IP
Ticket Number: 0000075627	10/27/2003	susquehanna rm.126; gets ip, configs ok, can't get to resnet page
Ticket Number: 0000073737	10/01/2003	cannot download codecs for Microsoft Windows Media Player
Ticket Number: 0000073924	10/03/2003	Harbor Hall 302a; can't login to Resnet
Ticket Number: 0000073832	10/02/2003	Cannot connect to Internet
Ticket Number: 0000073840	10/02/2003	Patapsco Hall; can't login to Resnet
Ticket Number: 0000073752	10/01/2003	Resnet Connectivity (off campus domains only); ERK 464A
mhartm1	<u>Total:</u> 11	
Closed	<u>Total:</u> 11	
Ticket Number: 0000073862	10/02/2003	130.85 ip but can't connect to resnet
Ticket Number: 0000074549	10/11/2003	Customer unable to log onto Resnet
Ticket Number: 0000074629	10/13/2003	Format/ Install Win 98, chem 202b
Ticket Number: 0000074570	10/12/2003	Resnet Connectivity Check; ERK 105
Ticket Number: 0000074096	10/06/2003	PPP help Patuxent Hillside 411C.
Ticket Number: 0000074398	10/09/2003	Harbor 305a: getting IP but resnet page is blank
Ticket Number: 0000074317	10/08/2003	PPP setup. Terrace Apartment Sassafrass 422B.
Ticket Number: 0000074132	10/06/2003	Resnet Login page will not load; Wicomico 543
Ticket Number: 0000075558	10/25/2003	User cannot access webpages outside UMBC domain
Ticket Number: 0000075898	10/30/2003	Network card issues OR Novell issue (According to customer)
Ticket Number: 0000075762	10/28/2003	Internet gets disconnected.
mikec	<u>Total:</u> 6	
Closed	<u>Total:</u> 6	
Ticket Number: 0000075844	10/29/2003	Asset Security Alert
Ticket Number: 0000075846	10/29/2003	Asset Security Alert
Ticket Number: 0000075843	10/29/2003	Asset Security Alert
Ticket Number: 0000075942	10/30/2003	Test Short Description
Ticket Number: 0000075845	10/29/2003	Asset Security Alert
Ticket Number: 0000075443	10/23/2003	Server?

omarn		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	
Ticket Number:	0000073923	10/03/2003	BS 106; has IP but no connection
Ticket Number:	0000074992	10/17/2003	printing documents chem129a
		<u>Total:</u>	2

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		87	
Ticket Number: 0000075984	10/31/2003		Failed Disk read from CD drives; AC IV 303
Ticket Number: 0000076002	10/31/2003		Unable to print from internet, aciv 426
Ticket Number: 0000076012	10/31/2003		3shut downs fa544
Ticket Number: 0000076042	10/31/2003		Netscape Mail Errors; UC Delta Initiative Area UC
Ticket Number: 0000076046	10/31/2003		Corporate time ringing noises Admissions
Ticket Number: 0000076018	10/31/2003		Customer is unable to log onto novell with labtop acad329
Ticket Number: 0000075508	10/24/2003		AD602; combine addressbooks to one
Ticket Number: 0000075737	10/28/2003		MP329: machine keeps freezing mp329
Ticket Number: 0000075736	10/28/2003		SS403 5 comps need Novell Client
Ticket Number: 0000075638	10/27/2003		Work Order Request ad204
Ticket Number: 0000075623	10/27/2003		Receiving blank page between each printed document ACIV 220.
Ticket Number: 0000075618	10/27/2003		Network Printer not printing acad114
Ticket Number: 0000075615	10/27/2003		Novell Client install for reslife staff erick152
Ticket Number: 0000075589	10/27/2003		Needs help changing password uc207
Ticket Number: 0000075524	10/24/2003		WinXP workstation password
Ticket Number: 0000075516	10/24/2003		Failed Novell Login; AC IV 322B
Ticket Number: 0000075925	10/30/2003		New Computer ss413
Ticket Number: 0000075924	10/30/2003		Problems..... mp301b
Ticket Number: 0000075889	10/30/2003		PC WinXP MS Office problem. chem202b
Ticket Number: 0000075856	10/29/2003		A problem not related to the server outage! ad623
Ticket Number: 0000075802	10/29/2003		Dell PC not showing anything on monitor. ad831
Ticket Number: 0000075823	10/29/2003		Netscape 4.7 uninstall help. ad912
Ticket Number: 0000075019	10/17/2003		Access to HR printer ad513
Ticket Number: 0000075316	10/22/2003		Error from Outlook Express when sending mail
Ticket Number: 0000075367	10/22/2003		General computer problems (commons 309)
Ticket Number: 0000075339	10/22/2003		Printer Drivers Install
Ticket Number: 0000075282	10/21/2003		ACIV 346: needs to shut down every
Ticket Number: 0000075266	10/21/2003		upgrade OS and software fa425
Ticket Number: 0000075246	10/21/2003		Work Order Request ss501
Ticket Number: 0000075137	10/20/2003		Request for Support ad923
Ticket Number: 0000074062	10/06/2003		Customer cannot print
Ticket Number: 0000074083	10/06/2003		Computer infected with the Blaster Worm mp327
Ticket Number: 0000074119	10/06/2003		Microsoft Works Installation; Admin 518
Ticket Number: 0000074140	10/07/2003		Work Order Request ad208
Ticket Number: 0000074149	10/07/2003		Netscape 7.0 mail problem. phy324
Ticket Number: 0000074046	10/06/2003		Local Workstation Account creation fa446
Ticket Number: 0000074159	10/07/2003		problems logging into novell fa460
Ticket Number: 0000074511	10/10/2003		Office XP start up problems
Ticket Number: 0000074505	10/10/2003		Computer needs to be configured for networked printing
Ticket Number: 0000074495	10/10/2003		New Staff account creation.
Ticket Number: 0000074455	10/10/2003		Work Order Request ad412
Ticket Number: 0000074438	10/10/2003		Possible PC Virus; SS 211
Ticket Number: 0000075098	10/18/2003		SGA computers in Commons 2B14 needs admin password reset
Ticket Number: 0000074374	10/09/2003		Need Windows workstation password acad 52138
Ticket Number: 0000074366	10/09/2003		Format & Windows 2000 Install, RAC 328
Ticket Number: 0000074705	10/14/2003		Printer access over novell chem204e
Ticket Number: 0000074353	10/09/2003		Win98 laptop not booting, RAC 307
Ticket Number: 0000074347	10/09/2003		Outlook express crashing. ad717
Ticket Number: 0000074285	10/08/2003		Need Assistance mp306 301b
Ticket Number: 0000074264	10/08/2003		PC login issue. fa509
Ticket Number: 0000074250	10/08/2003		New PC log in issue. fa448
Ticket Number: 0000074229	10/07/2003		Outlook lib 56776
Ticket Number: 0000074219	10/07/2003		System cannot detect the Mouse chem129a
Ticket Number: 0000074208	10/07/2003		FA 453; cannot print to printer, status is unavailable

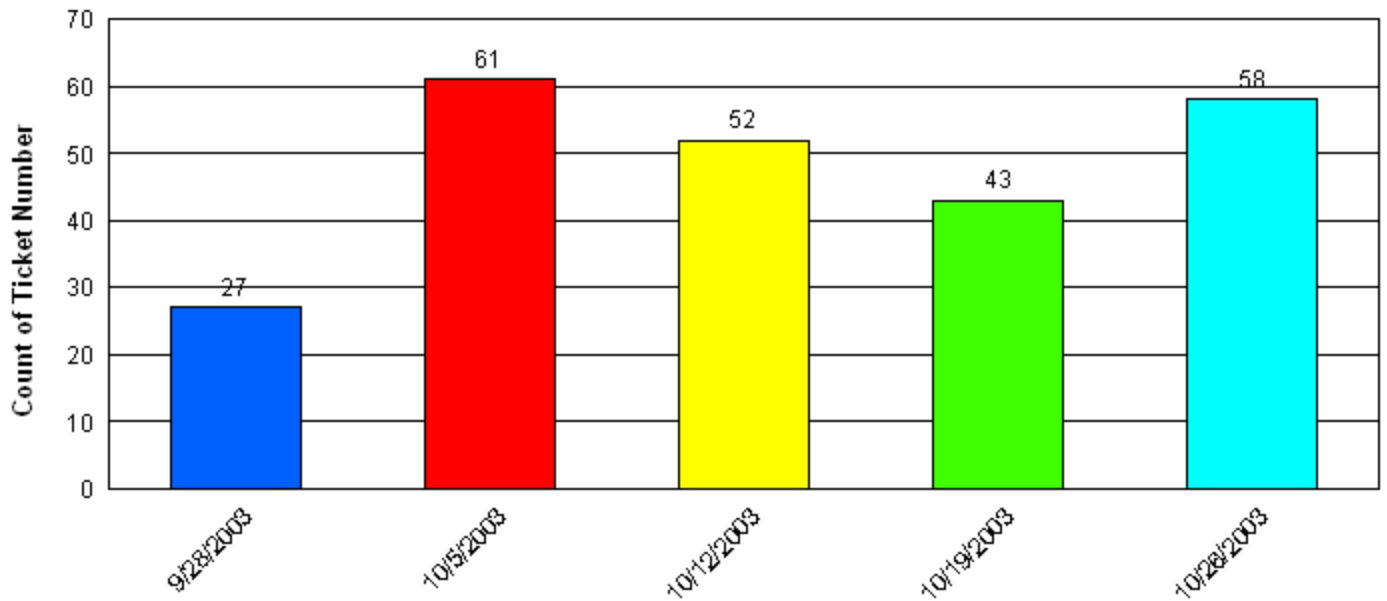
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000074180	10/07/2003	Windows Workstation Problem fa446
Ticket Number:	0000074577	10/12/2003	Unable to print to Psychology computer
Ticket Number:	0000074604	10/13/2003	Scanner driver installl
Ticket Number:	0000074630	10/13/2003	Users emails lost?
Ticket Number:	0000074911	10/16/2003	ACIV 215: constantly boots in safe mode
Ticket Number:	0000074910	10/16/2003	Win98 Machine not booting, mp 403
Ticket Number:	0000074908	10/16/2003	HP950C local printer sometimes prints pages of jibberish chem106
Ticket Number:	0000074905	10/16/2003	Connectivity issues trc4.070
Ticket Number:	0000074840	10/15/2003	Novell install on laptop in UC 205E
Ticket Number:	0000074839	10/15/2003	SPSS install in UC 205E
Ticket Number:	0000074837	10/15/2003	computer install for 'pmollen' ad509
Ticket Number:	0000074824	10/15/2003	Work Order Request bs456
Ticket Number:	0000074736	10/14/2003	sound not working fa537
Ticket Number:	0000075007	10/17/2003	Failed Attachment Opening; Phys Plant 105
Ticket Number:	0000074967	10/16/2003	Rolldown computer setup lib216a
Ticket Number:	0000074715	10/14/2003	Novell password reset uc207b
Ticket Number:	0000074712	10/14/2003	Install local printer
Ticket Number:	0000074703	10/14/2003	Work Order Request ad402
Ticket Number:	0000074726	10/14/2003	PC relocate and reinstall RAC 304.
Ticket Number:	0000074315	10/08/2003	PC Errors/bad performance; Physics 319
Ticket Number:	0000073710	10/01/2003	remedy client install and demo sc4th
Ticket Number:	0000073954	10/03/2003	Windows XP format/install, alumni
Ticket Number:	0000073920	10/03/2003	Local Printer not printing, admin 907
Ticket Number:	0000073910	10/03/2003	Alumni House; can't login to local workstation
Ticket Number:	0000073909	10/03/2003	McAfee using 99% of CPU when outlook open, library 250
Ticket Number:	0000074087	10/06/2003	Modifications to computer logon authorization chem106
Ticket Number:	0000073822	10/02/2003	Workstation account creation fa437
Ticket Number:	0000073812	10/02/2003	Work Order Request ad614
Ticket Number:	0000073791	10/02/2003	New Computer, can't login to Novell uc201
Ticket Number:	0000073719	10/01/2003	setup for laptop for off-campus acad345b
Ticket Number:	0000074161	10/07/2003	software install for faculty fa460
Ticket Number:	0000075398	10/22/2003	info32.exe error; Phys Plant 104
Ticket Number:	0000074032	10/06/2003	Problems with Recycle Bin comm1b04

Create
Date

Short Description

Count of Ticket Number / Create Date

For Desktop Support



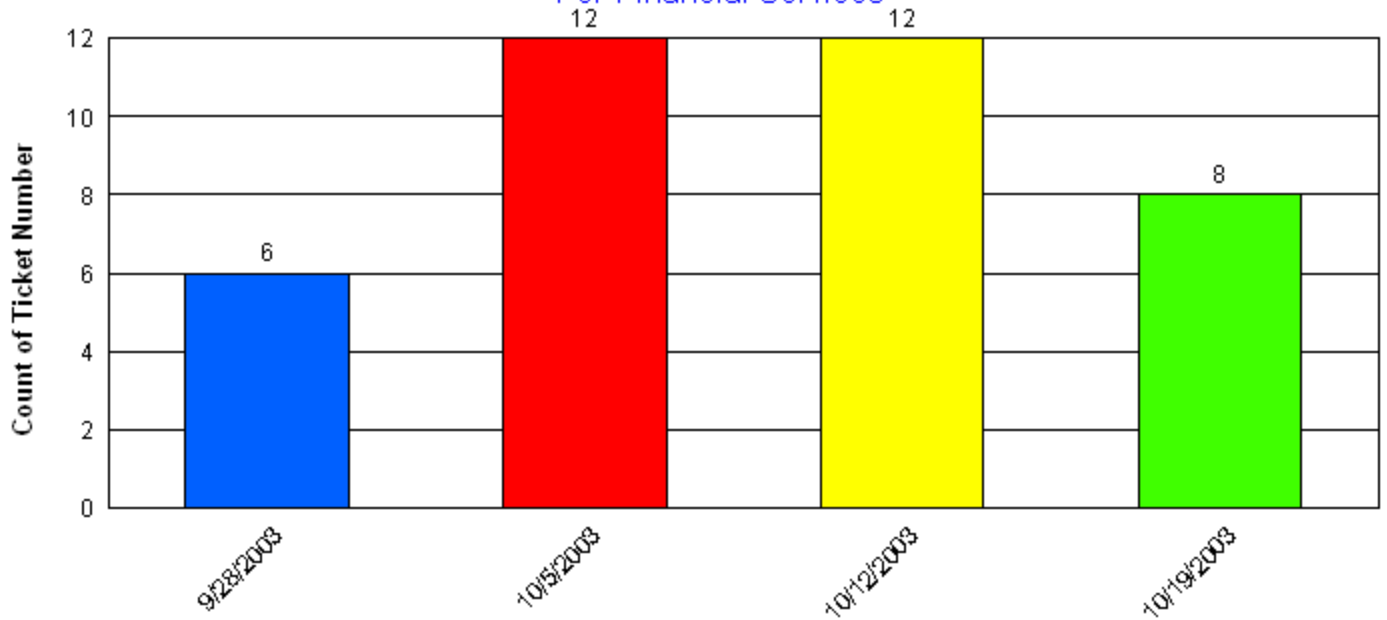
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Financial Services	Total:	38	
mbogus1		Total: 1	
Closed		Total: 1	
Ticket Number:	0000074777	10/14/2003	User disappeared
rpreston		Total: 1	
Closed		Total: 1	
Ticket Number:	0000074917	10/16/2003	PS Statement of Payroll Charges Error -- Center for History Educatio
weller		Total: 36	
Closed		Total: 36	
Ticket Number:	0000074612	10/13/2003	receipts
Ticket Number:	0000074614	10/13/2003	PO #71
Ticket Number:	0000074641	10/13/2003	add me
Ticket Number:	0000075025	10/17/2003	Retriever Reporting
Ticket Number:	0000075034	10/17/2003	University of Connecticut
Ticket Number:	0000074862	10/15/2003	Duplicate Vendor Payment
Ticket Number:	0000074861	10/15/2003	PeopleSoft
Ticket Number:	0000074801	10/15/2003	Reallocation
Ticket Number:	0000074762	10/14/2003	Receipt
Ticket Number:	0000074758	10/14/2003	Procurement Card Question
Ticket Number:	0000073684	10/01/2003	?/Problem with PO 25 or 52????
Ticket Number:	0000073665	10/01/2003	Julio T. Bacmeister
Ticket Number:	0000073773	10/02/2003	Printing po's
Ticket Number:	0000074044	10/06/2003	Attempting to reconcile credit card reports
Ticket Number:	0000073855	10/02/2003	GEST-Hampton University invoices
Ticket Number:	0000073873	10/02/2003	P-card allocation changed?
Ticket Number:	0000073819	10/02/2003	Error on reconciling, wont accept "Main" as valid activity
Ticket Number:	0000074136	10/07/2003	Activity ID question
Ticket Number:	0000074148	10/07/2003	Problem with P-Card Reallocation
Ticket Number:	0000074184	10/07/2003	Chartfield
Ticket Number:	0000074160	10/07/2003	Print POs
Ticket Number:	0000074471	10/10/2003	AP Module Slow
Ticket Number:	0000074468	10/10/2003	FW: people soft e-mail
Ticket Number:	0000074399	10/09/2003	PCard access
Ticket Number:	0000074378	10/09/2003	Receiver
Ticket Number:	0000074367	10/09/2003	Request to change userid
Ticket Number:	0000074345	10/09/2003	Printing PO's
Ticket Number:	0000074155	10/07/2003	Print PO
Ticket Number:	0000075130	10/20/2003	Work Order Request
Ticket Number:	0000075357	10/22/2003	PCARD Reallocation error
Ticket Number:	0000075359	10/22/2003	Vouchers Inquiry
Ticket Number:	0000075342	10/22/2003	Re: PO 209 (fwd)
Ticket Number:	0000075244	10/21/2003	Nick Kelly's access to Grants
Ticket Number:	0000075243	10/21/2003	Missing tab on Finance/Grants
Ticket Number:	0000075341	10/22/2003	PCARD Charge Error Suspected
Ticket Number:	0000075233	10/21/2003	Cannot print page

Create
Date

Short Description

Count of Ticket Number / Create Date

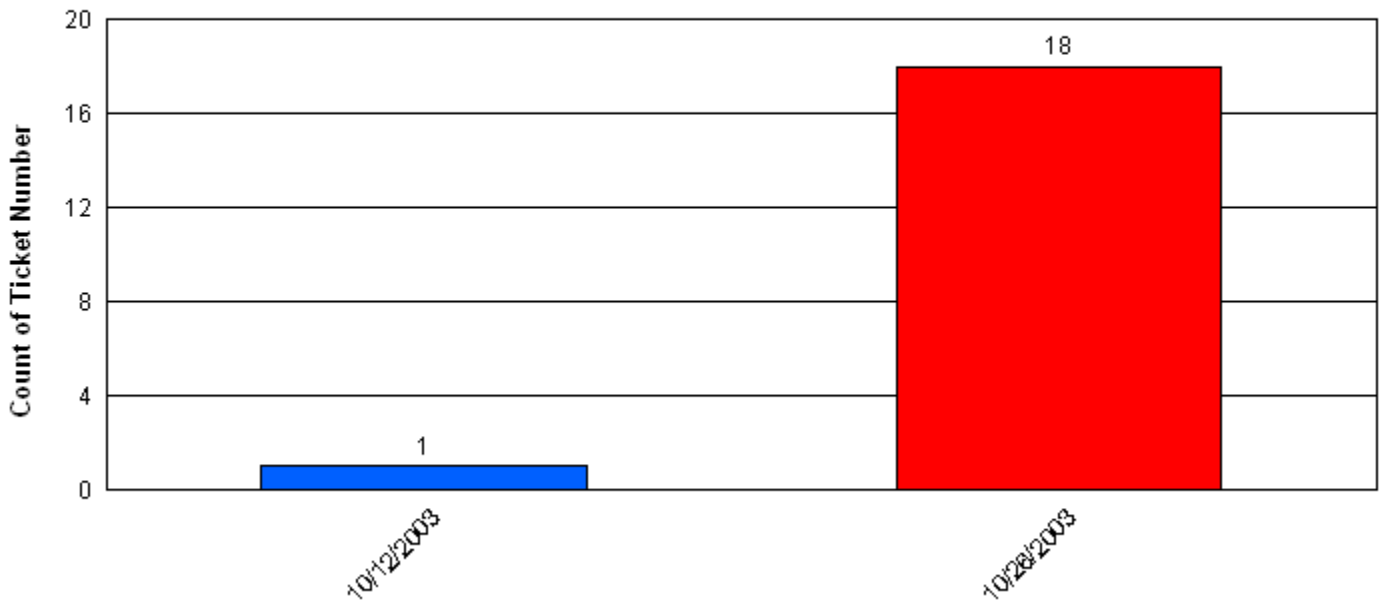
For Financial Services



		<u>Create</u>	<u>Short Description</u>
Financial Services: Peo		<u>Date</u>	
Total:		19	
cnewton		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000075901	10/30/2003	Budget Office Position Request Form
mbogus1		<u>Total:</u>	3
Closed		<u>Total:</u>	3
Ticket Number:	0000075692	10/28/2003	Mapping Error / JV Error
Ticket Number:	0000075935	10/30/2003	Retriever help
Ticket Number:	0000075703	10/28/2003	Retriever Question
rpreston		<u>Total:</u>	4
Closed		<u>Total:</u>	4
Ticket Number:	0000075751	10/28/2003	Salary and fringe problems on grant 00000193
Ticket Number:	0000075790	10/29/2003	JVs
Ticket Number:	0000076025	10/31/2003	HX Load Request
Ticket Number:	0000074739	10/14/2003	Payroll Statements 1-5
weller		<u>Total:</u>	11
Closed		<u>Total:</u>	11
Ticket Number:	0000075993	10/31/2003	Receiver
Ticket Number:	0000075998	10/31/2003	retriever error message
Ticket Number:	0000076016	10/31/2003	Retriever Error Message
Ticket Number:	0000075995	10/31/2003	Retriever error
Ticket Number:	0000075605	10/27/2003	tree viewer
Ticket Number:	0000075812	10/29/2003	Retriever
Ticket Number:	0000075936	10/30/2003	Users in FSPRD that dont have LDAP entries
Ticket Number:	0000075801	10/29/2003	printing purchase orders
Ticket Number:	0000075700	10/28/2003	Retriever access denied
Ticket Number:	0000075742	10/28/2003	Location wrong on Deliv Loc List
Ticket Number:	0000075716	10/28/2003	Grant Report Question

Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



		<u>Create</u>	<u>Short Description</u>
Helpdesk	<u>Total:</u>	<u>Date</u>	
		807	
HD:Tape_Changes		<u>Total:</u>	4
Closed		<u>Total:</u>	4
Ticket Number:	0000075058	10/17/2003	Tape changes 10/17/03
Ticket Number:	0000075151	10/20/2003	Tape Changes 10/20/03
Ticket Number:	0000075362	10/22/2003	Tape Changes 10/22/03
Ticket Number:	0000073713	10/01/2003	Tape Changes for October 1, 2003
HelpDesk		<u>Total:</u>	40
Closed		<u>Total:</u>	40
Ticket Number:	0000073718	10/01/2003	account activation
Ticket Number:	0000073745	10/01/2003	Account cleanup assistance
Ticket Number:	0000073930	10/03/2003	customer at 100% disk usage
Ticket Number:	0000073979	10/04/2003	dail-up problems from 410 number
Ticket Number:	0000073970	10/03/2003	password reset
Ticket Number:	0000073926	10/03/2003	96% usage but have cleaned up folders
Ticket Number:	0000073856	10/02/2003	access to HCST 100 and HCST100h
Ticket Number:	0000074655	10/13/2003	password reset for 'pamluba'
Ticket Number:	0000074995	10/17/2003	customer needed to walk-thru downloading software
Ticket Number:	0000074993	10/17/2003	looking for McAfee software
Ticket Number:	0000074994	10/17/2003	not able to locate McAfee from download area
Ticket Number:	0000074929	10/16/2003	password reset
Ticket Number:	0000074924	10/16/2003	new Library staff member needing an email account
Ticket Number:	0000074873	10/15/2003	myUMBC account creation
Ticket Number:	0000075046	10/17/2003	password reset for 'guitm1'
Ticket Number:	0000075085	10/18/2003	customer unable to connect via dial-up
Ticket Number:	0000075093	10/18/2003	over quota
Ticket Number:	0000075384	10/22/2003	Nestcape email problems
Ticket Number:	0000075412	10/23/2003	customer requesting quota increase
Ticket Number:	0000075488	10/24/2003	need quota increase
Ticket Number:	0000075489	10/24/2003	select all messages in Trash
Ticket Number:	0000075447	10/23/2003	customer needs quota increase
Ticket Number:	0000075382	10/22/2003	Password reset for jstovall
Ticket Number:	0000075186	10/20/2003	Password reset for 'bcoch'
Ticket Number:	0000075245	10/21/2003	over quota
Ticket Number:	0000074156	10/07/2003	cshrc file missing
Ticket Number:	0000074393	10/09/2003	customer is a TA and needs add'l quota for projects submitted
Ticket Number:	0000074173	10/07/2003	over quota
Ticket Number:	0000074484	10/10/2003	password reset for zhaoxia
Ticket Number:	0000074473	10/10/2003	files in inbox disappeared
Ticket Number:	0000074416	10/09/2003	Assistance in quota cleaning
Ticket Number:	0000075606	10/27/2003	publishing personal web
Ticket Number:	0000075835	10/29/2003	had 3 messages @5Mb each
Ticket Number:	0000075914	10/30/2003	over quota
Ticket Number:	0000075911	10/30/2003	configure Netscape 7.0 for UMBC mail
Ticket Number:	0000075833	10/29/2003	tar'ing files in account
Ticket Number:	0000075826	10/29/2003	password reset for 'edavis4'
Ticket Number:	0000075827	10/29/2003	local printer still blinking
Ticket Number:	0000075831	10/29/2003	Password Reset for kdroy1
Ticket Number:	0000075687	10/28/2003	not getting messages

akhant1

Create
Date
Total:

65

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
Ticket Number: 0000075507	10/24/2003	65	Work Order Request
Ticket Number: 0000075933	10/30/2003		disk usage
Ticket Number: 0000075909	10/30/2003		problem about my email account
Ticket Number: 0000075864	10/29/2003		quota shows as 0% used
Ticket Number: 0000075851	10/29/2003		Work Order Request
Ticket Number: 0000075748	10/28/2003		Help!!!
Ticket Number: 0000075636	10/27/2003		Quark Express install (Fine arts 509)
Ticket Number: 0000075518	10/24/2003		Quota Increase for student
Ticket Number: 0000075597	10/27/2003		10/27 Tape Change.
Ticket Number: 0000075564	10/26/2003		disk usage
Ticket Number: 0000075556	10/25/2003		Quota Increase for Faculty Customer
Ticket Number: 0000075562	10/25/2003		Macromedia MAX 2003: Top 10 Reasons to Join Us
Ticket Number: 0000075961	10/30/2003		Lab Check 6pm 10/30/03
Ticket Number: 0000075966	10/30/2003		Lab Check 10.30.2003 10pm
Ticket Number: 0000076047	10/31/2003		Work Order Request
Ticket Number: 0000076044	10/31/2003		Quota increase for vis art student
Ticket Number: 0000076019	10/31/2003		Mark this staff member as active staff
Ticket Number: 0000075964	10/30/2003		005 Lab Check 10.30.2003 9:20pm
Ticket Number: 0000075970	10/31/2003		Lab Check 12:30a 10-30-03
Ticket Number: 0000075975	10/31/2003		Lab Check 10-31 6.30
Ticket Number: 0000075965	10/30/2003		Work Order Request
Ticket Number: 0000075972	10/31/2003		Lab Check 2.30 10-31
Ticket Number: 0000074108	10/06/2003		[Fwd: Re: Opening Excel files with home computer (fwd)]
Ticket Number: 0000074304	10/08/2003		quota increase
Ticket Number: 0000074344	10/09/2003		Quota increase request.
Ticket Number: 0000074508	10/10/2003		Work Order Request
Ticket Number: 0000074418	10/09/2003		Account Quota Increase so User can Delete emails
Ticket Number: 0000074437	10/10/2003		English Language Center-Pls. create new accounts
Ticket Number: 0000074272	10/08/2003		SPSS 11.5 loan
Ticket Number: 0000074198	10/07/2003		needs emails in inbox saved onto a cd-rom
Ticket Number: 0000074121	10/06/2003		Matlab, V.12
Ticket Number: 0000074988	10/17/2003		Hourly Check 3.30 10-17
Ticket Number: 0000074985	10/17/2003		Hourly Check 1.00 10-17
Ticket Number: 0000075045	10/17/2003		More user space
Ticket Number: 0000075478	10/24/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000075454	10/23/2003		Must Download Account Files
Ticket Number: 0000075429	10/23/2003		server error
Ticket Number: 0000075425	10/23/2003		faculty help needed
Ticket Number: 0000075415	10/23/2003		Can't see messages outside of Webmail
Ticket Number: 0000075265	10/21/2003		spss loan
Ticket Number: 0000075352	10/22/2003		Office XP cd loan
Ticket Number: 0000075188	10/20/2003		sas v 8 ; 4 cds loaned out
Ticket Number: 0000075056	10/17/2003		Disk Usage
Ticket Number: 0000074984	10/17/2003		Lab check 10-17-03 12:44am
Ticket Number: 0000074544	10/11/2003		commands for compiling
Ticket Number: 0000074605	10/13/2003		10/13 Tape change.
Ticket Number: 0000074980	10/16/2003		Lab check 10.16.2003 9pm
Ticket Number: 0000074989	10/17/2003		Hourly Check 4.15 10-17
Ticket Number: 0000074991	10/17/2003		Lab Check 10-17 6.30
Ticket Number: 0000075012	10/17/2003		laptop problem
Ticket Number: 0000074990	10/17/2003		Hourly Check 10-17 5.15
Ticket Number: 0000074986	10/17/2003		Labcheck 10-17 2.30
Ticket Number: 0000074971	10/16/2003		Lab Check 6:00pm 10/16/2003
Ticket Number: 0000074902	10/16/2003		Lab Check 10/16/2003 12 midnight

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000074883	10/15/2003	6PM Lab check
Ticket Number:	0000073944	10/03/2003	Quota Exceeded; no email receipt
Ticket Number:	0000073965	10/03/2003	Matlab CD checkout
Ticket Number:	0000074039	10/06/2003	10/06 Tape Change.
Ticket Number:	0000073993	10/04/2003	Account quota increase request
Ticket Number:	0000073983	10/04/2003	Request for Quota Increase
Ticket Number:	0000073962	10/03/2003	Quota Increase
Ticket Number:	0000073958	10/03/2003	Quota increase for staff member
Ticket Number:	0000074064	10/06/2003	Office XP CD Loan
Ticket Number:	0000073686	10/01/2003	customer lost points for lab discussion due to technical support
Ticket Number:	0000073946	10/03/2003	Student/Staff member requests quota increase

anna

Create

Date

Total: **294**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		294	
Ticket Number: 0000074973	10/16/2003		Webmail Navigation and possible quota breach
Ticket Number: 0000073683	10/01/2003		Customer not listed as active student
Ticket Number: 0000074671	10/13/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000073709	10/01/2003		create remedy account
Ticket Number: 0000073708	10/01/2003		Cadence account request.
Ticket Number: 0000073707	10/01/2003		PD Refund for sonyang1
Ticket Number: 0000073706	10/01/2003		No subject
Ticket Number: 0000073696	10/01/2003		(no subject)
Ticket Number: 0000073681	10/01/2003		increase quota
Ticket Number: 0000073659	10/01/2003		Blocking Email Addresses
Ticket Number: 0000073653	10/01/2003		Lab Check 10.1.2003 6:30a
Ticket Number: 0000073839	10/02/2003		Email address expiring?
Ticket Number: 0000073798	10/02/2003		internet account access
Ticket Number: 0000073793	10/02/2003		quota increase request
Ticket Number: 0000073761	10/02/2003		Lab Check 10-2-2003 12am
Ticket Number: 0000073760	10/01/2003		my umbc account
Ticket Number: 0000073755	10/01/2003		No subject
Ticket Number: 0000073754	10/01/2003		9pm lab check
Ticket Number: 0000073751	10/01/2003		Mail Forwarding
Ticket Number: 0000073746	10/01/2003		Lab Check 10/01/03 6pm
Ticket Number: 0000073735	10/01/2003		Blackboard Update
Ticket Number: 0000073652	10/01/2003		Lab Check 10.1.2003 2:30am
Ticket Number: 0000074060	10/06/2003		Quota Increase for student
Ticket Number: 0000074056	10/06/2003		Add groups to account
Ticket Number: 0000074028	10/06/2003		Massive, Rock-Solid Erections Within 60 Seconds!
Ticket Number: 0000074026	10/06/2003		Oracle Account
Ticket Number: 0000074020	10/05/2003		Remove Course from Blackboard
Ticket Number: 0000073942	10/03/2003		Work Order Request
Ticket Number: 0000073936	10/03/2003		Quota warning question
Ticket Number: 0000073929	10/03/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000073922	10/03/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000073919	10/03/2003		DiskQuota
Ticket Number: 0000073898	10/03/2003		please increase my quota
Ticket Number: 0000073889	10/03/2003		help with GI
Ticket Number: 0000073885	10/02/2003		About the product key
Ticket Number: 0000073883	10/02/2003		Blocking Question
Ticket Number: 0000073877	10/02/2003		Firewall Port Blocked
Ticket Number: 0000073854	10/02/2003		Name change
Ticket Number: 0000073853	10/02/2003		Name Change
Ticket Number: 0000073849	10/02/2003		Cadence account locked. Wants to submit project.
Ticket Number: 0000073843	10/02/2003		To: Anna
Ticket Number: 0000073820	10/02/2003		Gets 169 ip; Win98
Ticket Number: 0000073842	10/02/2003		Work Order Request
Ticket Number: 0000073810	10/02/2003		Unused blackboard organization removal
Ticket Number: 0000073805	10/02/2003		Laptop Connection to the Network
Ticket Number: 0000073789	10/02/2003		Quota increase request for oates
Ticket Number: 0000073772	10/02/2003		Work Order Request
Ticket Number: 0000073769	10/02/2003		Disk Usage
Ticket Number: 0000074457	10/10/2003		Rx: VICODIN is Here - Just Pennies per Tablet..... ety
Ticket Number: 0000074571	10/12/2003		Lab Check 1pm ECS 005
Ticket Number: 0000074573	10/12/2003		CSEE Mail Problem
Ticket Number: 0000074584	10/12/2003		005 Check 7pm 10/12/03
Ticket Number: 0000074753	10/14/2003		Novell
Ticket Number: 0000074791	10/14/2003		Disk Quota

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000074704	10/14/2003	User needs more storage space for email
Ticket Number:	0000074670	10/13/2003	directory info
Ticket Number:	0000074654	10/13/2003	Re-activating an email account
Ticket Number:	0000074642	10/13/2003	About accessing my directories ththrough WS-FTP
Ticket Number:	0000074638	10/13/2003	jduru1
Ticket Number:	0000074624	10/13/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000074621	10/13/2003	Email inquiry
Ticket Number:	0000074620	10/13/2003	stop mail from forwarding automatically
Ticket Number:	0000074615	10/13/2003	join the many Americans enlarging their penises! oifdspifdsop v
Ticket Number:	0000074601	10/13/2003	disk quota exceeded question
Ticket Number:	0000074852	10/15/2003	INVESTORS: TRHL - U.S. STOCK MARKET - Last Pick From \$.
Ticket Number:	0000074851	10/15/2003	INVESTORS: TRHL - U.S. STOCK MARKET - Last Pick From \$.
Ticket Number:	0000074844	10/15/2003	Work Order Request
Ticket Number:	0000074842	10/15/2003	Disk Quota
Ticket Number:	0000074826	10/15/2003	add to remedy group
Ticket Number:	0000074793	10/15/2003	Lab Check 10/15/2003 2:30am
Ticket Number:	0000074804	10/15/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000074797	10/15/2003	Lab check 10.15.2003 5:30am
Ticket Number:	0000074795	10/15/2003	junk mail
Ticket Number:	0000074794	10/15/2003	Land a job real quick-order a diploma! ..
Ticket Number:	0000074789	10/14/2003	Hourly LabCheck 10-14 20.00
Ticket Number:	0000074763	10/14/2003	Re: add-in (fwd)
Ticket Number:	0000074678	10/13/2003	Network Difficulties
Ticket Number:	0000075410	10/23/2003	logging out of webmail
Ticket Number:	0000074983	10/16/2003	005 Lab Check 10.16.2003 11:00pm
Ticket Number:	0000074982	10/16/2003	005 Lab Check 10.18.2003 10pm
Ticket Number:	0000075068	10/17/2003	Windows will not boot or dialup issue?
Ticket Number:	0000074954	10/16/2003	Creation of UMBC accounts
Ticket Number:	0000074950	10/16/2003	=?GB2312?B?q7UwsnPqPKvLeiuq8yrn6xNq7+saxvNu48Q==?=
Ticket Number:	0000074937	10/16/2003	Re: UMBC email accounts (fwd)
Ticket Number:	0000074925	10/16/2003	No subject
Ticket Number:	0000074903	10/16/2003	Rx: VICODIN is Here - Just Pennies per Tablet..... e
Ticket Number:	0000074901	10/15/2003	ECS 005 Lab Check 11pm
Ticket Number:	0000074895	10/15/2003	question about the account
Ticket Number:	0000074893	10/15/2003	Lab check 9pm Status
Ticket Number:	0000074888	10/15/2003	ECS 005 Lab Check 8pm
Ticket Number:	0000074886	10/15/2003	7pm ECS 005 Lab Check
Ticket Number:	0000074882	10/15/2003	Requesting Removal from Old Blackboard Courses
Ticket Number:	0000074974	10/16/2003	005 check 7:15 pm
Ticket Number:	0000074866	10/15/2003	email account creation
Ticket Number:	0000074429	10/09/2003	group discussion board
Ticket Number:	0000074904	10/16/2003	Rx: VICODIN is Here - Just Pennies per Tablet..... dn cltoi
Ticket Number:	0000074597	10/13/2003	Request for increase quota 15MB requested
Ticket Number:	0000074596	10/13/2003	Only for Macromedia Customers
Ticket Number:	0000074593	10/13/2003	Re: Yo
Ticket Number:	0000074592	10/12/2003	oracle accounts
Ticket Number:	0000074591	10/12/2003	refresh button
Ticket Number:	0000074589	10/12/2003	9 PM Lab check
Ticket Number:	0000074574	10/12/2003	ECS 005 Lab Check
Ticket Number:	0000075047	10/17/2003	i dont understand
Ticket Number:	0000074979	10/16/2003	005 check 8:45pm 10/16/2003
Ticket Number:	0000075071	10/17/2003	lab check 7p, 8p - 10/17
Ticket Number:	0000075090	10/18/2003	email account snafu
Ticket Number:	0000075115	10/19/2003	Lab Check 6pm 10/19/2003
Ticket Number:	0000075117	10/19/2003	005 check 10/19/2003 7:27pm

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000075407	10/23/2003	More Sperm pills. Come more and harder!
Ticket Number:	0000075379	10/22/2003	request
Ticket Number:	0000075368	10/22/2003	needs a blackboard account created for an adj faculty member
Ticket Number:	0000075360	10/22/2003	ePHARMACY - VIA.GRA, Soma, Celebrex - PRICES SLASHED.
Ticket Number:	0000075333	10/22/2003	Visio License.
Ticket Number:	0000075312	10/22/2003	Lab Check 10.22.2003 6am
Ticket Number:	0000075311	10/22/2003	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000075309	10/22/2003	Lab Check 10.22.2003 2:30am
Ticket Number:	0000075303	10/21/2003	Hourly Check 10-21 20.00
Ticket Number:	0000075295	10/21/2003	Labcheck 10-21 18.31
Ticket Number:	0000075327	10/22/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000075286	10/21/2003	Quota Increase
Ticket Number:	0000075269	10/21/2003	expunge print queue
Ticket Number:	0000075168	10/20/2003	squirrelmail question
Ticket Number:	0000075322	10/22/2003	Accessign my files off campas
Ticket Number:	0000075313	10/22/2003	Teacher E-mail Accounts for the TQB Program at UMBC (fwd)
Ticket Number:	0000075214	10/21/2003	11pm ECS 005 Lab Check
Ticket Number:	0000075300	10/21/2003	Hourly Check 10-21 19.00
Ticket Number:	0000075167	10/20/2003	squirrelmail question
Ticket Number:	0000075144	10/20/2003	Pc to Phone Service! SAVE!!! Ref: gkfs
Ticket Number:	0000075118	10/19/2003	Spyware problem
Ticket Number:	0000074587	10/12/2003	005 8PM lab check
Ticket Number:	0000074582	10/12/2003	Lab Check 6pm 10/12/03
Ticket Number:	0000075120	10/19/2003	9 PM Lab check
Ticket Number:	0000075119	10/19/2003	005 check 10/19/2003 8:40pm
Ticket Number:	0000075116	10/19/2003	No subject
Ticket Number:	0000075493	10/24/2003	question about deleting messages
Ticket Number:	0000075473	10/23/2003	What happened to all my messages?
Ticket Number:	0000075472	10/23/2003	ethernet connector not working!!!
Ticket Number:	0000075471	10/23/2003	Internet CD
Ticket Number:	0000075460	10/23/2003	disk quota
Ticket Number:	0000075464	10/23/2003	old course
Ticket Number:	0000075252	10/21/2003	Need to verfy email client settings
Ticket Number:	0000075236	10/21/2003	10/21 Tape change.
Ticket Number:	0000075223	10/21/2003	quota increase request
Ticket Number:	0000075218	10/21/2003	Get Free shipping! Curn like a porno star!
Ticket Number:	0000075213	10/21/2003	Lab Check ECS 005 10pm
Ticket Number:	0000075212	10/21/2003	Lab Check 9pm 10/20/2003
Ticket Number:	0000075211	10/21/2003	Lab Check 10/21/03 12am
Ticket Number:	0000075210	10/20/2003	Work Order Request
Ticket Number:	0000075205	10/20/2003	7 PM 005 Lab check
Ticket Number:	0000075204	10/20/2003	This will get you thousands of dollars, easily! No trick. Just read it. Y
Ticket Number:	0000075277	10/21/2003	PROTECT YOUR CHILDREN From Bad Language On Your TV..
Ticket Number:	0000075176	10/20/2003	request for quota increase
Ticket Number:	0000075175	10/20/2003	need quota increase
Ticket Number:	0000075173	10/20/2003	quota warning for my myUMBC account
Ticket Number:	0000075170	10/20/2003	ePHARMACY - VIA.GRA, Soma, Celebrex - HUGE DISCOUNTS.
Ticket Number:	0000075169	10/20/2003	squirrelmail question
Ticket Number:	0000075446	10/23/2003	Question: FORTUNE LOTTERY WINNER
Ticket Number:	0000075439	10/23/2003	Quota Warning
Ticket Number:	0000075315	10/22/2003	Customer is in the wrong blackboard course
Ticket Number:	0000075089	10/18/2003	lab check - 1pm - 10/18
Ticket Number:	0000075078	10/17/2003	Can not connect to ftp
Ticket Number:	0000075053	10/17/2003	quote getting too high
Ticket Number:	0000074900	10/15/2003	ECS 005 10pm lab check

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000074081	10/06/2003	Question
Ticket Number:	0000074095	10/06/2003	Returned mail: see transcript for details (fwd)
Ticket Number:	0000074809	10/15/2003	IMAP server connections
Ticket Number:	0000074168	10/07/2003	No subject
Ticket Number:	0000074147	10/07/2003	Delete emails
Ticket Number:	0000074135	10/07/2003	Work Order Request
Ticket Number:	0000074133	10/06/2003	Customer wishes to drop class from Blackboard
Ticket Number:	0000074130	10/06/2003	oracle account activation
Ticket Number:	0000074129	10/06/2003	Work Order Request
Ticket Number:	0000074477	10/10/2003	Work Order Request
Ticket Number:	0000074543	10/11/2003	No subject
Ticket Number:	0000074539	10/11/2003	not receiving any e-mail
Ticket Number:	0000074518	10/10/2003	Quota increase for staff
Ticket Number:	0000074499	10/10/2003	my csee mail
Ticket Number:	0000074502	10/10/2003	new UBMC account for Avraham Beltzer
Ticket Number:	0000075200	10/20/2003	6 PM Lab check
Ticket Number:	0000074488	10/10/2003	Tape Changes for 10/10
Ticket Number:	0000074476	10/10/2003	Work Order Request
Ticket Number:	0000074475	10/10/2003	Webmail Error
Ticket Number:	0000074467	10/10/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000074431	10/09/2003	group discussion board
Ticket Number:	0000074421	10/09/2003	Remote login problems
Ticket Number:	0000074400	10/09/2003	Email Problems Refer to ticket number 73699
Ticket Number:	0000074389	10/09/2003	DART Machine took 1 dollar
Ticket Number:	0000074825	10/15/2003	Work Order Request
Ticket Number:	0000074370	10/09/2003	I really don't know what to do?
Ticket Number:	0000074348	10/09/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000074343	10/09/2003	INVESTORS: TRHL - Last Pick From \$.45 to \$1.18..... ozyntsi
Ticket Number:	0000074339	10/09/2003	INVESTORS: TRHL - U.S. STOCK MARKET - Last Pick From \$.
Ticket Number:	0000074335	10/09/2003	Lab Check 10/9/2003 12am
Ticket Number:	0000074330	10/08/2003	No subject
Ticket Number:	0000074326	10/08/2003	9PM Lab check
Ticket Number:	0000074302	10/08/2003	Quota increase request for wzhu
Ticket Number:	0000074307	10/08/2003	disk quota notice
Ticket Number:	0000074300	10/08/2003	Tape Changes 10/8/03 2:45 pm
Ticket Number:	0000074293	10/08/2003	No subject
Ticket Number:	0000074292	10/08/2003	No subject
Ticket Number:	0000074286	10/08/2003	Expiration
Ticket Number:	0000074270	10/08/2003	ECS 122 PC 37: S Drive Problem
Ticket Number:	0000074268	10/08/2003	Mac Addresses, change assigned port
Ticket Number:	0000074267	10/08/2003	Quota Question
Ticket Number:	0000074263	10/08/2003	i have problem
Ticket Number:	0000074260	10/08/2003	Ticket #0000072713
Ticket Number:	0000074640	10/13/2003	About Novell account
Ticket Number:	0000074249	10/08/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000074246	10/08/2003	Lab Check 10.8.2003 6:30am
Ticket Number:	0000074244	10/08/2003	Lab Check 10.8.2003 2:30am
Ticket Number:	0000074240	10/08/2003	from?
Ticket Number:	0000074238	10/08/2003	labcheck for 9/7/2003, 9pm
Ticket Number:	0000074109	10/06/2003	matlab standalone licence
Ticket Number:	0000074100	10/06/2003	how can I forward my email?
Ticket Number:	0000074098	10/06/2003	seeking bibliographic software license
Ticket Number:	0000074101	10/06/2003	MAC Airport
Ticket Number:	0000075968	10/30/2003	The 30 Hour Wonder! 761411130
Ticket Number:	0000075969	10/31/2003	Shower your womans face with curn with these pills!

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000075973	10/31/2003	Fill her mouth with curn with these pills!
Ticket Number:	0000076052	10/31/2003	10/31 10PM Lab check.
Ticket Number:	0000076050	10/31/2003	lab check - 6pm - 10/31
Ticket Number:	0000076049	10/31/2003	help urgently! I called but no answer....
Ticket Number:	0000076027	10/31/2003	SAS CD Loan
Ticket Number:	0000075997	10/31/2003	Quota increase for faculty
Ticket Number:	0000075985	10/31/2003	Quota Increase Request for Staff Customer
Ticket Number:	0000075982	10/31/2003	Test of Email Receipt
Ticket Number:	0000075957	10/30/2003	problem about my email account
Ticket Number:	0000075978	10/31/2003	Request for incress
Ticket Number:	0000075971	10/31/2003	ePHARMACY - VIA.GRA, Soma, Celebrex - PRICES SLASHED.
Ticket Number:	0000075511	10/24/2003	faculty in need of help
Ticket Number:	0000075514	10/24/2003	disk usage issues
Ticket Number:	0000075513	10/24/2003	quota increase for jphill5
Ticket Number:	0000075860	10/29/2003	MY INBOX WAS EMPTIED OUT
Ticket Number:	0000075850	10/29/2003	I can't get online to submit my Project, help! It is due today...
Ticket Number:	0000075857	10/29/2003	Get Free shipping! Curn like a porno star!
Ticket Number:	0000075839	10/29/2003	Work Order Request
Ticket Number:	0000075837	10/29/2003	Accounts Receivable Aging
Ticket Number:	0000075836	10/29/2003	Cu.rn as much as a pr0n star! upto 500% more!
Ticket Number:	0000075834	10/29/2003	No subject
Ticket Number:	0000075765	10/28/2003	Lab Check 18.12 10-28
Ticket Number:	0000075756	10/28/2003	Work Order Request
Ticket Number:	0000075958	10/30/2003	PIN reset request
Ticket Number:	0000075956	10/30/2003	problem about my email account
Ticket Number:	0000075953	10/30/2003	Create DVDs in Your Own Home! 240229
Ticket Number:	0000075944	10/30/2003	testing for mike
Ticket Number:	0000075905	10/30/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000075885	10/30/2003	ePHARMACY - VIA.GRA, Soma, Celebrex - PRICES SLASHED.
Ticket Number:	0000075884	10/30/2003	No subject
Ticket Number:	0000075883	10/30/2003	Conference calls/best quality/7.9 cents per min. ibn
Ticket Number:	0000075879	10/29/2003	Fill her mouth with curn with these pills!
Ticket Number:	0000075877	10/29/2003	What is the problem with MY UMBC?
Ticket Number:	0000075876	10/29/2003	MY INBOX WAS EMPTIED OUT
Ticket Number:	0000075875	10/29/2003	Where are my email folders?
Ticket Number:	0000075870	10/29/2003	MY INBOX WAS EMPTIED OUT
Ticket Number:	0000075867	10/29/2003	MY INBOX WAS EMPTIED OUT
Ticket Number:	0000075866	10/29/2003	error getting into myumbc
Ticket Number:	0000075865	10/29/2003	error message and folder empty
Ticket Number:	0000075862	10/29/2003	Internal server error
Ticket Number:	0000075603	10/27/2003	Quota increase for faculty
Ticket Number:	0000075581	10/26/2003	Size does matter more than you think!!
Ticket Number:	0000075580	10/26/2003	Christmas is coming
Ticket Number:	0000075577	10/26/2003	9PM Lab check
Ticket Number:	0000075539	10/24/2003	lab check 10/24 6pm
Ticket Number:	0000075533	10/24/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000075531	10/24/2003	Re: Teacher E-mail Accounts for the TQB Program at UMBC (fwd)
Ticket Number:	0000075530	10/24/2003	Microsoft
Ticket Number:	0000075819	10/29/2003	remedy account creation
Ticket Number:	0000075817	10/29/2003	Get Free shipping! Curn like a porno star!
Ticket Number:	0000075807	10/29/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000075855	10/29/2003	Come as much as a pr0n star! upto 500% more!
Ticket Number:	0000075816	10/29/2003	myUMBC account
Ticket Number:	0000075796	10/29/2003	US Stock Market: PFDE - Last Picks .45 to 1.18....74 to 1.20...Ronnie
Ticket Number:	0000075795	10/29/2003	Fill her mouth with curn with these pills!

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000075656	10/27/2003	6PM lab check
Ticket Number:	0000075788	10/29/2003	Lab Check 10.29.2003 5:30a
Ticket Number:	0000075787	10/29/2003	Lab Check 10.29.2003 2:30a
Ticket Number:	0000075779	10/28/2003	Delete Blackboard Courses
Ticket Number:	0000075861	10/29/2003	internal server error
Ticket Number:	0000075734	10/28/2003	error on myumbc page??
Ticket Number:	0000075671	10/28/2003	Come as much as a pr0n star! upto 500% more!
Ticket Number:	0000075668	10/28/2003	Marketing Strategy
Ticket Number:	0000075667	10/28/2003	Lab Check 9pm 10/27/2003
Ticket Number:	0000075665	10/28/2003	Lab Check 10/28/03 12am
Ticket Number:	0000075659	10/27/2003	Rx - Valium, Xanax, Via.gra...dario
Ticket Number:	0000075654	10/27/2003	Tera Term(linux)
Ticket Number:	0000075653	10/27/2003	Re:Report - Make a Fortune On eBay
Ticket Number:	0000075635	10/27/2003	is my email account still full?
Ticket Number:	0000075631	10/27/2003	INVESTORS: Blue-Chip, Stock-Trading System---77% Return--
Ticket Number:	0000075528	10/24/2003	Add student to bb course
Ticket Number:	0000075526	10/24/2003	Bitte dringend zurückrufen
Ticket Number:	0000075525	10/24/2003	Rx - Valium, Xanax, Via.gra...lalita
Ticket Number:	0000075523	10/24/2003	Rx - Valium, Xanax, Via.gra...coralie
Ticket Number:	0000075522	10/24/2003	Quota Increase for Staff Member
anoop1		<u>Total:</u> 4	
Closed		<u>Total:</u> 4	
Ticket Number:	0000075725	10/28/2003	WinXP Office CD loan
Ticket Number:	0000074183	10/07/2003	Borrow office XP CD
Ticket Number:	0000073879	10/02/2003	User can only receive UMBC pages when they dial in
Ticket Number:	0000073966	10/03/2003	UMBC linux cd loan
ha2		<u>Total:</u> 7	
Closed		<u>Total:</u> 7	
Ticket Number:	0000073733	10/01/2003	Password reset request
Ticket Number:	0000074580	10/12/2003	Resnet not available
Ticket Number:	0000074972	10/16/2003	Beeping noise coming from the closet in the Lab 104a
Ticket Number:	0000074970	10/16/2003	User cannot access myUMBC
Ticket Number:	0000074880	10/15/2003	MS Office XP CD Checkout
Ticket Number:	0000075557	10/25/2003	Resnet connection unavailable
Ticket Number:	0000075874	10/29/2003	SPSS 11.5 CD checkout
jperron1		<u>Total:</u> 11	
Closed		<u>Total:</u> 11	
Ticket Number:	0000074233	10/07/2003	qolaron oquitation
Ticket Number:	0000074426	10/09/2003	Be Sure You Get Your Right Mail Messages 239827
Ticket Number:	0000074245	10/08/2003	FWD: Stop emails like this one..
Ticket Number:	0000075141	10/20/2003	Cadence1.gl.umbc.edu down again
Ticket Number:	0000075469	10/23/2003	Unable to access resnet.umbc.edu
Ticket Number:	0000074595	10/13/2003	YOUR AD SENT TO MILLIONS dsnosrtw
Ticket Number:	0000074600	10/13/2003	Virus Detected In Mail Sent To You! (fwd)
Ticket Number:	0000074792	10/15/2003	Spam Remedy kills all spam automatically! 239918
Ticket Number:	0000074606	10/13/2003	YOUR AD SENT TO MILLIONS ypza eui
Ticket Number:	0000074027	10/06/2003	Testing ntrogmxya
Ticket Number:	0000074049	10/06/2003	Customer getting 169 ip

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
kherna1	<u>Total:</u> 20	
Closed	<u>Total:</u> 20	
Ticket Number: 0000075261	10/21/2003	Campus wireless network
Ticket Number: 0000073762	10/02/2003	Lost Ring
Ticket Number: 0000074040	10/06/2003	5 Programs Loaned
Ticket Number: 0000073844	10/02/2003	removing attachments
Ticket Number: 0000074647	10/13/2003	trash folder
Ticket Number: 0000074966	10/16/2003	McAfee cd borrowed
Ticket Number: 0000075306	10/21/2003	Tapechanges 10.21.03
Ticket Number: 0000075406	10/23/2003	Lab Check 10/23/2003 12am
Ticket Number: 0000075430	10/23/2003	Borrowed Office XP 2CDs
Ticket Number: 0000075405	10/22/2003	10pm 005 lab check
Ticket Number: 0000075375	10/22/2003	UMBC linux loan
Ticket Number: 0000075403	10/22/2003	9pm Lab check 10-22-03
Ticket Number: 0000075397	10/22/2003	6PM lab check
Ticket Number: 0000075570	10/26/2003	Cleaning Account
Ticket Number: 0000075882	10/30/2003	Lab Check 12 midnight 10/30/2003
Ticket Number: 0000075878	10/29/2003	005 check 10:00 10-29-03
Ticket Number: 0000075871	10/29/2003	Labcheck 9pm 10-19-03
Ticket Number: 0000075663	10/27/2003	Problems with my account
Ticket Number: 0000075732	10/28/2003	SAS cd loan
Ticket Number: 0000075760	10/28/2003	login problem
kincaid	<u>Total:</u> 10	
Closed	<u>Total:</u> 10	
Ticket Number: 0000075370	10/22/2003	Employee needs HP/Reflections account.
Ticket Number: 0000074069	10/06/2003	Access to Peoplesoft
Ticket Number: 0000074252	10/08/2003	MVBM4023 Tape job
Ticket Number: 0000074088	10/06/2003	Re: Returned mail: see transcript for details
Ticket Number: 0000074169	10/07/2003	Dont know if need a ORACLE or grade book account
Ticket Number: 0000074154	10/07/2003	Create HP account for odachows
Ticket Number: 0000074909	10/16/2003	Burster in need of repair
Ticket Number: 0000073914	10/03/2003	New HP account.
Ticket Number: 0000073824	10/02/2003	Lock Peoplesoft access
Ticket Number: 0000073823	10/02/2003	lock HP account
mdol	<u>Total:</u> 3	
Closed	<u>Total:</u> 3	
Ticket Number: 0000075207	10/20/2003	Failed Resnet Connectivity; Patapsco 023
Ticket Number: 0000075607	10/27/2003	Offic XP CD Loan
Ticket Number: 0000075669	10/28/2003	Windows Office XP cd borrowed

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
moneill	<u>Total:</u> 17	
Closed	<u>Total:</u> 17	
Ticket Number: 0000075510	10/24/2003	Error Messages in remedy, unable to do anything
Ticket Number: 0000075922	10/30/2003	Customer unable to logon to novell
Ticket Number: 0000075550	10/25/2003	UMBC redhat CD loan
Ticket Number: 0000075521	10/24/2003	MS Office XP CD Loan
Ticket Number: 0000075050	10/17/2003	SPPS loan
Ticket Number: 0000075436	10/23/2003	UMBC Account Password Reset for jcodd1
Ticket Number: 0000075155	10/20/2003	Matlab CD loan
Ticket Number: 0000075257	10/21/2003	spss loan
Ticket Number: 0000074516	10/10/2003	Quota increase for student
Ticket Number: 0000074376	10/09/2003	Quota Increase for staff member
Ticket Number: 0000074504	10/10/2003	Quota Increase for faculty
Ticket Number: 0000074460	10/10/2003	Email full, needs quota increase to delete
Ticket Number: 0000074480	10/10/2003	Quota Increase for staff
Ticket Number: 0000074048	10/06/2003	Resnet customer not getting IP on his jack
Ticket Number: 0000074838	10/15/2003	UMBC Account Password Reset for atabas1
Ticket Number: 0000074841	10/15/2003	Quota Increase for staff
Ticket Number: 0000074919	10/16/2003	Quota increase for student
myers	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000074827	10/15/2003	MVBM4009 - Process before 7:30am
Ticket Number: 0000074660	10/13/2003	English Language Center-Pls. create a new account
Ticket Number: 0000075240	10/21/2003	afst 201 exam 2
Ticket Number: 0000075256	10/21/2003	Reflections Accounts: Gloria Holt
nevans1	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000075020	10/17/2003	Work Order Request
Ticket Number: 0000075715	10/28/2003	Work Order Request
Ticket Number: 0000073703	10/01/2003	Work Order Request
Ticket Number: 0000073705	10/01/2003	Work Order Request
nitinr1	<u>Total:</u> 13	
Closed	<u>Total:</u> 13	
Ticket Number: 0000074957	10/16/2003	Password reset
Ticket Number: 0000074174	10/07/2003	cd loan - matlab
Ticket Number: 0000073858	10/02/2003	MP201B; can't update virus definition
Ticket Number: 0000073738	10/01/2003	borrowed spss ; 1cd
Ticket Number: 0000074388	10/09/2003	Password reset request
Ticket Number: 0000074855	10/15/2003	Matlab CD loan
Ticket Number: 0000074978	10/16/2003	CD checkout UMBC redhat 1.1
Ticket Number: 0000074738	10/14/2003	SPSS CD loan
Ticket Number: 0000075746	10/28/2003	Cannot receive ip address
Ticket Number: 0000075187	10/20/2003	MATLAB Installation
Ticket Number: 0000075284	10/21/2003	Password Reset requested
Ticket Number: 0000075383	10/22/2003	ms office xp pro 2 cd's loaned
Ticket Number: 0000074384	10/09/2003	Matlab Windows version cd borrowed
noel	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000075288	10/21/2003	Office 2001 Mac borrowed

<u>rl</u>	<u>Create</u>	<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	
	<u>Total:</u> 25	
	<u>Total:</u> 25	
Ticket Number: 0000075082	10/18/2003	More testimonials later but first... j rffts eodf
Ticket Number: 0000075083	10/18/2003	Fwd: University special on toner.
Ticket Number: 0000075087	10/18/2003	IT WILL CHANGE YOUR LIFE! ajh
Ticket Number: 0000075538	10/24/2003	Asset Security Alert
Ticket Number: 0000074114	10/06/2003	SAS CD loan
Ticket Number: 0000074262	10/08/2003	New machine needs all files/folders copied from old machine
Ticket Number: 0000074312	10/08/2003	spss 11.5 loaned out, 1 cd
Ticket Number: 0000074333	10/08/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000075537	10/24/2003	No subject
Ticket Number: 0000075662	10/27/2003	Home Directory disappeared
Ticket Number: 0000075661	10/27/2003	Problems with my account
Ticket Number: 0000075727	10/28/2003	spss loan
Ticket Number: 0000075729	10/28/2003	US Stock Market: PFDE - Last Picks .45 to 1.18....74 to 1.20...caley
Ticket Number: 0000076051	10/31/2003	We'll just tell you who likes you!
Ticket Number: 0000074635	10/13/2003	GM Meeting...
Ticket Number: 0000074682	10/13/2003	=?GB2312?B?yq7UwsnPqPKvLeifq8yrv6xrG827jx?= Office cd for Mac os9 ; 1 cd loaned out + case
Ticket Number: 0000074644	10/13/2003	Free prescriptions, limited time offer 239892
Ticket Number: 0000074663	10/13/2003	Stamina RX
Ticket Number: 0000074745	10/14/2003	novell password reset
Ticket Number: 0000074735	10/14/2003	=?GB2312?B?yq7UwsnPqPKvLeifq8yrv6xrG827jx?= NEED A LOAN? How about 3.75% fixed mortgage rate
Ticket Number: 0000074737	10/14/2003	Want to be well hung ... like the P0rnstars, wmczt
Ticket Number: 0000074713	10/14/2003	Peoplesoft - A/R problem
Ticket Number: 0000074711	10/14/2003	ID#0000073341
Ticket Number: 0000074656	10/13/2003	
Ticket Number: 0000073939	10/03/2003	

<u>ramosm1</u>		<u>Create</u>	<u>Short Description</u>
<u>Closed</u>		<u>Date</u>	
		<u>Total:</u> 51	
		<u>Total:</u> 51	
Ticket Number:	0000073714	10/01/2003	Borrowed 4 SAS CDs
Ticket Number:	0000073770	10/02/2003	don't file for bankruptcy
Ticket Number:	0000073975	10/04/2003	YOUR AD SEdT TO MILaIONS za z
Ticket Number:	0000073990	10/04/2003	YOUR AD SEdT TO MILdIONS vd xii a wzxon
Ticket Number:	0000073994	10/04/2003	UNBELIEVABLp RESPONSE RATEf i
Ticket Number:	0000073980	10/04/2003	lfgmnuoyqhcta
Ticket Number:	0000073868	10/02/2003	Matlab CD loan
Ticket Number:	0000073825	10/02/2003	ppp setup
Ticket Number:	0000073800	10/02/2003	Service appointmet for LEFT PRINTER in 019
Ticket Number:	0000073768	10/02/2003	What you doing?
Ticket Number:	0000073915	10/03/2003	SAS v8.1 CD checkout
Ticket Number:	0000074634	10/13/2003	Quota increase request for account 'esol'
Ticket Number:	0000074679	10/13/2003	Dropping Resnet Connection; Harbor 164C
Ticket Number:	0000074845	10/15/2003	Quota increase for 'mcginty'
Ticket Number:	0000075039	10/17/2003	Visual Studio Professional Install for ITE 109B
Ticket Number:	0000074956	10/16/2003	SPSS 11.5 and SAS8 loan
Ticket Number:	0000074885	10/15/2003	Matlab
Ticket Number:	0000074859	10/15/2003	Tape changes 10/15/03
Ticket Number:	0000075963	10/30/2003	new email account
Ticket Number:	0000076053	10/31/2003	Boost Your Car's Gas Mileage 27%+.....azure
Ticket Number:	0000075512	10/24/2003	Tape Changes for 10/24
Ticket Number:	0000075541	10/24/2003	Come as much as a pr0n star! upto 500% more!
Ticket Number:	0000075544	10/25/2003	fw:Get ouf of debt , smile again
Ticket Number:	0000075548	10/25/2003	More Sperm pills. Come more and harder!
Ticket Number:	0000075543	10/25/2003	join the many Americans enlarging their penises!
Ticket Number:	0000075559	10/25/2003	With these pills you can shoot curn like a porn star!
Ticket Number:	0000075945	10/30/2003	matlab cd borrowed Windows
Ticket Number:	0000075908	10/30/2003	Please delete personal webpage
Ticket Number:	0000075859	10/29/2003	MS Office XP CD checkout
Ticket Number:	0000075777	10/28/2003	webmail
Ticket Number:	0000075542	10/25/2003	Everything in Inbox gone
Ticket Number:	0000074387	10/09/2003	email
Ticket Number:	0000074410	10/09/2003	Loan of SAS 8.1 CDs
Ticket Number:	0000074537	10/11/2003	No Pumps, Weights, Or Exercises 239846
Ticket Number:	0000074540	10/11/2003	Whats it doing?
Ticket Number:	0000074526	10/10/2003	HELP NEEDED
Ticket Number:	0000074521	10/10/2003	SAS CD checkout
Ticket Number:	0000074506	10/10/2003	Rx: VICODIN is Here - Just Pennies per Tablet..... yqljm
Ticket Number:	0000075048	10/17/2003	Get A Bachelor's Degree, Master's, or PhD - No Classes Necessary..
Ticket Number:	0000075067	10/17/2003	Mathematica, Maple 8, SAS CD Loans
Ticket Number:	0000075049	10/17/2003	Get A Bachelor's Degree, Master's, or PhD - No Classes Necessary..
Ticket Number:	0000075074	10/17/2003	I.nterest Rates are at their lowest point in 40 years!
Ticket Number:	0000075499	10/24/2003	email
Ticket Number:	0000075476	10/24/2003	US Stock Market: TRHL - Last Pick From .45 to 1.18...caresse
Ticket Number:	0000075475	10/23/2003	US Stock Market: TRHL - Last Pick From .45 to 1.18...hans
Ticket Number:	0000075400	10/22/2003	a.out command
Ticket Number:	0000075091	10/18/2003	FINANCIAL FREEDOM! c zbwjn
Ticket Number:	0000075077	10/17/2003	CASINO Online: Get \$1000 Just to Play - Win a FERRARI.....
Ticket Number:	0000075079	10/18/2003	Lower your payments today!
Ticket Number:	0000075075	10/17/2003	CASINO Online: Get \$1000 Just to Play - Win a FERRARI.....
Ticket Number:	0000075073	10/17/2003	Rates can't stay low forever, why wait???

<u>stcyr</u>	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
	Total:	42	
Resolved	Total:	1	
Ticket Number: 0000075868	10/29/2003		No subject
Closed	Total:	41	
Ticket Number: 0000075976	10/31/2003		Work Order Request
Ticket Number: 0000075977	10/31/2003		=?gb2312?B?08XQ473MsLjrnNK7zfi08r6h?=>
Ticket Number: 0000075624	10/27/2003		Quota increase request for kpanthal
Ticket Number: 0000075660	10/27/2003		Incorrect quota amount
Ticket Number: 0000075677	10/28/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000075634	10/27/2003		Internet troubles
Ticket Number: 0000075629	10/27/2003		needs a quota increase
Ticket Number: 0000075681	10/28/2003		More Sperm pills. Come more and harder!
Ticket Number: 0000075726	10/28/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000075937	10/30/2003		Needs increase quota 10MB
Ticket Number: 0000075899	10/30/2003		Upgrade Netscape to 7.1
Ticket Number: 0000075873	10/29/2003		error!!
Ticket Number: 0000075869	10/29/2003		Unable to get to myUMBC
Ticket Number: 0000075813	10/29/2003		Assist user in changing Novell password
Ticket Number: 0000075804	10/29/2003		SSH Script for dial-in to @alumni.umbc.edu (re: ID# 0000073753)
Ticket Number: 0000075684	10/28/2003		Ade Jagun needs more space for email.
Ticket Number: 0000075023	10/17/2003		increase staff quota
Ticket Number: 0000075026	10/17/2003		McAfee install/run
Ticket Number: 0000075346	10/22/2003		increase quota for cadence projects
Ticket Number: 0000075404	10/22/2003		webmail disk usage
Ticket Number: 0000075492	10/24/2003		question
Ticket Number: 0000075424	10/23/2003		quota increase request
Ticket Number: 0000075347	10/22/2003		Change password
Ticket Number: 0000074266	10/08/2003		Tape changes from 10/7
Ticket Number: 0000074385	10/09/2003		payroll #1
Ticket Number: 0000074470	10/10/2003		Ticket #0000074385
Ticket Number: 0000075017	10/17/2003		Netscape 7.1 saving username/pswd while attempting to dl McAfee
Ticket Number: 0000075328	10/22/2003		Quota Increase for CMPE student
Ticket Number: 0000074760	10/14/2003		two new accounts
Ticket Number: 0000074923	10/16/2003		Increase quota
Ticket Number: 0000074887	10/15/2003		Quota Increase Request
Ticket Number: 0000075999	10/31/2003		Win XP will not open programs
Ticket Number: 0000075992	10/31/2003		User nearing quota
Ticket Number: 0000074915	10/16/2003		Add new employee, create account
Ticket Number: 0000074037	10/06/2003		Work Order Request
Ticket Number: 0000073852	10/02/2003		Assist in account creation
Ticket Number: 0000074025	10/06/2003		No subject
Ticket Number: 0000073742	10/01/2003		Quota increase for faculty member
Ticket Number: 0000073680	10/01/2003		quota increase in order to delete files
Ticket Number: 0000073727	10/01/2003		increase quota for file deletions
Ticket Number: 0000074035	10/06/2003		Work Order Request

talder1

Create

Date

Total: **152**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		152	
Ticket Number: 0000075579	10/26/2003		Ticket # 0000075478 - problem saving on S drive
Ticket Number: 0000073974	10/03/2003		10/03 Lab Check.
Ticket Number: 0000073891	10/03/2003		Labcheck on 10-3 @ 2.30
Ticket Number: 0000074012	10/05/2003		lab check - 6pm - 10/5
Ticket Number: 0000074007	10/05/2003		Problem Logging into FTP
Ticket Number: 0000074003	10/05/2003		Lab Check 10/5/2003 12pm
Ticket Number: 0000073995	10/04/2003		Lab Check 10/4/03 9 PM
Ticket Number: 0000073988	10/04/2003		Lab Check 10/4/03 6pm
Ticket Number: 0000073987	10/04/2003		Lab Check 10/4/2003: 4pm
Ticket Number: 0000073981	10/04/2003		Lab Check 10/4/03 12 noon
Ticket Number: 0000073977	10/04/2003		question
Ticket Number: 0000074022	10/06/2003		Labcheck 10.5 1500hrs
Ticket Number: 0000074018	10/05/2003		9PM Lab check
Ticket Number: 0000074014	10/05/2003		question??
Ticket Number: 0000073971	10/03/2003		lab check - 6pm
Ticket Number: 0000073699	10/01/2003		please check his webmail
Ticket Number: 0000073881	10/02/2003		Lab Check 10-2-2003 9:30p
Ticket Number: 0000073890	10/03/2003		Lab Check 10-2-03 12:30
Ticket Number: 0000073892	10/03/2003		LabCheck on 10-3 @ 6.30
Ticket Number: 0000073808	10/02/2003		restore file
Ticket Number: 0000073943	10/03/2003		UMBC Redhat CD loan
Ticket Number: 0000074545	10/11/2003		Lab Check 10/11 12 noon
Ticket Number: 0000074546	10/11/2003		ECS 005 Lab Check
Ticket Number: 0000074536	10/10/2003		10/10 10pm 005 Labcheck.
Ticket Number: 0000074555	10/11/2003		Lab Check 10/11/03 6pm
Ticket Number: 0000074551	10/11/2003		005 Lab Check 10/11/03 4 PM
Ticket Number: 0000074559	10/11/2003		005 Check 8:18pm 10/11/03
Ticket Number: 0000074602	10/13/2003		CAnnot cd to /pub/www
Ticket Number: 0000074560	10/11/2003		Lab Check 10/11/03 9 PM
Ticket Number: 0000074569	10/12/2003		Labcheck 10am 005
Ticket Number: 0000074566	10/12/2003		Labcheck 9am
Ticket Number: 0000074568	10/12/2003		Labcheck 11am 005
Ticket Number: 0000074567	10/12/2003		Labcheck 11pm 005
Ticket Number: 0000074565	10/12/2003		Lab Check 12noon 10/12/2003
Ticket Number: 0000074562	10/12/2003		raztle malode da ajkt
Ticket Number: 0000074550	10/11/2003		Lab Check 10/11/03 3 PM
Ticket Number: 0000074548	10/11/2003		ECS 005 Lab Check
Ticket Number: 0000074683	10/13/2003		quota increase Request
Ticket Number: 0000074687	10/13/2003		Account Quota increase request
Ticket Number: 0000074688	10/13/2003		Account Quota increase request
Ticket Number: 0000074689	10/13/2003		Lab Check 10pm
Ticket Number: 0000074677	10/13/2003		ECS 005 Lab Check
Ticket Number: 0000074661	10/13/2003		quota increase request
Ticket Number: 0000074648	10/13/2003		eckert@umbc.edu
Ticket Number: 0000074637	10/13/2003		quota
Ticket Number: 0000074626	10/13/2003		quotoa increase request
Ticket Number: 0000075072	10/17/2003		10/17 9pm labcheck.
Ticket Number: 0000074588	10/12/2003		Tapechange 10.12.03
Ticket Number: 0000074674	10/13/2003		6 PM Lab check
Ticket Number: 0000074692	10/13/2003		ECS 005 Lab Check 11pm
Ticket Number: 0000074782	10/14/2003		GL account quota
Ticket Number: 0000074783	10/14/2003		lab check 18.00 10-14
Ticket Number: 0000074773	10/14/2003		opy DVD's in 14 Languages! 239911
Ticket Number: 0000074756	10/14/2003		FW: Virus Detected In Mail Sent To You!

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000074751	10/14/2003	=?GB2312?B?yq7UwsnPqPKvLeiuFq8yrv6xrG827jx?=-
Ticket Number:	0000074743	10/14/2003	file format converter
Ticket Number:	0000074742	10/14/2003	Needs a quota increase
Ticket Number:	0000074786	10/14/2003	Hourly Check 10-14 19.00
Ticket Number:	0000074728	10/14/2003	Work Order Request
Ticket Number:	0000074694	10/14/2003	Lab Check 12am 10/14/03
Ticket Number:	0000074691	10/13/2003	Lab Check ECS 005 8pm
Ticket Number:	0000074690	10/13/2003	Lab Check 10/13/2003: 9pm
Ticket Number:	0000074585	10/12/2003	request for quota increase
Ticket Number:	0000074581	10/12/2003	Upon Approval, Our US Licensed Doctors will 239873
Ticket Number:	0000074579	10/12/2003	error with WINS CP
Ticket Number:	0000074575	10/12/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000074533	10/10/2003	Hour Check 20.00 10-10
Ticket Number:	0000074552	10/11/2003	005 Lab Check 10/11/03 4:45 PM
Ticket Number:	0000074557	10/11/2003	005 Check 7:08pm 10/11/03
Ticket Number:	0000074432	10/10/2003	Lab closing report
Ticket Number:	0000074530	10/10/2003	Lab check 18.00 10-10
Ticket Number:	0000074122	10/06/2003	Lab Check 10/6/2003 6pm
Ticket Number:	0000074182	10/07/2003	Needs quota incress
Ticket Number:	0000074192	10/07/2003	ID#0000074106
Ticket Number:	0000074227	10/07/2003	over quoota and unable to fix
Ticket Number:	0000074127	10/06/2003	CIBRES PDM Textbook Has Arrived
Ticket Number:	0000074529	10/10/2003	005 Lab Check 10/10/03 5:30
Ticket Number:	0000074527	10/10/2003	005 Lab Check 10/10/03 5 PM
Ticket Number:	0000074435	10/10/2003	Lab Check 10-10 6.30
Ticket Number:	0000074433	10/10/2003	Lab Check 10-10 2.30
Ticket Number:	0000074428	10/09/2003	Lab Check 10.9.2003 9:30am
Ticket Number:	0000074424	10/09/2003	Lab check 10/09/2003
Ticket Number:	0000074327	10/08/2003	Work Order Request
Ticket Number:	0000074319	10/08/2003	SAS
Ticket Number:	0000074023	10/06/2003	labcheck Oct 6 0000hrs
Ticket Number:	0000074538	10/11/2003	J ECS 005 Lab Check 8am
Ticket Number:	0000074535	10/10/2003	10/10 9pm Lab Check.
Ticket Number:	0000074532	10/10/2003	Lab Check 10/10/03 7:20 PM
Ticket Number:	0000074228	10/07/2003	Help Me
Ticket Number:	0000074225	10/07/2003	Lab Check 18.00 10-7-03
Ticket Number:	0000074190	10/07/2003	Cannot delete item in mailbox through webmail
Ticket Number:	0000074176	10/07/2003	Please increase my quota. Re:QUOTA WARNING for your myUMB
Ticket Number:	0000074134	10/07/2003	Lab Check 10/7/03 12:00am
Ticket Number:	0000074128	10/06/2003	9PM lab check
Ticket Number:	0000074123	10/06/2003	how do I remove files from Desktop?
Ticket Number:	0000075096	10/18/2003	005 Lab Check 10/18/03 4PM
Ticket Number:	0000075097	10/18/2003	Lab Check 10/18/03 5 PM
Ticket Number:	0000075088	10/18/2003	lab check - 12 pm - 10/18
Ticket Number:	0000075100	10/18/2003	Lab Check 10/18/2003 6pm
Ticket Number:	0000075107	10/19/2003	Opening Labs 12.00 10-19
Ticket Number:	0000075109	10/19/2003	Hourly Check 10-19 13.47
Ticket Number:	0000075111	10/19/2003	Hourly Check 10-19 14.40
Ticket Number:	0000075108	10/19/2003	STOP PAYING For Your PAY-PER-VIEW, Movie Channels, Matur
Ticket Number:	0000075106	10/19/2003	forwarding
Ticket Number:	0000075105	10/19/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000075104	10/19/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000075103	10/18/2003	005 Lab Check 10/18/03 10 PM
Ticket Number:	0000075102	10/18/2003	Lab Check 10/18/03 9 PM
Ticket Number:	0000075101	10/18/2003	005 Check 7:20pm 10/18/2003

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000075094	10/18/2003	Account Quota increase request
Ticket Number:	0000075486	10/24/2003	Hourly Check 10-24 7.20
Ticket Number:	0000075485	10/24/2003	Lab Check 10-24 6.30
Ticket Number:	0000075484	10/24/2003	Hourly Check 10-24 5.25
Ticket Number:	0000075481	10/24/2003	Lab Check 10-24 2.30
Ticket Number:	0000075479	10/24/2003	Hourly Check 1.20 10-24
Ticket Number:	0000075477	10/24/2003	Lab check 12:30am 10-24-03
Ticket Number:	0000075474	10/23/2003	Lab Check 10.23.2003 10pm
Ticket Number:	0000075470	10/23/2003	Lab Check 10.23.2003 9pm
Ticket Number:	0000075463	10/23/2003	Lab Check 10/23/03 6pm
Ticket Number:	0000075301	10/21/2003	MEEC Microsoft Software Purchase - Office 2003
Ticket Number:	0000075290	10/21/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000075191	10/20/2003	Resnet incoming connection filtering
Ticket Number:	0000075190	10/20/2003	Virus Detected In Mail Sent To You! (fwd)
Ticket Number:	0000075189	10/20/2003	Virus Detected In Mail Sent To You! (fwd)
Ticket Number:	0000075070	10/17/2003	lab check : 6pm 10/17
Ticket Number:	0000075540	10/24/2003	10/24 9PM Lab Check.
Ticket Number:	0000075554	10/25/2003	Lab Check 10/25/03 3 PM
Ticket Number:	0000075560	10/25/2003	Lab Check 6pm 10/25/03
Ticket Number:	0000075563	10/25/2003	join the many Americans enlarging their penises! iu9er0wui9r
Ticket Number:	0000075568	10/26/2003	School Crisis Management
Ticket Number:	0000075571	10/26/2003	No subject
Ticket Number:	0000075483	10/24/2003	Hourly Check 10-24 4.20
Ticket Number:	0000075890	10/30/2003	Re: =?big5?Q?QUOTA=A0WARNING=A0for=A0your=A0myUMBC=
Ticket Number:	0000075782	10/28/2003	accept credit cards today 10 pg website included
Ticket Number:	0000075783	10/28/2003	accept credit cards today 10 pg website included
Ticket Number:	0000075775	10/28/2003	mail quota
Ticket Number:	0000075766	10/28/2003	Using SCP question
Ticket Number:	0000075763	10/28/2003	Traffic to your site
Ticket Number:	0000075781	10/28/2003	No subject
Ticket Number:	0000075759	10/28/2003	Get A Bachelor's Degree, Master's, or PhD - Classes Not Needed...c
Ticket Number:	0000075750	10/28/2003	Can I share this with you..
Ticket Number:	0000075704	10/28/2003	Eol on-line journal
Ticket Number:	0000075466	10/23/2003	005 Check 7:45pm 10/23/03
Ticket Number:	0000075572	10/26/2003	Lab Check 10/26/2003 12pm
Ticket Number:	0000075569	10/26/2003	School Crisis Management
Ticket Number:	0000075565	10/26/2003	Rx: VICODIN is Here - Just Pennies per Tablet...bud
Ticket Number:	0000075561	10/25/2003	005 check 7:04pm 10/25/03
Ticket Number:	0000075555	10/25/2003	Lab Check 12 noon
Ticket Number:	0000075573	10/26/2003	Lab Check 6pm 10/26/03
Ticket Number:	0000075566	10/26/2003	cgi script on windows server
Ticket Number:	0000076048	10/31/2003	help urgently!I called but no answer....
Ticket Number:	0000075482	10/24/2003	Hourly LabCheck 3.00 10-24

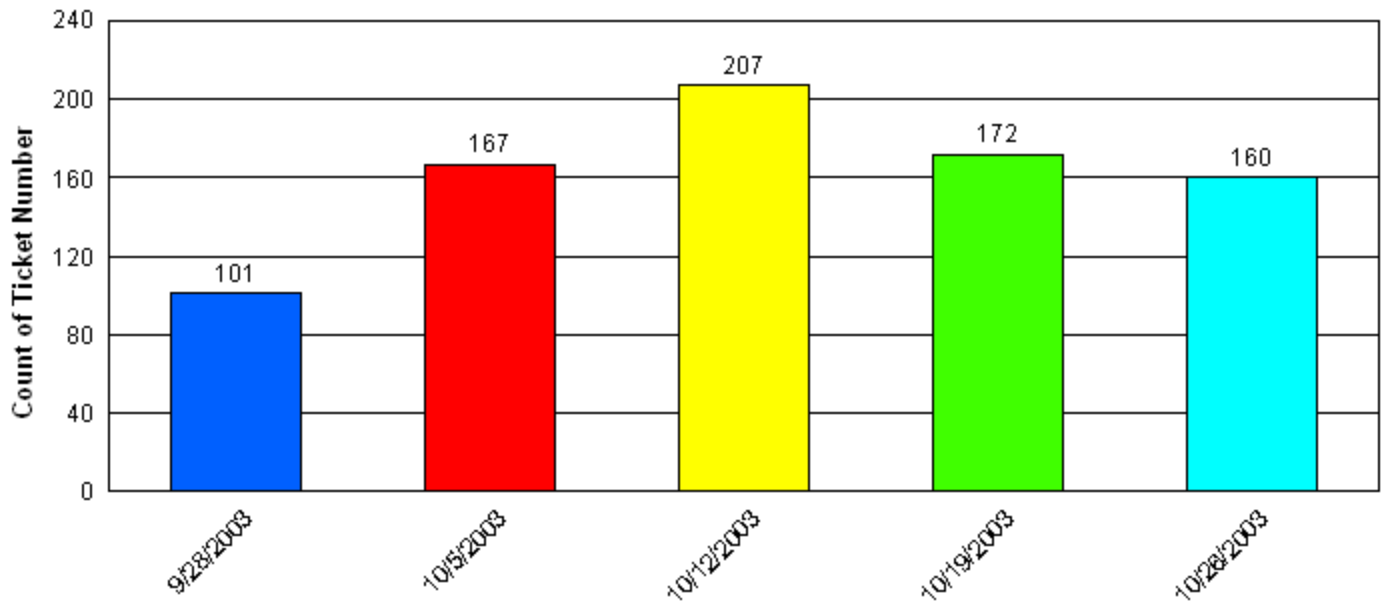
<u>whamil2</u>	<u>Create</u>	<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	
<u>Total:</u>	<u>Total:</u>	<u>40</u>
<u>40</u>	<u>40</u>	
Ticket Number: 0000075991	10/31/2003	UMBC Account Password Reset
Ticket Number: 0000076043	10/31/2003	Customer requested quota assistance
Ticket Number: 0000076014	10/31/2003	MS Visual Studio Pro Documentation CD checkout
Ticket Number: 0000075503	10/24/2003	UMBC Account Password Reset
Ticket Number: 0000075657	10/27/2003	Account Shell Issues
Ticket Number: 0000075649	10/27/2003	Failed Lab Login
Ticket Number: 0000075552	10/25/2003	Asset Security Alert
Ticket Number: 0000075551	10/25/2003	Asset Security Alert
Ticket Number: 0000075031	10/17/2003	Quota Assistance Request
Ticket Number: 0000075206	10/20/2003	Macintosh Script Request
Ticket Number: 0000075203	10/20/2003	Disk Quota Exceeded; can not delete emails
Ticket Number: 0000075451	10/23/2003	Office Xp Windows borrowed
Ticket Number: 0000075491	10/24/2003	Quota Increase for staff member
Ticket Number: 0000075402	10/22/2003	Email Forwarding Test
Ticket Number: 0000075395	10/22/2003	Failed Off Campus Internet Access; campuswide; Intranet access is fi
Ticket Number: 0000074073	10/06/2003	SPSS 11.5 CD Loan
Ticket Number: 0000074482	10/10/2003	UMBC Account Password Reset
Ticket Number: 0000074440	10/10/2003	Failed Lab Login
Ticket Number: 0000074328	10/08/2003	Wireless PDA question
Ticket Number: 0000074318	10/08/2003	Quota assistance
Ticket Number: 0000074277	10/08/2003	Borrowed Matlab Windows 12.1 2cds.
Ticket Number: 0000074126	10/06/2003	Quota Assistance
Ticket Number: 0000074124	10/06/2003	Resnet Connection; Harbor 432A
Ticket Number: 0000074664	10/13/2003	Quota assistance request
Ticket Number: 0000074673	10/13/2003	Quota assistance Request
Ticket Number: 0000074680	10/13/2003	Resnet is Down, Verified with noc2; 3 of 6 core servers down; all cor
Ticket Number: 0000074790	10/14/2003	720 error
Ticket Number: 0000074879	10/15/2003	Quota Assistance Request
Ticket Number: 0000075197	10/20/2003	Quota Assistance Request
Ticket Number: 0000075014	10/17/2003	Quota Assistance Request
Ticket Number: 0000075196	10/20/2003	Password Reset
Ticket Number: 0000074884	10/15/2003	Failed Linux Login
Ticket Number: 0000074877	10/15/2003	Password Reset
Ticket Number: 0000074675	10/13/2003	UMBC Account Password Reset
Ticket Number: 0000074414	10/09/2003	Mc Afee CD Checkout
Ticket Number: 0000074010	10/05/2003	Tape Changes for 10/5/2003
Ticket Number: 0000073938	10/03/2003	Inability to execute commands in unix shell
Ticket Number: 0000073934	10/03/2003	Tape Changes for 10/3
Ticket Number: 0000075035	10/17/2003	Quota Assistance Request
Ticket Number: 0000074547	10/11/2003	Tape Changes for 10/11

Create
Date

Short Description

Count of Ticket Number / Create Date

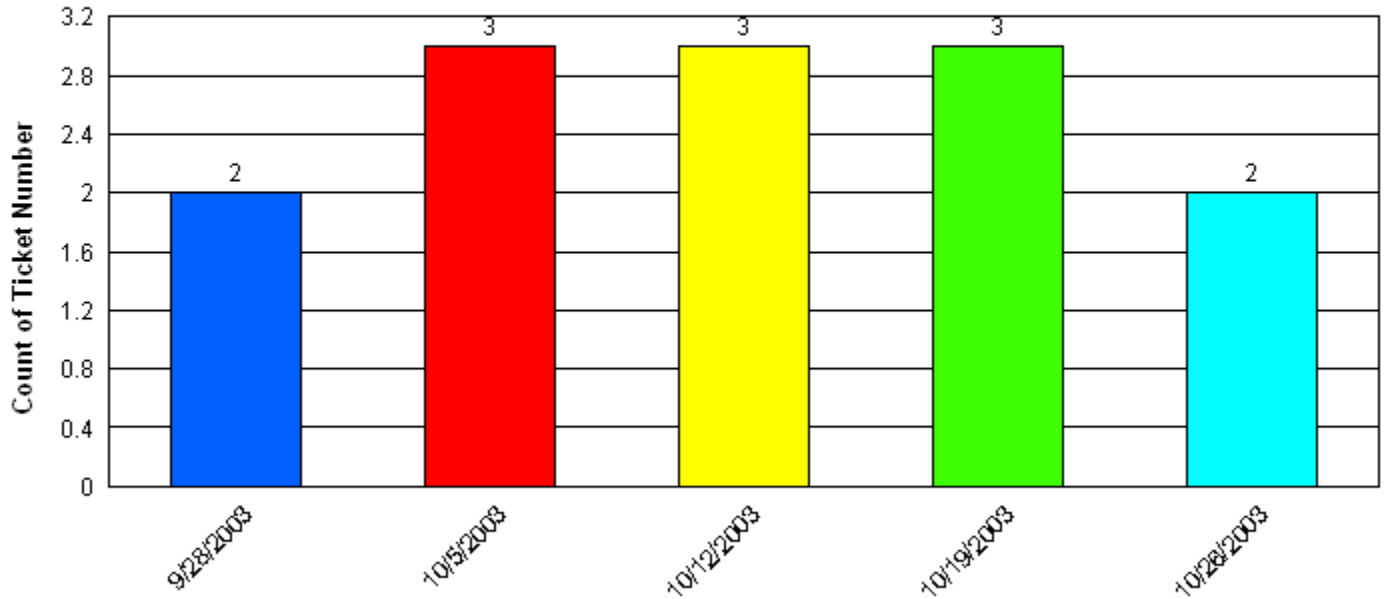
For Helpdesk



Human Resources		<u>Create</u>	<u>Short Description</u>
mcnamara		<u>Date</u>	
Total:		13	
Closed		Total:	13
Ticket Number:	0000075033	10/17/2003	Payroll Manual
Ticket Number:	0000073813	10/02/2003	Cert Cards for PPE 9/20
Ticket Number:	0000073671	10/01/2003	Payroll statements
Ticket Number:	0000074668	10/13/2003	Can't Get PAR Report Out of Peoplesoft
Ticket Number:	0000074867	10/15/2003	[Fwd: [Fwd: Missing Employee]]
Ticket Number:	0000074197	10/07/2003	job code
Ticket Number:	0000074357	10/09/2003	definition of the term additional job in HR peoplesoft
Ticket Number:	0000074534	10/10/2003	incorrect name in PeopleSoft database
Ticket Number:	0000075145	10/20/2003	Statement of Payroll Charges
Ticket Number:	0000075183	10/20/2003	Payroll Question
Ticket Number:	0000075373	10/22/2003	Hankuns vs. Hankus
Ticket Number:	0000075929	10/30/2003	name wrong in myUMBC
Ticket Number:	0000075738	10/28/2003	[Fwd: Position Data Summary]

Count of Ticket Number / Create Date

For Human Resources



		<u>Create</u>		<u>Short Description</u>
LAN	Total:	Date	98	
jesse		Total:	25	
Closed		Total:	25	
Ticket Number:	0000075621	10/27/2003		Novell account access
Ticket Number:	0000075613	10/27/2003		Customer needs DPET share mapped on his machine
Ticket Number:	0000075647	10/27/2003		I:\Database
Ticket Number:	0000075940	10/30/2003		new Novell account
Ticket Number:	0000075693	10/28/2003		Drive Access
Ticket Number:	0000075648	10/27/2003		Novell Account Creation
Ticket Number:	0000075066	10/17/2003		Customer needs access to Color LaserJet Printer.
Ticket Number:	0000075181	10/20/2003		novell account
Ticket Number:	0000075372	10/22/2003		Need new Novell acct for my lab
Ticket Number:	0000075112	10/19/2003		H Drive Quota Increase Request
Ticket Number:	0000075128	10/20/2003		Customer can not login to Novell
Ticket Number:	0000074230	10/07/2003		FW: h-drive
Ticket Number:	0000074298	10/08/2003		Novell password change for kirkpatr
Ticket Number:	0000074512	10/10/2003		Work Order Request
Ticket Number:	0000074071	10/06/2003		Novell Password Reset
Ticket Number:	0000075409	10/23/2003		new Novell account
Ticket Number:	0000074815	10/15/2003		Novell account creation for faculty
Ticket Number:	0000074033	10/06/2003		Name change
Ticket Number:	0000073688	10/01/2003		New Employee Needs Novell Account
Ticket Number:	0000074295	10/08/2003		Novell quota increase for bickel
Ticket Number:	0000073961	10/03/2003		Novell account creation for faculty member
Ticket Number:	0000073955	10/03/2003		Novell quota increase for mbogus1
Ticket Number:	0000073952	10/03/2003		Work Order Request
Ticket Number:	0000073835	10/02/2003		novell password reset
Ticket Number:	0000073814	10/02/2003		Novell Account Request

ostrove

Create

Date

Total: **66**

Short Description

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000074065	10/06/2003	66	Profile corrupt
Ticket Number: 0000073685	10/01/2003		Customer would like Banner sheets enabled
Ticket Number: 0000073673	10/01/2003		AMST HP not in Novell
Ticket Number: 0000073917	10/03/2003		Users new to Delta project room need accounts adjusted to provide a
Ticket Number: 0000073766	10/02/2003		Profile error
Ticket Number: 0000074724	10/14/2003		Novell account creation
Ticket Number: 0000073925	10/03/2003		Novell account needed
Ticket Number: 0000073872	10/02/2003		PowerPoint Issues (122, 104)
Ticket Number: 0000073871	10/02/2003		Novell account needs to be reactivated.
Ticket Number: 0000073848	10/02/2003		Novell Account password reset
Ticket Number: 0000073913	10/03/2003		New Novell account.
Ticket Number: 0000073828	10/02/2003		novell account creation
Ticket Number: 0000073809	10/02/2003		Joy Qian nees to access Novell printer.
Ticket Number: 0000073826	10/02/2003		Employee Ade ("Addy") Jagun needs access to Grants folder.
Ticket Number: 0000073722	10/01/2003		File being recreated in customers profile
Ticket Number: 0000074016	10/05/2003		User cannot log on/profile over quota
Ticket Number: 0000073956	10/03/2003		Novell Account Password Reset
Ticket Number: 0000073948	10/03/2003		All print jobs get stuck in queue, nothing printing from labs
Ticket Number: 0000073941	10/03/2003		Failed Profile load in PC lab
Ticket Number: 0000074759	10/14/2003		ECS 005 profile problems
Ticket Number: 0000074623	10/13/2003		Employee needs access to FS (I:) drive and folder.
Ticket Number: 0000074625	10/13/2003		Users unable to print to novell printer
Ticket Number: 0000074632	10/13/2003		network printer access - lan group
Ticket Number: 0000074818	10/15/2003		ECS 122 PowerPoint Issue
Ticket Number: 0000074872	10/15/2003		customer unable to log out from ECS 021 lab machine
Ticket Number: 0000075005	10/17/2003		Windows 2k profile issue
Ticket Number: 0000074947	10/16/2003		Novell account
Ticket Number: 0000074939	10/16/2003		profile not loading properly
Ticket Number: 0000074113	10/06/2003		Reset profile
Ticket Number: 0000074141	10/07/2003		users need to conn. to diff dept shared drive ad208
Ticket Number: 0000074215	10/07/2003		ecs 114; cannot use matlab, gets error: too many users
Ticket Number: 0000074226	10/07/2003		Please reset profile
Ticket Number: 0000074493	10/10/2003		New Novell account request.
Ticket Number: 0000074497	10/10/2003		New novell account request.
Ticket Number: 0000074362	10/09/2003		Novell Account Request
Ticket Number: 0000074269	10/08/2003		ECS 122 PC 33: no SPSS Loaded
Ticket Number: 0000074189	10/07/2003		ATTN: Steve Ostrove RE: ION
Ticket Number: 0000074151	10/07/2003		Please grant Stephen Mubita (username: stephen) access to directories
Ticket Number: 0000075438	10/23/2003		Novell account for staff
Ticket Number: 0000075515	10/24/2003		Novell Password Reset for staff
Ticket Number: 0000075393	10/22/2003		Profile Difficulties
Ticket Number: 0000075389	10/22/2003		Personal Files appearing on network drive
Ticket Number: 0000075380	10/22/2003		request
Ticket Number: 0000075721	10/28/2003		Remove Network Access
Ticket Number: 0000075363	10/22/2003		Increase capacity of H:\Finkelston 'User/User/Home/Artscien' (H)
Ticket Number: 0000075336	10/22/2003		Novell login problems, UC 207B
Ticket Number: 0000075299	10/21/2003		SPSS Production Facility Error
Ticket Number: 0000075289	10/21/2003		To: Steve Ostrove
Ticket Number: 0000075287	10/21/2003		Need to Create a Novell account
Ticket Number: 0000075437	10/23/2003		reset novell password
Ticket Number: 0000075250	10/21/2003		directory on Novell provost's drive I:
Ticket Number: 0000075194	10/20/2003		Duplex Printers for TRC group (CSEE Department)
Ticket Number: 0000075535	10/24/2003		Windows Profile Difficulties
Ticket Number: 0000075587	10/27/2003		Keyboard Errors

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000075616	10/27/2003	jduru1
Ticket Number:	0000075739	10/28/2003	cannot log in to novell.umbc.edu
Ticket Number:	0000075828	10/29/2003	Windows 2000 profile not loading.
Ticket Number:	0000075896	10/30/2003	MATLAB illegal instruction error, multiple users
Ticket Number:	0000075772	10/28/2003	Problems in FA001 and FA002
Ticket Number:	0000075717	10/28/2003	User's win profile is corrupted
Ticket Number:	0000075689	10/28/2003	reactivate account
Ticket Number:	0000075651	10/27/2003	Profile is not loading.
Ticket Number:	0000075637	10/27/2003	security access on a folder in shared drive
Ticket Number:	0000075610	10/27/2003	ATTN: Steve Ostrove RE: ION
Ticket Number:	0000075996	10/31/2003	needs to have access to the ESH shared drive, not ORL
Ticket Number:	0000076017	10/31/2003	New copier needs to be networked

vladimir

Total: 7

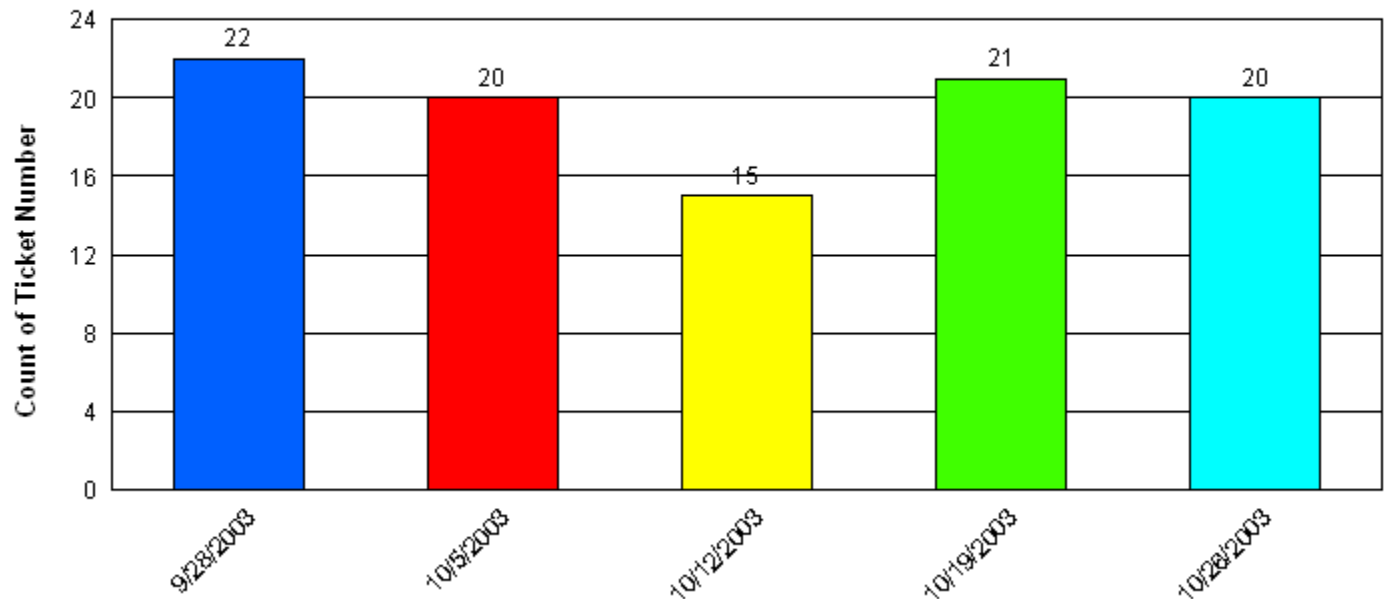
Closed

Total: 7

Ticket Number:	0000075502	10/24/2003	Novell Account Password Reset
Ticket Number:	0000075159	10/20/2003	Work Order Request
Ticket Number:	0000074221	10/07/2003	ECS 11: problem finding files saved on desktop
Ticket Number:	0000074305	10/08/2003	Mary Boguslaw needs access to an Accounting Printer.
Ticket Number:	0000074696	10/14/2003	Problem With File on Novell Drive
Ticket Number:	0000074727	10/14/2003	Cannot login through Web novell
Ticket Number:	0000074765	10/14/2003	Needs a quota increase for novell account.

Count of Ticket Number / Create Date

For LAN



		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
New Media	Total:	56		
darnold			Total:	9
Closed			Total:	9
Ticket Number:	0000074775	10/14/2003		Re: FYI: "Hybrid" Course Brown Bag & Hands-on Workshop (10/21)
Ticket Number:	0000074830	10/15/2003		Re: FYI: "Hybrid" Course Brown Bag & Hands-on Workshop (10/21)
Ticket Number:	0000073830	10/02/2003		Create "community" in Blackboard
Ticket Number:	0000074234	10/07/2003		Request For Organization
Ticket Number:	0000075149	10/20/2003		Payroll Manual
Ticket Number:	0000075340	10/22/2003		Blackboard Course, Reaching IN
Ticket Number:	0000075305	10/21/2003		Course requirements
Ticket Number:	0000075504	10/24/2003		Organization for Mechanical Engineering
Ticket Number:	0000075752	10/28/2003		adding instructors
fritz			Total:	6
Closed			Total:	6
Ticket Number:	0000075553	10/25/2003		blackboard help
Ticket Number:	0000075707	10/28/2003		today's change management discussion
Ticket Number:	0000075487	10/24/2003		EDUC 602 on My Courses
Ticket Number:	0000075441	10/23/2003		No subject
Ticket Number:	0000074731	10/14/2003		Re: FYI: "Hybrid" Course Brown Bag & Hands-on Workshop (10/21)
Ticket Number:	0000075125	10/20/2003		Request for URL change (Assign to Webdev)

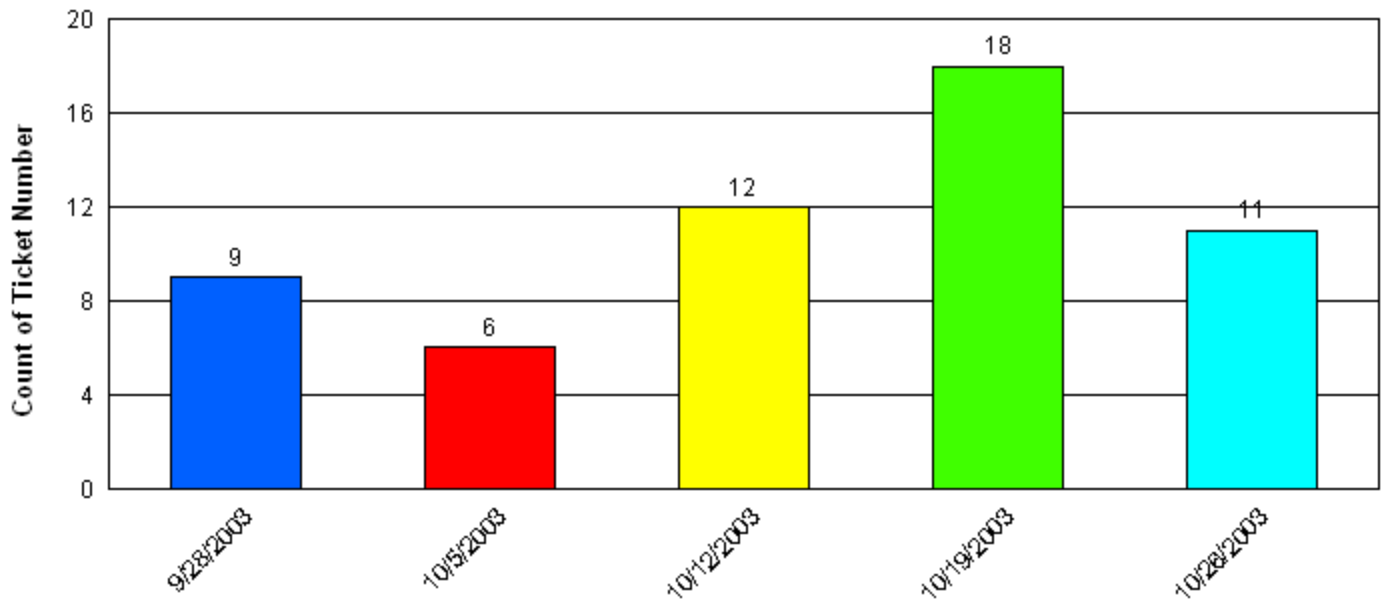
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
rarmstro			<u>Total:</u> 37	
	Closed		<u>Total:</u> 37	
Ticket Number:	0000074564	10/12/2003		Work Order Request
Ticket Number:	0000074590	10/12/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000074733	10/14/2003		Blackboard Error
Ticket Number:	0000074746	10/14/2003		Re: UMBC Blackboard Update: Making Courses "Available,"
Ticket Number:	0000074977	10/16/2003		FYS 101C Blackboard issues
Ticket Number:	0000074975	10/16/2003		Re: Course 'FYS101C_0101_FA2003' quota exceeded
Ticket Number:	0000074628	10/13/2003		Bb course PHYS321: write access for TA
Ticket Number:	0000074976	10/16/2003		No subject
Ticket Number:	0000073712	10/01/2003		blackboard problem
Ticket Number:	0000074050	10/06/2003		Request For Course
Ticket Number:	0000073967	10/03/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000073921	10/03/2003		RE: Course 'ENME301_0101_FA2003' quota exceeded
Ticket Number:	0000073867	10/02/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000073767	10/02/2003		about logging in blackboard
Ticket Number:	0000073850	10/02/2003		Complaint
Ticket Number:	0000075134	10/20/2003		FW: blackboard 5 down
Ticket Number:	0000075148	10/20/2003		blackboard will not allow "modify" command
Ticket Number:	0000075291	10/21/2003		adding students to a coursee
Ticket Number:	0000075232	10/21/2003		Adding a Zip File to a Blackboard Course
Ticket Number:	0000075440	10/23/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000075608	10/27/2003		[Fwd: Re: 125 blackboard]
Ticket Number:	0000075275	10/21/2003		Request for a blackboard site for ABET document library
Ticket Number:	0000075273	10/21/2003		Blackboard Demo: Assign to New Media: Blackboard
Ticket Number:	0000075247	10/21/2003		QQuestion on discussion groups
Ticket Number:	0000075199	10/20/2003		Can't get into class
Ticket Number:	0000074068	10/06/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000074066	10/06/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000074232	10/07/2003		Blackboard
Ticket Number:	0000074406	10/09/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000075545	10/25/2003		No subject
Ticket Number:	0000075881	10/29/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000075588	10/27/2003		Quota Increase Request
Ticket Number:	0000075582	10/27/2003		No subject
Ticket Number:	0000075880	10/29/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000075576	10/26/2003		Blackboard account creation for ART 251 Section 0101
Ticket Number:	0000075959	10/30/2003		Re: Course 'BIOL303_0101_FA2003' quota exceeded
Ticket Number:	0000075962	10/30/2003		Re: Course 'BIOL303_0101_FA2003' quota exceeded
vergil			<u>Total:</u> 4	
	Closed		<u>Total:</u> 4	
Ticket Number:	0000075674	10/28/2003		Request for URL change (Assign to Webdev)
Ticket Number:	0000073945	10/03/2003		Work Order Request
Ticket Number:	0000073927	10/03/2003		Access to mosaic web directory needed
Ticket Number:	0000074897	10/15/2003		Request for URL change (Assign to Webdev)

Create
Date

Short Description

Count of Ticket Number / Create Date

For New Media



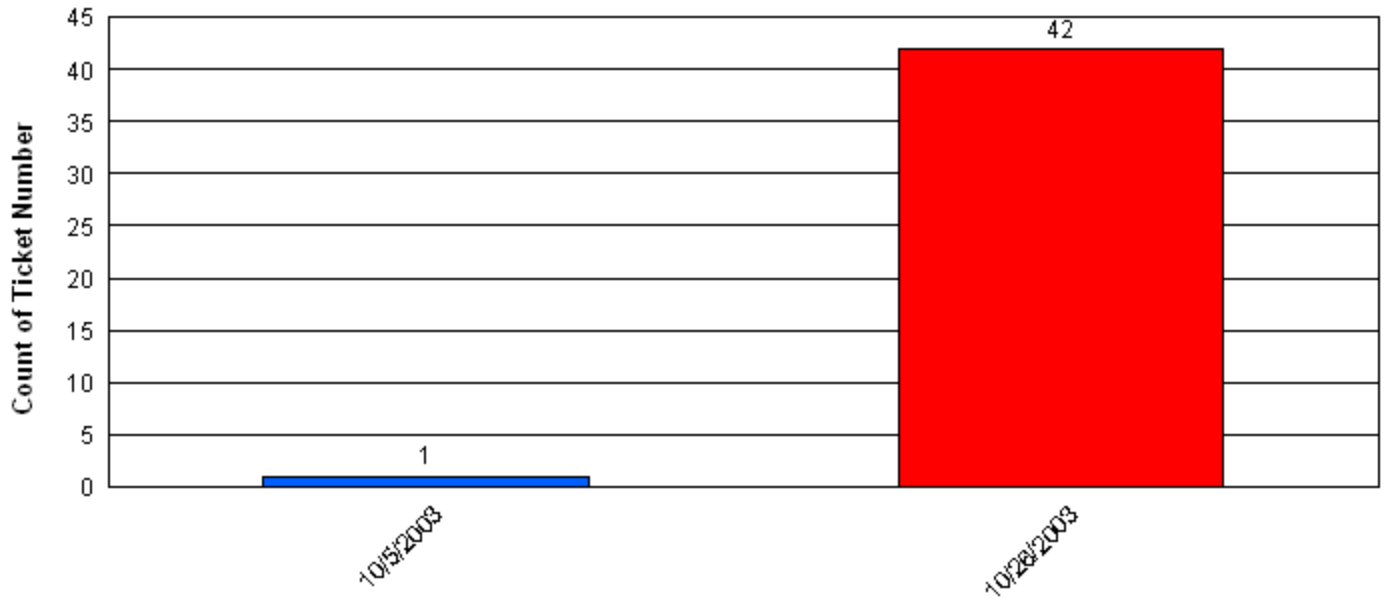
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
OIT Business Systems: N	Total:	43	
BSG:Operational_Support	Total:	1	
Closed	Total:	1	
Ticket Number: 0000075809		10/29/2003	MVBM4023 Process MVA Flag Return Tape
BSG:Web_Infrastructure	Total:	19	
Closed	Total:	19	
Ticket Number: 0000075639		10/27/2003	ECON101 - 1701 / Ng
Ticket Number: 0000075641		10/27/2003	brothers / chem 10 L
Ticket Number: 0000075640		10/27/2003	ECON101 - 1801 / Ng
Ticket Number: 0000075642		10/27/2003	SOWK390J / Dvorak
Ticket Number: 0000075682		10/28/2003	IFSM 310 / Green
Ticket Number: 0000075718		10/28/2003	Psyc285 / Arnheim
Ticket Number: 0000075792		10/29/2003	Econ210 / Armor
Ticket Number: 0000075887		10/30/2003	Phys105 / Dymski
Ticket Number: 0000075920		10/30/2003	Biol100 / Lake
Ticket Number: 0000075915		10/30/2003	physics 112/exam 3 McMillan
Ticket Number: 0000075904		10/30/2003	sowk 470/bembry
Ticket Number: 0000075903		10/30/2003	sowk 470/lynch
Ticket Number: 0000075902		10/30/2003	econ 312/carpenter
Ticket Number: 0000075888		10/30/2003	Psyc380 / Anderson
Ticket Number: 0000075849		10/29/2003	SOWK 470 Exam
Ticket Number: 0000075981		10/31/2003	Econ385 / Takacs
Ticket Number: 0000076022		10/31/2003	Biol100/Biol100H Sokolove
Ticket Number: 0000076007		10/31/2003	Socy/Anth-211 San Antonio
Ticket Number: 0000075720		10/28/2003	Psyc200 / Hussey-Gardner
blanchet	Total:	3	
Closed	Total:	3	
Ticket Number: 0000074276		10/08/2003	Changes to ORL building acronyms
Ticket Number: 0000075672		10/28/2003	ABORT: ARBM4461 and ARBR3944
Ticket Number: 0000075767		10/28/2003	Problems with SAFERS
psimon	Total:	13	
Closed	Total:	13	
Ticket Number: 0000075585		10/27/2003	ABORT: TCBM2231 JMS#5633 JOB#349
Ticket Number: 0000076024		10/31/2003	cluHelp with Resource25 Upload into R25
Ticket Number: 0000076029		10/31/2003	DN - Courses listed too many times
Ticket Number: 0000076030		10/31/2003	DN - Missing Courses
Ticket Number: 0000076032		10/31/2003	DN - Create a user link to point to Mathematics Placement pdf file
Ticket Number: 0000076038		10/31/2003	DN - Student's courses not coming through to course sort
Ticket Number: 0000076041		10/31/2003	DN - fix comment section
Ticket Number: 0000076039		10/31/2003	DN - Name search broken in DN
Ticket Number: 0000076033		10/31/2003	DN - Move DN 3.0 into production to replace DN 2.0
Ticket Number: 0000076031		10/31/2003	DN - Bad Transcript Text
Ticket Number: 0000076026		10/31/2003	Run Schedule25 and Upload to to HP
Ticket Number: 0000076028		10/31/2003	DN - Major Not shown in UPR
Ticket Number: 0000076040		10/31/2003	DN - Please add users to list
putro	Total:	7	
Closed	Total:	7	
Ticket Number: 0000076000		10/31/2003	New track codes
Ticket Number: 0000076021		10/31/2003	SCEQ course exclusion enhancement
Ticket Number: 0000076015		10/31/2003	Appointment Letters Support
Ticket Number: 0000075584		10/27/2003	ABORT: SYBM4162 JMS5791 JOB#459
Ticket Number: 0000075921		10/30/2003	Appointment Slotting Questions
Ticket Number: 0000075789		10/29/2003	ABORT: TCBM2200 JMS 6012 JOB#740
Ticket Number: 0000076020		10/31/2003	BSR reporting problems due to ENGR tracks

Create
Date

Short Description

Count of Ticket Number / Create Date

For OIT Business Systems: Non PeopleSoft



		<u>Create</u>	<u>Short Description</u>
OIT Business Systems: P		<u>Date</u>	
		Total: 58	
chriss		Total: 14	
Closed		Total: 14	
Ticket Number:	0000075602	10/27/2003	create table / Index in HRDEV
Ticket Number:	0000075599	10/27/2003	create table/index in HRDEV
Ticket Number:	0000075644	10/27/2003	copy of hrprd to uat
Ticket Number:	0000075949	10/30/2003	run script in FSPRD
Ticket Number:	0000075927	10/30/2003	truncate tables in HRDEV
Ticket Number:	0000075907	10/30/2003	Oracle Access to HRPRD
Ticket Number:	0000075847	10/29/2003	run scripts in HRDEV
Ticket Number:	0000075820	10/29/2003	Update FSPRD
Ticket Number:	0000075730	10/28/2003	SQL Script - FSDEV, FSTST & FSUAT
Ticket Number:	0000075713	10/28/2003	please grant access to tables
Ticket Number:	0000075650	10/27/2003	SQL to Back-out Payroll
Ticket Number:	0000075626	10/27/2003	ROSTI oracle account in HR
Ticket Number:	0000075983	10/31/2003	Refresh FSUAT
Ticket Number:	0000075062	10/17/2003	CRYSTAL rpts , development, not appearing in STAT!
enoch		Total: 2	
Closed		Total: 2	
Ticket Number:	0000075420	10/23/2003	cadence1 mods
Ticket Number:	0000075683	10/28/2003	Setting Up New Employees for Remote Access to PeopleSoft Developm
haddaway		Total: 11	
Closed		Total: 11	
Ticket Number:	0000075632	10/27/2003	Build script for hrca
Ticket Number:	0000075724	10/28/2003	Process Hanging - On-line Combo Edit of AP Voucher
Ticket Number:	0000075754	10/28/2003	Create PSHR View
Ticket Number:	0000075950	10/30/2003	update WHBRECS script to process null sections
Ticket Number:	0000075913	10/30/2003	research warehouse / shadow / oracle HCD issues
Ticket Number:	0000075906	10/30/2003	need retriever
Ticket Number:	0000075757	10/28/2003	archive data in FSPRD
Ticket Number:	0000075701	10/28/2003	please run this script in FSPRD
Ticket Number:	0000075697	10/28/2003	table access in fsprd
Ticket Number:	0000075378	10/22/2003	Combo Edit Performance Issue
Ticket Number:	0000075747	10/28/2003	load payroll data
jgood		Total: 2	
Closed		Total: 2	
Ticket Number:	0000075234	10/21/2003	FW: AR20001.SQR and AR30003.SQR
Ticket Number:	0000075593	10/27/2003	Chris Minton, CVS
jking		Total: 6	
Closed		Total: 6	
Ticket Number:	0000075679	10/28/2003	Please bounce FSPRD UNIX Process Scheduler
Ticket Number:	0000075810	10/29/2003	Grant Curt Ferguson (Username: ferguson) unix access equivalent to C
Ticket Number:	0000075797	10/29/2003	PS server down
Ticket Number:	0000075728	10/28/2003	P Drive Access
Ticket Number:	0000075794	10/29/2003	sign on to Peoplesoft takes longer than 5 minutes
Ticket Number:	0000075676	10/28/2003	UNIX Server Down in FSPRD
jking4		Total: 1	
Closed		Total: 1	
Ticket Number:	0000075712	10/28/2003	FW: SQL to Back-out Payroll/App messenge
jpatna1		Total: 1	
Closed		Total: 1	
Ticket Number:	0000075743	10/28/2003	Time Trax Corrections

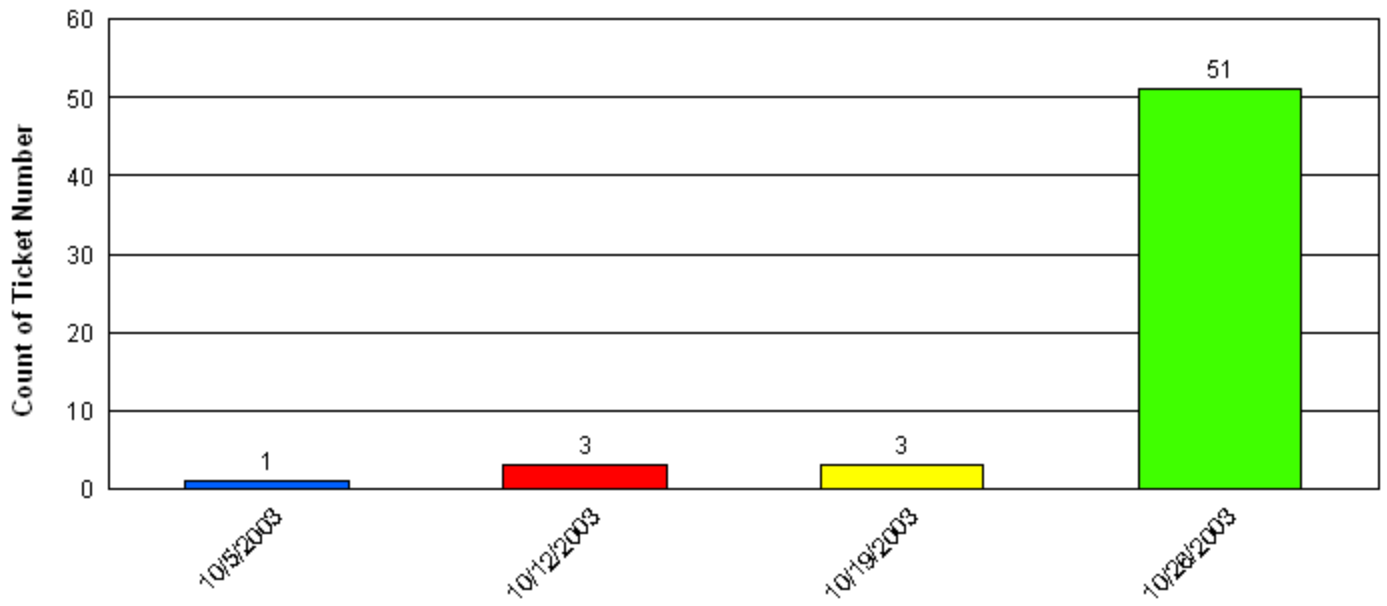
	<u>Create</u>	<u>Short Description</u>
kirby	<u>Date</u>	
Closed	<u>Total:</u> 2	
Ticket Number: 0000075609	10/27/2003	Move group
Ticket Number: 0000075886	10/30/2003	DB Updates to HPUMBC3 not occurring
lrand	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000075688	10/28/2003	Set Row-Level Security for Identified OIA Personnel to 10283
Ticket Number: 0000074999	10/17/2003	Position Management
preston	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000075753	10/28/2003	AP PS-to-RSTARS Payment Recon process
rostri	<u>Total:</u> 9	
Closed	<u>Total:</u> 9	
Ticket Number: 0000075685	10/28/2003	[Fwd: Re: No Records in staging table]
Ticket Number: 0000075741	10/28/2003	Grant report data integrity concern
Ticket Number: 0000075761	10/28/2003	Stat! Server problem
Ticket Number: 0000075785	10/29/2003	pcard data did not run
Ticket Number: 0000076005	10/31/2003	Finalize Project cv520492
Ticket Number: 0000075786	10/29/2003	check rsumbc3 cron job
Ticket Number: 0000075755	10/28/2003	Link not functioning
Ticket Number: 0000075714	10/28/2003	FW: SQL to Back-out Payroll/App messenge
Ticket Number: 0000075063	10/17/2003	FW: [Fwd: Combo Edit Explode in PRO]
slong	<u>Total:</u> 7	
Closed	<u>Total:</u> 7	
Ticket Number: 0000074185	10/07/2003	Segmented error on transfer
Ticket Number: 0000075628	10/27/2003	Danilosk suspended
Ticket Number: 0000075691	10/28/2003	FW: LOCKED JOURNAL
Ticket Number: 0000075955	10/30/2003	Retriever access
Ticket Number: 0000075803	10/29/2003	retriever access NEEDED
Ticket Number: 0000076006	10/31/2003	Retriever Access
Ticket Number: 0000076013	10/31/2003	Tools Upgrade

Create
Date

Short Description

Count of Ticket Number / Create Date

For OIT Business Systems: PeopleSoft

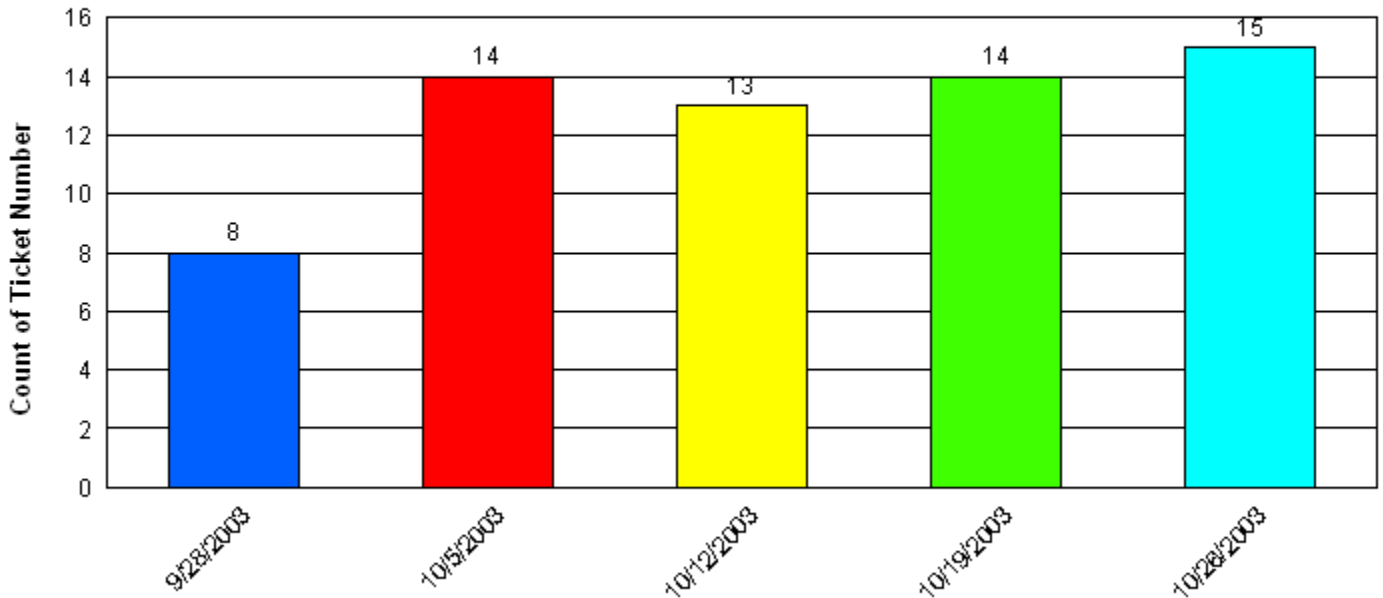


		<u>Create</u>	<u>Short Description</u>
PC Labs	<u>Total:</u>	<u>Date</u>	
lasuk	64		
Closed	Total:	51	
		Total:	51
Ticket Number:	0000076008	10/31/2003	change password in Visor
Ticket Number:	0000076010	10/31/2003	Mail folders not appearing in Mac's Mail program
Ticket Number:	0000075574	10/26/2003	Re-imaging for Lab 021
Ticket Number:	0000075666	10/28/2003	ECS104PC08 will not boot into linux.
Ticket Number:	0000075710	10/28/2003	Asset Security Alert
Ticket Number:	0000075769	10/28/2003	ECS021MAC06 won't print from unknown web Application
Ticket Number:	0000075841	10/29/2003	Asset Security Alert
Ticket Number:	0000075842	10/29/2003	Asset Security Alert
Ticket Number:	0000075938	10/30/2003	ECS021PC09 needs to be re-imaged
Ticket Number:	0000075832	10/29/2003	ECS021PC 23 mouse not functional
Ticket Number:	0000075840	10/29/2003	Asset Security Alert
Ticket Number:	0000075764	10/28/2003	Linux error
Ticket Number:	0000075733	10/28/2003	EricksonHall 073: calendar offline agenda
Ticket Number:	0000075601	10/27/2003	FA001PC08: re-image
Ticket Number:	0000074067	10/06/2003	Reimage ECS020PC01
Ticket Number:	0000074462	10/10/2003	Mac OS 9 Netscape Mail problem.
Ticket Number:	0000074419	10/09/2003	Lab 021 Linux problems
Ticket Number:	0000074415	10/09/2003	move dvdrom drive to new PC.
Ticket Number:	0000074718	10/14/2003	Powerbook G4 verify settings.
Ticket Number:	0000074247	10/08/2003	ECS336MAC020 No Os Found + White screen of death
Ticket Number:	0000074214	10/07/2003	FA545: User can't print
Ticket Number:	0000074116	10/06/2003	Mac Eudora 6.0 help.
Ticket Number:	0000075030	10/17/2003	PAUP Software in Mac lab
Ticket Number:	0000075064	10/17/2003	Install Practica Musica 4
Ticket Number:	0000075467	10/23/2003	ECS021PCs are not booting into Linux properly due to improper shu
Ticket Number:	0000075431	10/23/2003	Asset Security Alert
Ticket Number:	0000075433	10/23/2003	Computer in FA202 needs to be imaged
Ticket Number:	0000075391	10/22/2003	Asset Security Alert
Ticket Number:	0000075374	10/22/2003	Floppy disk stuck in library pc: libo37pc34
Ticket Number:	0000075377	10/22/2003	Asset Security Alert
Ticket Number:	0000075174	10/20/2003	Configure Netscape to use IMAP instead POP3
Ticket Number:	0000075150	10/20/2003	Potomac 057 lab printer not working
Ticket Number:	0000075143	10/20/2003	Unable to upload files in Netscape 7, chem 130
Ticket Number:	0000075138	10/20/2003	Printer access not working
Ticket Number:	0000075136	10/20/2003	ADMIN923: Setup PowerBook G4
Ticket Number:	0000075135	10/20/2003	Customer trying to intall software in lab needs root
Ticket Number:	0000075146	10/20/2003	Problem sending e-mail attachments from lab eMac
Ticket Number:	0000074556	10/11/2003	Lab 021 PC-09 boot problems
Ticket Number:	0000075008	10/17/2003	ACIV203MAC01-07: group of 7 Macs in lab for undergrad needs to s
Ticket Number:	0000074931	10/16/2003	Unable to print from Word on Mac
Ticket Number:	0000074817	10/15/2003	Check Mouse ECS 122 PC 33
Ticket Number:	0000074754	10/14/2003	IMC PC05: system locks up
Ticket Number:	0000074722	10/14/2003	re-install BSR software on 2 pcs
Ticket Number:	0000074684	10/13/2003	Problems in Lab 122 mice
Ticket Number:	0000074685	10/13/2003	ECS122PC15: Floppy disk Drive not working
Ticket Number:	0000074695	10/14/2003	SGI machine boot problems
Ticket Number:	0000074404	10/09/2003	ECS104PC18: lab pc doesn't see network..
Ticket Number:	0000073978	10/04/2003	Customer unable to dial up from 301 number
Ticket Number:	0000073803	10/02/2003	Unable to open messages in Engourage
Ticket Number:	0000073876	10/02/2003	Macromedia Director issues in Lab 336 iMacs
Ticket Number:	0000073878	10/02/2003	Error 34 - Burning a CD not available

madhu1		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
		<u>Total:</u> 13	
		<u>Total:</u> 13	
Ticket Number:	0000074749	10/14/2003	Customer cannot get IP in apartment
Ticket Number:	0000073702	10/01/2003	Dial-up connection help
Ticket Number:	0000073875	10/02/2003	User encounters constant authentication prompts on internet
Ticket Number:	0000073817	10/02/2003	Deleting messages with netscape 7.1
Ticket Number:	0000074008	10/05/2003	Potomac 131 ext: 20723: Problems getting webpages
Ticket Number:	0000073972	10/03/2003	PPP setup. Susquehanna 373North.
Ticket Number:	0000074774	10/14/2003	Win Xp, no IP; Wye 322
Ticket Number:	0000075308	10/21/2003	Customer can not access resnet login page
Ticket Number:	0000074143	10/07/2003	PPP Log in help.
Ticket Number:	0000074513	10/10/2003	Customer cannot log onto network
Ticket Number:	0000074313	10/08/2003	westhill chester rm.232b;cannot get ip, configs are correct
Ticket Number:	0000074320	10/08/2003	Failed resnet connectivity; Chesapeake 165
Ticket Number:	0000075918	10/30/2003	Win 98; Problems dialing in

Count of Ticket Number / Create Date

For PC Labs



PeopleSoft	Total:	Create Date	Short Description
PS:FIN		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number: 0000074158		10/07/2003	Billing Application Engine Fix
PS:HR		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number: 0000075320		10/22/2003	Create user in HRPRD for Cliff Merkell
PS:TECHSA		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number: 0000074256		10/08/2003	Resend Vendor file
chriiss		<u>Total:</u> 20	
Closed		<u>Total:</u> 20	
Ticket Number: 0000074058		10/06/2003	Back up of HRPRD; copy to/ refresh HRTST2
Ticket Number: 0000074078		10/06/2003	FSCNV
Ticket Number: 0000074187		10/07/2003	build and alter scripts
Ticket Number: 0000074199		10/07/2003	Work Order Request
Ticket Number: 0000074372		10/09/2003	new audit table script
Ticket Number: 0000074355		10/09/2003	Create view in hrdev, hrtst, and hrprd
Ticket Number: 0000074342		10/09/2003	grants script
Ticket Number: 0000074323		10/08/2003	HRPRD back up from evening of 10/8
Ticket Number: 0000074322		10/08/2003	Refresh FSUAT with FSPRD
Ticket Number: 0000074301		10/08/2003	Need Emergency Migration Approval - STAT!
Ticket Number: 0000074308		10/08/2003	FW: Refresh FSUAT with FSPRD
Ticket Number: 0000074290		10/08/2003	SQL Update in FSPRD to Fix Payroll data
Ticket Number: 0000074157		10/07/2003	Grant Stephen Mubita (username: stephen) read access to the PeopleTo
Ticket Number: 0000074120		10/06/2003	STAT - Unable to add object to CSR
Ticket Number: 0000074102		10/06/2003	Create table in hrdev
Ticket Number: 0000074195		10/07/2003	alter for hruat
Ticket Number: 0000073668		10/01/2003	run sql script in FSPRD
Ticket Number: 0000074144		10/07/2003	Upgrade Oracle on oraoid-prm to Oracle 9.2.0.4
Ticket Number: 0000074042		10/06/2003	Refresh FSDEV from FSPRD
Ticket Number: 0000074043		10/06/2003	Refresh FSTST from FSPRD
cnewton		<u>Total:</u> 6	
Closed		<u>Total:</u> 6	
Ticket Number: 0000074364		10/09/2003	grant report problem
Ticket Number: 0000073937		10/03/2003	Budget Sheets
Ticket Number: 0000074766		10/14/2003	Position Request Form
Ticket Number: 0000074823		10/15/2003	Chart String for FWS student
Ticket Number: 0000074346		10/09/2003	New Grant Budgets
Ticket Number: 0000075184		10/20/2003	availability
elaine		<u>Total:</u> 2	
Closed		<u>Total:</u> 2	
Ticket Number: 0000075527		10/24/2003	Add ECS 127 to available rooms to be scheduled for Business Syste
Ticket Number: 0000075706		10/28/2003	Move of luncheon meeting
enoch		<u>Total:</u> 4	
Closed		<u>Total:</u> 4	
Ticket Number: 0000075027		10/17/2003	restart hrprd nt process scheduler
Ticket Number: 0000074274		10/08/2003	Please add klssgi1.chem to chem-crit...`
Ticket Number: 0000075011		10/17/2003	new hr-ntps account
Ticket Number: 0000074055		10/06/2003	Applications via nt1 server, password not working

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
haddaway		<u>Total:</u> 22	
Closed		<u>Total:</u> 22	
Ticket Number:	0000073732	10/01/2003	FSPRD delete
Ticket Number:	0000073776	10/02/2003	Kelly Gosnell to have access to the Oracle shadow
Ticket Number:	0000074554	10/11/2003	Backup HRPRD
Ticket Number:	0000075015	10/17/2003	FW: Chris Minton Access
Ticket Number:	0000074959	10/16/2003	Chris Minton Access
Ticket Number:	0000074938	10/16/2003	modify data in FSPRD for Grants
Ticket Number:	0000074921	10/16/2003	security access privileges
Ticket Number:	0000074816	10/15/2003	Build scripts for hrtst & hrprd
Ticket Number:	0000075051	10/17/2003	run script and mod data in FSPRD
Ticket Number:	0000074750	10/14/2003	FW: Performance Issue in FSUAT
Ticket Number:	0000074698	10/14/2003	Please refresh HRCAs from HRPRD (backup of evening of 10/13/03)
Ticket Number:	0000074744	10/14/2003	run scripts and modify trans_nbr
Ticket Number:	0000074166	10/07/2003	Create table in hrdev & hrtst
Ticket Number:	0000074259	10/08/2003	FW: SQL to Back out Payroll
Ticket Number:	0000074271	10/08/2003	Help, Please execute in FSPRD now
Ticket Number:	0000074463	10/10/2003	Clone hrtst2 from hrprd
Ticket Number:	0000074261	10/08/2003	Clone hrtst2 from hrprd
Ticket Number:	0000075171	10/20/2003	Stat! in FSUAT
Ticket Number:	0000075228	10/21/2003	Alter script for hrdev
Ticket Number:	0000075231	10/21/2003	modify trans_nbr in pcard load
Ticket Number:	0000075276	10/21/2003	build script for hrdev, hrtst, and hruat
Ticket Number:	0000075285	10/21/2003	Modify UG-ADMIT SEVIS trigger to fire on inserts
jeremy		<u>Total:</u> 20	
Closed		<u>Total:</u> 20	
Ticket Number:	0000075032	10/17/2003	PSHR Tables
Ticket Number:	0000075142	10/20/2003	Clone of HRPRD to HRTST2 :Action/Reason Table Update
Ticket Number:	0000075254	10/21/2003	query security needs to be looked at because users can delete queries
Ticket Number:	0000075249	10/21/2003	alter script for hrtst
Ticket Number:	0000075152	10/20/2003	Needs Retriever access
Ticket Number:	0000074275	10/08/2003	alter/build scripts for hr
Ticket Number:	0000074657	10/13/2003	Please clone HRPRD to HRTST2 from a new backup
Ticket Number:	0000074729	10/14/2003	FW: Conversion data fix
Ticket Number:	0000074780	10/14/2003	Retriever access
Ticket Number:	0000074935	10/16/2003	fix EDS table
Ticket Number:	0000074934	10/16/2003	remove MBOGUS1, create UMMJB01 in FSPRD
Ticket Number:	0000074927	10/16/2003	build script for hrprd
Ticket Number:	0000074906	10/16/2003	alter table/create index in FSPRD
Ticket Number:	0000074907	10/16/2003	Alter table for hrdev & hrtst
Ticket Number:	0000074829	10/15/2003	build script for hrdev & hrtst
Ticket Number:	0000074828	10/15/2003	need userid on retriever instance
Ticket Number:	0000074916	10/16/2003	run SQL scripts in FSPRD
Ticket Number:	0000073664	10/01/2003	Grant access to retriever thru Data Warehouse
Ticket Number:	0000074001	10/05/2003	Remove/Archive/Purge log files
Ticket Number:	0000075251	10/21/2003	3ps fin - Retriever setup
jgood		<u>Total:</u> 6	
Closed		<u>Total:</u> 6	
Ticket Number:	0000073695	10/01/2003	ar2d4438 not copied over?
Ticket Number:	0000073834	10/02/2003	Cannot copy SQR file into FSCNV SQR directory
Ticket Number:	0000074835	10/15/2003	Latest ebd file
Ticket Number:	0000074881	10/15/2003	Add new Service
Ticket Number:	0000074205	10/07/2003	page message change
Ticket Number:	0000075140	10/20/2003	Clear Cache - FSUAT

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
jking	<u>Total:</u> 5	
Closed	<u>Total:</u> 5	
Ticket Number: 0000075153	10/20/2003	need retriever access
Ticket Number: 0000074352	10/09/2003	Peoplesoft
Ticket Number: 0000074878	10/15/2003	Request for FSDMO or FSFIX
Ticket Number: 0000074955	10/16/2003	Cobol files for Tools upgrade
Ticket Number: 0000074000	10/05/2003	Increased EPMPRD psoft quota
jking4	<u>Total:</u> 3	
Closed	<u>Total:</u> 3	
Ticket Number: 0000073764	10/02/2003	Time Entry
Ticket Number: 0000073765	10/02/2003	RE: Time Entry
Ticket Number: 0000074053	10/06/2003	test
kurilla	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000073940	10/03/2003	Retriever printing problem
Ticket Number: 0000074843	10/15/2003	Retriever report error
lrاند	<u>Total:</u> 11	
Closed	<u>Total:</u> 11	
Ticket Number: 0000074652	10/13/2003	Grant Vicky Lloyd (VLLOYD) access to ALL Biology Depts.
Ticket Number: 0000074871	10/15/2003	Grant Janet Magruder (username MAGRUDER) access to depts 1021
Ticket Number: 0000075018	10/17/2003	Maintain Department Security Tree to include depts in Department t
Ticket Number: 0000074912	10/16/2003	FW: Peoplesoft Access
Ticket Number: 0000073687	10/01/2003	Grant Trish Lehman lookup access to the Account Code setup page
Ticket Number: 0000074204	10/07/2003	Grant Dee Young access to Dept ID's 10103 and 10033.
Ticket Number: 0000074297	10/08/2003	cannot print a report in ps human resource module; problems with fet
Ticket Number: 0000074217	10/07/2003	Grant JBURTON and SCOTTER access to both DEPT 10302 and 10
Ticket Number: 0000074474	10/10/2003	Grant Joe O'Boyle access to DEPTID 10407
Ticket Number: 0000075069	10/17/2003	Modify existing entries in DEPT_TBL with effective dates other than 0
Ticket Number: 0000075132	10/20/2003	Payroll
mbogus1	<u>Total:</u> 3	
Closed	<u>Total:</u> 3	
Ticket Number: 0000074489	10/10/2003	JE 1134
Ticket Number: 0000074613	10/13/2003	Peoplesoft
Ticket Number: 0000074734	10/14/2003	Cannot log in to Retriever
rostri	<u>Total:</u> 17	
Closed	<u>Total:</u> 17	
Ticket Number: 0000074653	10/13/2003	Request to make Henry Seimer and Mary Boguslaw proxies for all ca
Ticket Number: 0000074922	10/16/2003	Performance Issue w/ Pcard
Ticket Number: 0000074667	10/13/2003	Proposal CV525941
Ticket Number: 0000074666	10/13/2003	Pre-Award Spending
Ticket Number: 0000074920	10/16/2003	PSoft P-card allocation, Processing lag during Saves.
Ticket Number: 0000075003	10/17/2003	Position Management
Ticket Number: 0000075010	10/17/2003	T-Code Not populating on Template row insert/save
Ticket Number: 0000074933	10/16/2003	P card reallocation
Ticket Number: 0000073662	10/01/2003	[Fwd: Re: Load statement]
Ticket Number: 0000073827	10/02/2003	refresh table in FSDEV from FSUAT
Ticket Number: 0000073860	10/02/2003	Effort Reporting interface
Ticket Number: 0000074110	10/06/2003	FW: Cannot Dispatch any POs
Ticket Number: 0000074361	10/09/2003	PCARD_MOD.doc
Ticket Number: 0000074311	10/08/2003	New problem in PO module
Ticket Number: 0000074485	10/10/2003	Accounts Payable.doc
Ticket Number: 0000075229	10/21/2003	fix P-card DATA load
Ticket Number: 0000075283	10/21/2003	Novell Uninstall Help

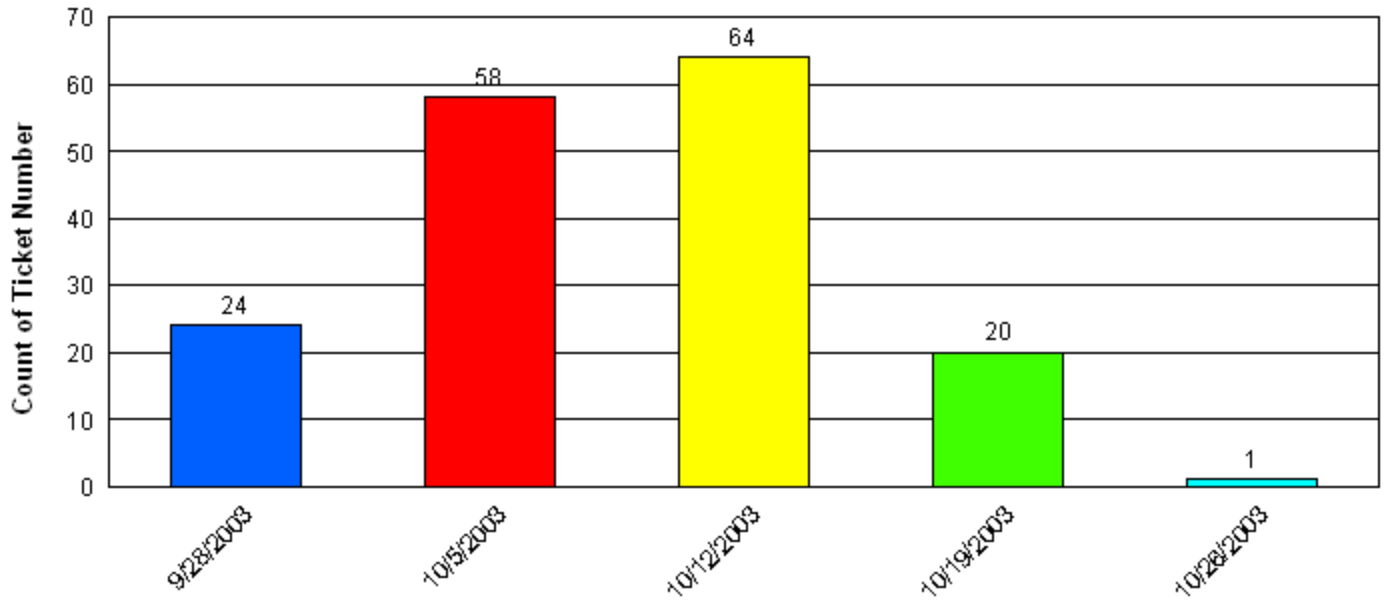
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
rpreston		Total: 18	
	Closed	Total: 18	
Ticket Number:	0000075057	10/17/2003	Retriever question
Ticket Number:	0000075255	10/21/2003	Combo edits
Ticket Number:	0000074283	10/08/2003	Tech Center - Chartstring and Retriever
Ticket Number:	0000074479	10/10/2003	Retriever Problem
Ticket Number:	0000074486	10/10/2003	JE Fix Problem. What do I do now??
Ticket Number:	0000074371	10/09/2003	conversion expenses and F&A
Ticket Number:	0000073725	10/01/2003	Chartstring Needed
Ticket Number:	0000073736	10/01/2003	Pay Period 1
Ticket Number:	0000073724	10/01/2003	Retriever
Ticket Number:	0000074070	10/06/2003	Split P-Card Expenses
Ticket Number:	0000073799	10/02/2003	purchase order not posted on grant account
Ticket Number:	0000073670	10/01/2003	PS Tree Manager problem
Ticket Number:	0000073697	10/01/2003	Combo Edit
Ticket Number:	0000073716	10/01/2003	Build Combo Data Program
Ticket Number:	0000074650	10/13/2003	help
Ticket Number:	0000074708	10/14/2003	payroll not posted on grant
Ticket Number:	0000074757	10/14/2003	Payroll Discrepancies
Ticket Number:	0000074814	10/15/2003	Payroll
slong		Total: 25	
	Closed	Total: 25	
Ticket Number:	0000074732	10/14/2003	FW: Project/Budget Grant Report
Ticket Number:	0000074752	10/14/2003	Retriever user
Ticket Number:	0000075013	10/17/2003	FW: SQR Update
Ticket Number:	0000074968	10/16/2003	Version Control
Ticket Number:	0000074964	10/16/2003	Versioning of SQR Files
Ticket Number:	0000074958	10/16/2003	access to retriever
Ticket Number:	0000074869	10/15/2003	JE Locked
Ticket Number:	0000074868	10/15/2003	FW: Unique Constrain Error
Ticket Number:	0000074854	10/15/2003	Need Monday's files to re-send to the state
Ticket Number:	0000074748	10/14/2003	Initial Audit Exceptions
Ticket Number:	0000074730	10/14/2003	unable to login to peoplesoft finance
Ticket Number:	0000074719	10/14/2003	Reset Password - Rstars
Ticket Number:	0000073651	10/01/2003	Sync App Msg Tables
Ticket Number:	0000073655	10/01/2003	3148 ARBM4461 +ABORT 8 DS A04 #J6330 203 WED 5
Ticket Number:	0000073740	10/01/2003	UMBC Proposal Print Report
Ticket Number:	0000074047	10/06/2003	Reset Rstars Pwd
Ticket Number:	0000074723	10/14/2003	Remove access for "Proposal Inventory"
Ticket Number:	0000074059	10/06/2003	journal locked
Ticket Number:	0000074086	10/06/2003	Move tree - gm_fa_base
Ticket Number:	0000074458	10/10/2003	grant reports
Ticket Number:	0000074379	10/09/2003	JE 1079
Ticket Number:	0000074172	10/07/2003	FW: UMPCI001 Modification
Ticket Number:	0000074171	10/07/2003	FW: Error in GM Billing Program
Ticket Number:	0000075060	10/17/2003	RETRIEVER ACCESS SETUP NEEDED
Ticket Number:	0000075162	10/20/2003	Disable Access

Create
Date

Short Description

Count of Ticket Number / Create Date

For PeopleSoft



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Physical Networks	Total:	93	
beakja1	Total:	24	
Closed	Total:	24	
Ticket Number: 0000075131		10/20/2003	OS X, Not getting connection, FA 105
Ticket Number: 0000075193		10/20/2003	cannot access off-campus webpages; myUmbc
Ticket Number: 0000075351		10/22/2003	Connection dropping frequently, Erik. 335A
Ticket Number: 0000074255		10/08/2003	need new line in rack A8
Ticket Number: 0000074303		10/08/2003	Dead Jack.
Ticket Number: 0000074321		10/08/2003	Jack Check for Walker Ave 112
Ticket Number: 0000074377		10/09/2003	connection problems
Ticket Number: 0000074423		10/09/2003	Jack check for Nantacoke 112D
Ticket Number: 0000074528		10/10/2003	change network ports to auto-negotiate
Ticket Number: 0000074487		10/10/2003	No active link on the jack.
Ticket Number: 0000075590		10/27/2003	OITHPLJ1 Printer in ECS004 cannot communicate with network
Ticket Number: 0000075592		10/27/2003	Admin 5th floor down
Ticket Number: 0000075694		10/28/2003	Jack pushed into wall, unstable connection
Ticket Number: 0000075931		10/30/2003	New Computer Problems
Ticket Number: 0000075891		10/30/2003	Jack in 003 not active/losing IP
Ticket Number: 0000075974		10/31/2003	University Center 214-D 3 dead jacks
Ticket Number: 0000075180		10/20/2003	Work Order Request
Ticket Number: 0000074054		10/06/2003	Work Order Request
Ticket Number: 0000074052		10/06/2003	Unable to access Resnet
Ticket Number: 0000074006		10/05/2003	LapTops at The Commons
Ticket Number: 0000073959		10/03/2003	Network Jack Failure; ERK 152 (Res Life)
Ticket Number: 0000074639		10/13/2003	buy ethernet cables
Ticket Number: 0000074834		10/15/2003	Getting 169 IP
Ticket Number: 0000074725		10/14/2003	Work Order Request
cmckin1	Total:	17	
Closed	Total:	17	
Ticket Number: 0000074610		10/13/2003	Network jack not working, Harbor 150
Ticket Number: 0000074890		10/15/2003	Track Stolen Laptop; MAC Address 0X 00 02 2D 69 7B 90
Ticket Number: 0000073811		10/02/2003	ECS104PC18: can't login - Check network connection
Ticket Number: 0000074013		10/05/2003	Jack not working
Ticket Number: 0000073870		10/02/2003	AD714: Slow Ethernet Jack
Ticket Number: 0000075598		10/27/2003	Mary is randomly getting a BSOD.
Ticket Number: 0000075731		10/28/2003	Gets 169. IP, DHCP error on renew
Ticket Number: 0000075758		10/28/2003	can't connect to internet again even though connected to switch
Ticket Number: 0000075778		10/28/2003	Problems with etherlock in FA002 ?
Ticket Number: 0000075910		10/30/2003	Bad/inactive jack and mac address
Ticket Number: 0000075611		10/27/2003	Jack Check
Ticket Number: 0000074405		10/09/2003	IP address request
Ticket Number: 0000074496		10/10/2003	Potomac front desk not getting IP
Ticket Number: 0000075092		10/18/2003	Customer unable to obtain an IP (Admin 226)
Ticket Number: 0000075453		10/23/2003	Not able to obtain address - please check jack
Ticket Number: 0000075248		10/21/2003	Wireless box Problem in Tech Center South Campus 2.017
Ticket Number: 0000075426		10/23/2003	Jack activation: RM. ACIV-A 203

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
damian			
Closed			
Ticket Number: 0000075040	10/17/2003		URGENT MX/DNS record
Ticket Number: 0000075185	10/20/2003		change...
Ticket Number: 0000075052	10/17/2003		set all ethernet ports in FA labs auto negotiate
Ticket Number: 0000074125	10/06/2003		[Fwd: IFSM 452/652]
Ticket Number: 0000074265	10/08/2003		NOC2 says that resnet is down
Ticket Number: 0000074191	10/07/2003		Tom taylor cannot access Oracle on rsumbc2.mis.umbc.edu
Ticket Number: 0000075126	10/20/2003		Provide ftp access to the HP subnet for Telcom
Ticket Number: 0000074029	10/06/2003		CentralPlant not getting IPs
Ticket Number: 0000073960	10/03/2003		Multiple users have no IPs
Ticket Number: 0000074798	10/15/2003		VPN will not authenticate
Ticket Number: 0000074961	10/16/2003		Register in DHCP
Ticket Number: 0000074918	10/16/2003		needs static IP
Ticket Number: 0000074946	10/16/2003		IP Switch/Machine Name
	<u>Total:</u>	13	
markc			
Closed			
Ticket Number: 0000075278	10/21/2003		need to replace hub for PD printers
	<u>Total:</u>	1	
vicki			
Closed			
Ticket Number: 0000075201	10/20/2003		DNS alias entry needed
Ticket Number: 0000074194	10/07/2003		dhcp change
Ticket Number: 0000074282	10/08/2003		Change Machine Name
Ticket Number: 0000073656	10/01/2003		DHCP/DNS problems
Ticket Number: 0000073931	10/03/2003		dns add
Ticket Number: 0000073841	10/02/2003		static IP request
	<u>Total:</u>	6	

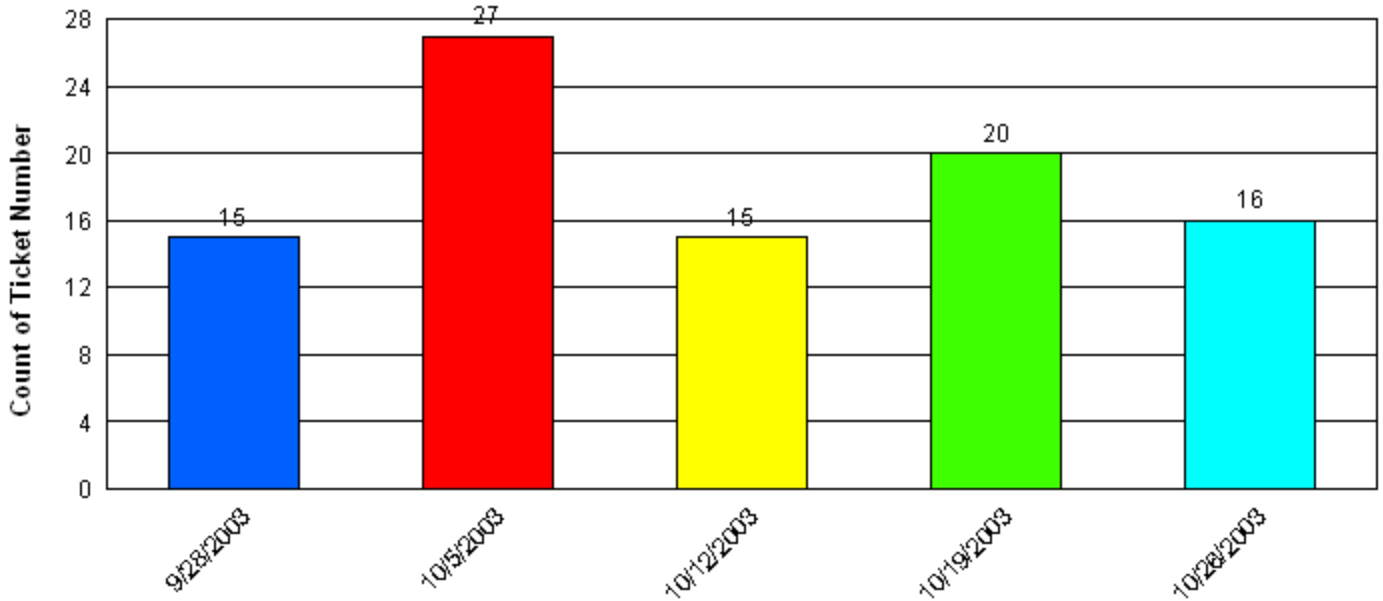
<u>zicka</u>	<u>Close</u>	<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
		<u>Total:</u>	32
	<u>Closed</u>	<u>Total:</u>	32
Ticket Number:	0000073667	10/01/2003	Need 162 subnet IP/DNS entry for system in physics
Ticket Number:	0000073693	10/01/2003	New IP Address for biosci machine
Ticket Number:	0000073911	10/03/2003	Need fixed chem IP/DNS entry for new sgi in CP 276
Ticket Number:	0000074061	10/06/2003	Please check jack
Ticket Number:	0000073951	10/03/2003	ECS 019 printer hub questions
Ticket Number:	0000073928	10/03/2003	Need changes in DHCP
Ticket Number:	0000073717	10/01/2003	For IP address,
Ticket Number:	0000073833	10/02/2003	DNS address refer to ticket 73790
Ticket Number:	0000073790	10/02/2003	Static IP for DNS entry
Ticket Number:	0000074616	10/13/2003	New IP Address for 115 VLAN
Ticket Number:	0000074627	10/13/2003	IP request
Ticket Number:	0000074717	10/14/2003	Create IP
Ticket Number:	0000074085	10/06/2003	Register in DHCP
Ticket Number:	0000074145	10/07/2003	Need fixed address for printer in CP 276
Ticket Number:	0000074420	10/09/2003	Request for IP address
Ticket Number:	0000074413	10/09/2003	dhcp request
Ticket Number:	0000074356	10/09/2003	Need fixed Ip for printer in chem that is up on a pooled address
Ticket Number:	0000074294	10/08/2003	Virthost entry
Ticket Number:	0000074207	10/07/2003	IP# Requests
Ticket Number:	0000075114	10/19/2003	Static IP for Colour Printer
Ticket Number:	0000075435	10/23/2003	need IP's
Ticket Number:	0000075462	10/23/2003	new computer
Ticket Number:	0000075494	10/24/2003	Request for IP Address
Ticket Number:	0000075442	10/23/2003	verify dhcp entry
Ticket Number:	0000075427	10/23/2003	dhcp & dns request
Ticket Number:	0000075230	10/21/2003	FA 4th floor Ancient Studies Dept Network DOWN.
Ticket Number:	0000075158	10/20/2003	need hard ip for net printer - setup hp1300n on network mp338
Ticket Number:	0000075156	10/20/2003	MAC address change
Ticket Number:	0000075912	10/30/2003	Work Order Request
Ticket Number:	0000075954	10/30/2003	FW: IP addr
Ticket Number:	0000075951	10/30/2003	CNAMES please
Ticket Number:	0000075987	10/31/2003	IP Address Switch

Create
Date

Short Description

Count of Ticket Number / Create Date

For Physical Networks



Security Total: **1**

robin

Total: **1**

Closed

Total: **1**

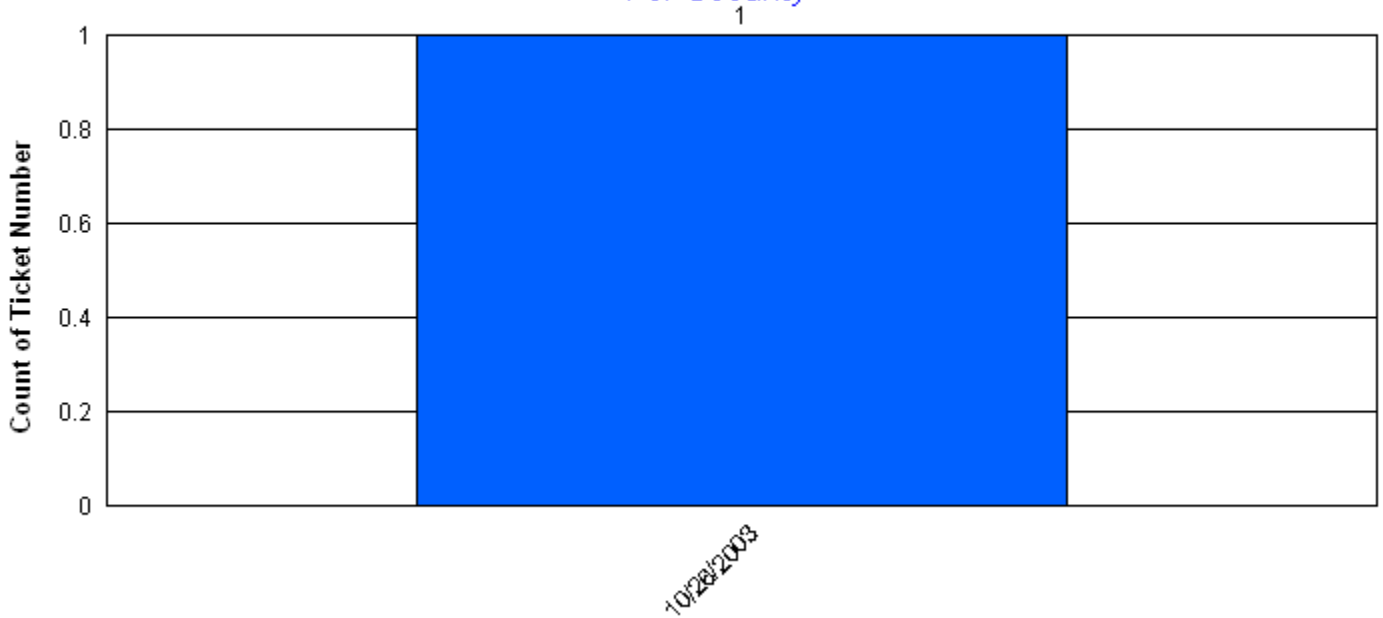
Ticket Number: 0000075848

10/29/2003

Work Order Request

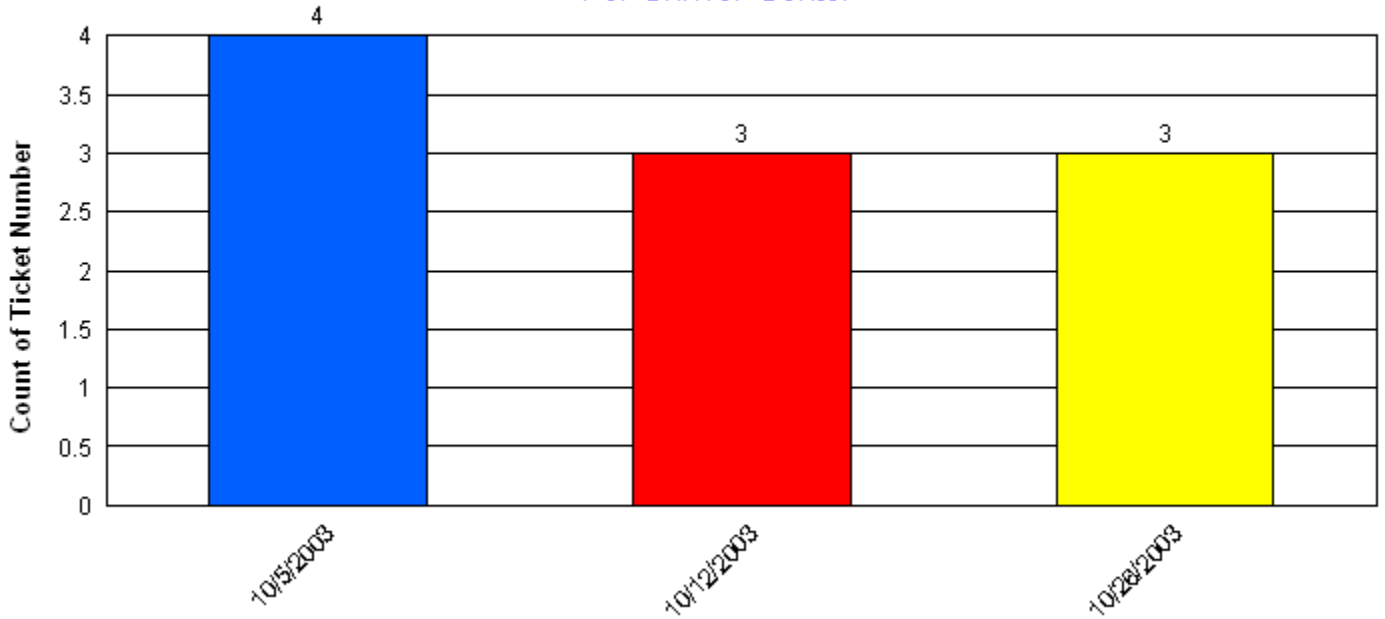
Count of Ticket Number / Create Date

For Security



Shriver Center		<u>Create</u>	<u>Short Description</u>
pscott		<u>Date</u>	
Total:		10	
Closed		Total:	10
Ticket Number:	0000075771	10/28/2003	MS office problems - Choice WC
Ticket Number:	0000075773	10/28/2003	Install latest security update - All Choice sites
Ticket Number:	0000075863	10/29/2003	Build E-4200 P-II server
Ticket Number:	0000074210	10/07/2003	PC Rebuild & Install - Choice WC
Ticket Number:	0000074507	10/10/2003	Program Database SQL Queries
Ticket Number:	0000074514	10/10/2003	Create UMBC Account - Choice WC
Ticket Number:	0000074510	10/10/2003	Email Problems - Cherry Hill
Ticket Number:	0000075099	10/18/2003	Lost Files - Choice NE
Ticket Number:	0000074969	10/16/2003	Restore lost files
Ticket Number:	0000074981	10/16/2003	Create UMBC Account

Count of Ticket Number / Create Date
For Shriver Center



SysCore	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
banz		<u>Total:</u> 7	
Closed		<u>Total:</u> 7	
Ticket Number: 0000073932		10/03/2003	Re: Account Deactivation Notification
Ticket Number: 0000074030		10/06/2003	Re: Account Deactivation Notification
Ticket Number: 0000074005		10/05/2003	Re: Account Deactivation Notification
Ticket Number: 0000073998		10/05/2003	Re: Account Deactivation Notification for Gregory Booth
Ticket Number: 0000074105		10/06/2003	who is oit.useraccess
Ticket Number: 0000075480		10/24/2003	Linux1.gl and Linux3.gl is critical
Ticket Number: 0000075614		10/27/2003	accouts.umbc.edu Internal Server Error
dave		<u>Total:</u> 3	
Closed		<u>Total:</u> 3	
Ticket Number: 0000075596		10/27/2003	Blackboard seems to be down
Ticket Number: 0000075219		10/21/2003	Blackboard HTTP DOWN.
Ticket Number: 0000074200		10/07/2003	connecting to umbc2

jcgriego

Create

Date

Total: 174

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		174	
Ticket Number: 0000074074	10/06/2003		Re: Account Deactivation Notification
Ticket Number: 0000074077	10/06/2003		Need Remedy Request Types for Security
Ticket Number: 0000074079	10/06/2003		Corporate Time Login Problem
Ticket Number: 0000074089	10/06/2003		Re: Account Deactivation Notification
Ticket Number: 0000074541	10/11/2003		Re: Account Deactivation Notification
Ticket Number: 0000074494	10/10/2003		New calendar account.
Ticket Number: 0000075004	10/17/2003		Re: Account Deactivation Notification
Ticket Number: 0000074430	10/09/2003		Re: Account Deactivation Notification
Ticket Number: 0000074517	10/10/2003		Re: Account Deactivation Notification
Ticket Number: 0000074392	10/09/2003		[Fwd: Re: Account Deactivation Notification]
Ticket Number: 0000074391	10/09/2003		Re: Account Deactivation Notification
Ticket Number: 0000074359	10/09/2003		Corporate Time account
Ticket Number: 0000074350	10/09/2003		Corporate Time
Ticket Number: 0000074351	10/09/2003		RE: Corporate Time accounts
Ticket Number: 0000074349	10/09/2003		Corporate Time accounts
Ticket Number: 0000074284	10/08/2003		Re: Account Deactivation Notification
Ticket Number: 0000074239	10/08/2003		account renewal
Ticket Number: 0000074224	10/07/2003		Re: Account Deactivation Notification
Ticket Number: 0000074454	10/10/2003		Complications from two email addresses
Ticket Number: 0000074450	10/10/2003		Calendar account for Tamara Petronka
Ticket Number: 0000074223	10/07/2003		Create New Calendar Resource
Ticket Number: 0000074218	10/07/2003		[Fwd: Account Deactivation Notification]
Ticket Number: 0000074645	10/13/2003		Re: Account Deactivation Notification
Ticket Number: 0000074211	10/07/2003		Re: Account Deactivation Notification
Ticket Number: 0000074203	10/07/2003		Re: Account Deactivation Notification
Ticket Number: 0000074237	10/08/2003		Re: Account Deactivation Notification GUID:
Ticket Number: 0000074163	10/07/2003		Re: Account Deactivation Notification
Ticket Number: 0000074142	10/07/2003		Re: Account Deactivation Notification
Ticket Number: 0000074340	10/09/2003		Re: Account Deactivation Notification
Ticket Number: 0000074334	10/09/2003		Re: Account Deactivation Notification
Ticket Number: 0000074332	10/08/2003		Re: Account Deactivation Notification
Ticket Number: 0000074331	10/08/2003		Re: Account Deactivation Notification
Ticket Number: 0000074325	10/08/2003		Re: Account Deactivation Notification
Ticket Number: 0000074309	10/08/2003		Re: Account Deactivation Notification
Ticket Number: 0000074231	10/07/2003		Re: Account Deactivation Notification
Ticket Number: 0000074118	10/06/2003		Re: Account Deactivation Notification
Ticket Number: 0000074111	10/06/2003		Re: Account Deactivation Notification
Ticket Number: 0000074094	10/06/2003		Re: Account Deactivation Notification
Ticket Number: 0000074092	10/06/2003		Re: Account Deactivation Notification
Ticket Number: 0000074084	10/06/2003		Re: Account Deactivation Notification
Ticket Number: 0000075038	10/17/2003		Unable to log in to corp time with new pass
Ticket Number: 0000075268	10/21/2003		Re: Account Deactivation Notification
Ticket Number: 0000075444	10/23/2003		Re: Account Deactivation Notification
Ticket Number: 0000075215	10/21/2003		Re: Account Deactivation Notification
Ticket Number: 0000075202	10/20/2003		Re: Account Deactivation Notification
Ticket Number: 0000075161	10/20/2003		request in support of account renewal
Ticket Number: 0000075157	10/20/2003		Re: Account Deactivation Notification
Ticket Number: 0000075154	10/20/2003		FW: Corporate Calendar (ELC Staff & ELC)-classrooms
Ticket Number: 0000075124	10/20/2003		Account Status
Ticket Number: 0000075122	10/19/2003		Re: Account Deactivation Notification
Ticket Number: 0000075496	10/24/2003		Re: Account Deactivation Notification
Ticket Number: 0000075371	10/22/2003		Re: Account Deactivation Notification
Ticket Number: 0000075366	10/22/2003		Re: Account Deactivation Notification
Ticket Number: 0000075364	10/22/2003		Test

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000075345	10/22/2003	Re: Account Deactivation Notification
Ticket Number:	0000075343	10/22/2003	FW: Returned mail: see transcript for details
Ticket Number:	0000075323	10/22/2003	Re: Account Deactivation Notification
Ticket Number:	0000075307	10/21/2003	Re: Account Deactivation Notification
Ticket Number:	0000075297	10/21/2003	Re: Account Deactivation Notification
Ticket Number:	0000075296	10/21/2003	Re: Account Deactivation Notification
Ticket Number:	0000075468	10/23/2003	Re: Account Deactivation Notification
Ticket Number:	0000075445	10/23/2003	Re: Account Deactivation Notification
Ticket Number:	0000075428	10/23/2003	calendar email
Ticket Number:	0000075418	10/23/2003	request
Ticket Number:	0000075401	10/22/2003	Re: Account Deactivation Notification
Ticket Number:	0000075396	10/22/2003	Re: Account Deactivation Notification
Ticket Number:	0000075086	10/18/2003	Re: Account Deactivation Notification
Ticket Number:	0000075084	10/18/2003	Re: Account Deactivation Notification
Ticket Number:	0000075041	10/17/2003	Re: Account Deactivation Notification
Ticket Number:	0000075054	10/17/2003	Re: Account Deactivation Notification
Ticket Number:	0000075509	10/24/2003	Fwd: account renewal request
Ticket Number:	0000075546	10/25/2003	Re: Account Deactivation Notification
Ticket Number:	0000075575	10/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000075941	10/30/2003	new calendar account
Ticket Number:	0000075916	10/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000075892	10/30/2003	Directory Lookups are Not Working
Ticket Number:	0000075897	10/30/2003	finaid email account
Ticket Number:	0000075852	10/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000075811	10/29/2003	setup resources for calendar
Ticket Number:	0000075744	10/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000075690	10/28/2003	remedy text gets compromised when sending sql commands
Ticket Number:	0000075664	10/27/2003	closing my account?
Ticket Number:	0000075960	10/30/2003	Alumni continue using shell accounts?
Ticket Number:	0000075946	10/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000075652	10/27/2003	Re: Account Deactivation Notification
Ticket Number:	0000075612	10/27/2003	Wrong account associated with username
Ticket Number:	0000075586	10/27/2003	ELC classrooms
Ticket Number:	0000075583	10/27/2003	Re: Account Deactivation Notification
Ticket Number:	0000075567	10/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000075547	10/25/2003	Re: Account Deactivation Notification
Ticket Number:	0000075986	10/31/2003	Test take 2
Ticket Number:	0000074658	10/13/2003	RE: Account Deactivation Notification
Ticket Number:	0000074034	10/06/2003	Re: Account Deactivation Notification
Ticket Number:	0000073669	10/01/2003	USER: kjohns1GUID: 85cc312-6e13-11d4-8b23-8020cd7816
Ticket Number:	0000073689	10/01/2003	Re: Account Deactivation Notification
Ticket Number:	0000073692	10/01/2003	New Employee Needs Calendar Account.
Ticket Number:	0000073851	10/02/2003	Re: Account Deactivation Notification
Ticket Number:	0000073838	10/02/2003	Re: Account Deactivation Notification
Ticket Number:	0000073797	10/02/2003	Re: Account Deactivation Notification
Ticket Number:	0000073796	10/02/2003	Re: Account Deactivation Notification
Ticket Number:	0000073792	10/02/2003	Re: Account Deactivation Notification
Ticket Number:	0000073774	10/02/2003	[Fwd: Account Deactivation Notification]
Ticket Number:	0000073787	10/02/2003	umbc account
Ticket Number:	0000073759	10/01/2003	RE: Acct Maint
Ticket Number:	0000073756	10/01/2003	Re: Account Deactivation Notification
Ticket Number:	0000073753	10/01/2003	Connect to alumni from a mac
Ticket Number:	0000074299	10/08/2003	Re: Account Deactivation Notification
Ticket Number:	0000073916	10/03/2003	Re: Account Deactivation Notification
Ticket Number:	0000073739	10/01/2003	Re: Account Deactivation Notification

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000073758	10/01/2003	Re: Account Deactivation Notification
Ticket Number:	0000073720	10/01/2003	Re: Account Deactivation Notification
Ticket Number:	0000073700	10/01/2003	Re: Account Deactivation Notification
Ticket Number:	0000073698	10/01/2003	Re: Account Deactivation Notification
Ticket Number:	0000073976	10/04/2003	Re: Account Deactivation Notification
Ticket Number:	0000073957	10/03/2003	corporate time acct
Ticket Number:	0000074770	10/14/2003	Re: Account Deactivation Notification
Ticket Number:	0000073907	10/03/2003	Re: Account Deactivation Notification
Ticket Number:	0000073894	10/03/2003	Re: Account Deactivation Notification
Ticket Number:	0000073886	10/02/2003	RE: Account Deactivation Notification
Ticket Number:	0000073880	10/02/2003	Re: Account Deactivation Notification
Ticket Number:	0000073874	10/02/2003	Re: Account Deactivation Notification
Ticket Number:	0000073865	10/02/2003	Re: Account Deactivation Notification
Ticket Number:	0000073869	10/02/2003	Re: Account Deactivation Notification
Ticket Number:	0000073912	10/03/2003	New Calendar account.
Ticket Number:	0000074057	10/06/2003	Re: Account Deactivation Notification
Ticket Number:	0000074038	10/06/2003	Re: Account Deactivation Notification
Ticket Number:	0000074024	10/06/2003	Re: Account Deactivation Notification
Ticket Number:	0000074021	10/05/2003	Request
Ticket Number:	0000074009	10/05/2003	Re: Account Deactivation Notification
Ticket Number:	0000074004	10/05/2003	Re: Account Deactivation Notification
Ticket Number:	0000073999	10/05/2003	Account Deactivation Notification for Gregory Booth
Ticket Number:	0000073997	10/05/2003	Re: Account Deactivation Notification
Ticket Number:	0000073992	10/04/2003	Re: Account Deactivation Notification
Ticket Number:	0000073989	10/04/2003	Re: Account Deactivation Notification
Ticket Number:	0000073986	10/04/2003	Re: Account Deactivation Notification
Ticket Number:	0000073985	10/04/2003	Re: Account Deactivation Notification
Ticket Number:	0000073982	10/04/2003	Re: Account Deactivation Notification
Ticket Number:	0000074015	10/05/2003	Re: Account Deactivation Notification
Ticket Number:	0000073973	10/03/2003	Re: Account Deactivation Notification
Ticket Number:	0000073690	10/01/2003	Re: Account Deactivation Notification
Ticket Number:	0000073679	10/01/2003	New account
Ticket Number:	0000074316	10/08/2003	Re: Account Deactivation Notification
Ticket Number:	0000073650	10/01/2003	account closing
Ticket Number:	0000075497	10/24/2003	Re: Account Deactivation Notification
Ticket Number:	0000074914	10/16/2003	Re: Account Deactivation Notification
Ticket Number:	0000074832	10/15/2003	Re: Account Deactivation Notification
Ticket Number:	0000074558	10/11/2003	Account Deactivation
Ticket Number:	0000074622	10/13/2003	Re: Account Deactivation Notification
Ticket Number:	0000074583	10/12/2003	Re: Account Deactivation Notification
Ticket Number:	0000074576	10/12/2003	Re: Account Deactivation Notification
Ticket Number:	0000074693	10/14/2003	Re: Account Deactivation Notification
Ticket Number:	0000074784	10/14/2003	Re: Account Deactivation Notification
Ticket Number:	0000074796	10/15/2003	RE: Account Deactivation Notification
Ticket Number:	0000074932	10/16/2003	Account
Ticket Number:	0000074930	10/16/2003	Re: Account Deactivation Notification
Ticket Number:	0000074899	10/15/2003	Please Do not Deactivate my account.
Ticket Number:	0000075147	10/20/2003	Corporate Calendar
Ticket Number:	0000074896	10/15/2003	Re: Account Deactivation Notification
Ticket Number:	0000074892	10/15/2003	Re: Account Deactivation Notification
Ticket Number:	0000074898	10/15/2003	how much longer will I have my account?
Ticket Number:	0000074891	10/15/2003	RE: Account Deactivation Notification
Ticket Number:	0000074874	10/15/2003	Re: Account Deactivation Notification
Ticket Number:	0000074812	10/15/2003	Re: Account Deactivation Notification
Ticket Number:	0000074811	10/15/2003	Re: Account Deactivation Notification

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000074807	10/15/2003	Corporate Time account
Ticket Number:	0000075006	10/17/2003	corporate time
Ticket Number:	0000074987	10/17/2003	Re: Account Deactivation Notification
Ticket Number:	0000074963	10/16/2003	Re: Account Deactivation Notification
Ticket Number:	0000074941	10/16/2003	Creation of Corporate Calendar Account
Ticket Number:	0000074755	10/14/2003	Fw: Website planning mtg
Ticket Number:	0000075055	10/17/2003	Corporate Calendar
Ticket Number:	0000074702	10/14/2003	No subject
Ticket Number:	0000074672	10/13/2003	Account Deactivation Notification Question
Ticket Number:	0000074619	10/13/2003	Re: Account Deactivation Notification

sbrown7

Create

Date

Total: 136

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		136	
Ticket Number: 0000074561	10/11/2003		naacp_execs listproc
Ticket Number: 0000074594	10/13/2003		Save in a poor economy u wnsxfk
Ticket Number: 0000074599	10/13/2003		Huge Profit on eBay
Ticket Number: 0000074945	10/16/2003		pointer
Ticket Number: 0000074894	10/15/2003		Survey Form
Ticket Number: 0000074889	10/15/2003		No subject
Ticket Number: 0000074781	10/14/2003		Help with list configuration
Ticket Number: 0000074785	10/14/2003		(multicultural_ladies)Web List Request
Ticket Number: 0000074747	10/14/2003		Issues with .cshrc
Ticket Number: 0000074996	10/17/2003		(sllcalumni)Web List Request
Ticket Number: 0000074716	10/14/2003		subscribe to ench445@listproc.umbc.edu
Ticket Number: 0000074710	10/14/2003		(teachereducation)Web List Request
Ticket Number: 0000074706	10/14/2003		No subject
Ticket Number: 0000074669	10/13/2003		(ehs320fall2003)Web List Request
Ticket Number: 0000074665	10/13/2003		Submit Problem.
Ticket Number: 0000074875	10/15/2003		No subject
Ticket Number: 0000075178	10/20/2003		New Alias needed
Ticket Number: 0000074863	10/15/2003		Work Order Request
Ticket Number: 0000074833	10/15/2003		Bursar's auto response
Ticket Number: 0000074662	10/13/2003		Need Guest Instructor Account I Can Manage
Ticket Number: 0000074633	10/13/2003		No subject
Ticket Number: 0000074631	10/13/2003		No subject
Ticket Number: 0000074609	10/13/2003		(lpc)Web List Request
Ticket Number: 0000074586	10/12/2003		mahchbook scrven
Ticket Number: 0000074572	10/12/2003		You can or>der PAIN MEDS,Anti-depressants,weightloss me!ds
Ticket Number: 0000074563	10/12/2003		Whats the best time?
Ticket Number: 0000074820	10/15/2003		File Restore
Ticket Number: 0000074681	10/13/2003		Partition Warning for hfs3 user
Ticket Number: 0000073863	10/02/2003		Had requested quota increase But change not effected
Ticket Number: 0000073816	10/02/2003		Fwd: Request for increasing the GL account space
Ticket Number: 0000073815	10/02/2003		(culturalconnections)Web List Request
Ticket Number: 0000073802	10/02/2003		(databasepilot)Web List Request
Ticket Number: 0000073801	10/02/2003		(supportstaff)Web List Request
Ticket Number: 0000073763	10/02/2003		Get ANY Prescription Drug You Want
Ticket Number: 0000073744	10/01/2003		(c_s_a)Web List Request
Ticket Number: 0000073741	10/01/2003		email rejected
Ticket Number: 0000073728	10/01/2003		Submit For CMSC691J
Ticket Number: 0000073726	10/01/2003		Restore inbox from 9/22/03
Ticket Number: 0000073701	10/01/2003		empty folders
Ticket Number: 0000073721	10/01/2003		(llcoordcomm)Web List Request
Ticket Number: 0000073682	10/01/2003		Staff Customer Requests University Webspac
Ticket Number: 0000073678	10/01/2003		Sound on ITE375 linux boxen
Ticket Number: 0000073677	10/01/2003		(gkinterest)Web List Request
Ticket Number: 0000073968	10/03/2003		Work Order Request
Ticket Number: 0000073964	10/03/2003		E-mail accounts for Grad School
Ticket Number: 0000073953	10/03/2003		(econ423)Web List Request
Ticket Number: 0000073949	10/03/2003		SUBMIT SYSTEM
Ticket Number: 0000073918	10/03/2003		new web space request
Ticket Number: 0000073897	10/03/2003		submit and quota problems?
Ticket Number: 0000073895	10/03/2003		Please Raise PeopleSoft Web Site Quota
Ticket Number: 0000073882	10/02/2003		'submit' account request for cmsc482
Ticket Number: 0000073888	10/02/2003		Email List
Ticket Number: 0000074041	10/06/2003		Work Order Request
Ticket Number: 0000074019	10/05/2003		Cadence Account

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000074011	10/05/2003	(ecad425_gillette)Web List Request
Ticket Number:	0000074002	10/05/2003	(books4abuck)Web List Request
Ticket Number:	0000073996	10/04/2003	EXPLODt YOeR PROFITx n vjqdyv sz snd
Ticket Number:	0000073991	10/04/2003	(triangle-pledges)Web List Request
Ticket Number:	0000073672	10/01/2003	use of TITAN
Ticket Number:	0000074363	10/09/2003	inbox restore request
Ticket Number:	0000073654	10/01/2003	Lifesaver List
Ticket Number:	0000073950	10/03/2003	(cbe-grad-alum)Web List Request
Ticket Number:	0000074598	10/13/2003	=?euc-kr?B?KMGkurgpwKUgxfngx8G3zrHXt6XAzCC+97WlwMz
Ticket Number:	0000075394	10/22/2003	subscribe TESOLumbc
Ticket Number:	0000075536	10/24/2003	Subscribe MAPLE ListServe
Ticket Number:	0000075625	10/27/2003	List Serve
Ticket Number:	0000075934	10/30/2003	Re: guaranteed perfect health
Ticket Number:	0000075932	10/30/2003	Change to WWW domain
Ticket Number:	0000075980	10/31/2003	Inbox needs restore
Ticket Number:	0000075824	10/29/2003	Customer needs account reactivated
Ticket Number:	0000075821	10/29/2003	Redirect /delta alias to /peoplesoft
Ticket Number:	0000075805	10/29/2003	(friendscouncilmembers)Web List Request
Ticket Number:	0000075791	10/29/2003	removal of web page
Ticket Number:	0000075723	10/28/2003	No subject
Ticket Number:	0000075705	10/28/2003	Alias redirect
Ticket Number:	0000075699	10/28/2003	josh glover
Ticket Number:	0000075686	10/28/2003	(visionary)Web List Request
Ticket Number:	0000075675	10/28/2003	Please update Secure Shell.
Ticket Number:	0000075655	10/27/2003	(sophsocial)Web List Request
Ticket Number:	0000075798	10/29/2003	inquiries to how to remove themselves from any or all umbc
Ticket Number:	0000075600	10/27/2003	url redirect
Ticket Number:	0000075947	10/30/2003	Alias needed for School to University Program
Ticket Number:	0000075917	10/30/2003	Work Order Request
Ticket Number:	0000075858	10/29/2003	Account Name Change
Ticket Number:	0000075854	10/29/2003	MEN, DONT MISS OUT!
Ticket Number:	0000075617	10/27/2003	Website ownership change
Ticket Number:	0000075994	10/31/2003	Rename Site
Ticket Number:	0000076001	10/31/2003	FW: Email addresses
Ticket Number:	0000076011	10/31/2003	no snow here lw hntfndi nmhb
Ticket Number:	0000075967	10/30/2003	additional email
Ticket Number:	0000075022	10/17/2003	Stamina-RX
Ticket Number:	0000075059	10/17/2003	(jrp)Web List Request
Ticket Number:	0000075110	10/19/2003	Spam filters not working?
Ticket Number:	0000075095	10/18/2003	Cadence running slowly or not at all in Lab machines
Ticket Number:	0000075458	10/23/2003	Help with listserv
Ticket Number:	0000075455	10/23/2003	Quota increase for kschoe2
Ticket Number:	0000075344	10/22/2003	Email File Restore
Ticket Number:	0000075310	10/22/2003	(truth)Web List Request
Ticket Number:	0000075304	10/21/2003	Make the right decision.3 b wzwu ojbqfkd
Ticket Number:	0000075294	10/21/2003	(visart-alumni)Web List Request
Ticket Number:	0000075208	10/20/2003	(will)Web List Request
Ticket Number:	0000075192	10/20/2003	A Healthy Discovery - Lose Weight With Ease - - -fourth power
Ticket Number:	0000075179	10/20/2003	Question regarding listproc lists
Ticket Number:	0000075253	10/21/2003	(leggmasonalumni)Web List Request
Ticket Number:	0000074072	10/06/2003	(teachereduc)Web List Request
Ticket Number:	0000074082	10/06/2003	AICHe listproc
Ticket Number:	0000074099	10/06/2003	Staff Customer Requests AFS File Restore
Ticket Number:	0000074451	10/10/2003	Needs files from Trash folder restored from 10/3
Ticket Number:	0000074360	10/09/2003	(bs02k4)Web List Request

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000074338	10/09/2003	MUSC302 List
Ticket Number:	0000074337	10/09/2003	No subject
Ticket Number:	0000074336	10/09/2003	cgshman drotl
Ticket Number:	0000074324	10/08/2003	Wmurr1 no credit report accessed; short online formaccusatory
Ticket Number:	0000074279	10/08/2003	BE THE NEXT OF KIN TO LATE Mr. Richard Burson
Ticket Number:	0000074254	10/08/2003	(acapellagroup)Web List Request
Ticket Number:	0000074201	10/07/2003	No subject
Ticket Number:	0000074188	10/07/2003	permissions for Civil Engineering Site
Ticket Number:	0000074481	10/10/2003	restore Inbox from Oct. 6
Ticket Number:	0000074478	10/10/2003	File restore request.
Ticket Number:	0000074461	10/10/2003	Sporadic email problems
Ticket Number:	0000074459	10/10/2003	username change due to marriage
Ticket Number:	0000074425	10/09/2003	Our lowest Mortgage rate ever.. 3.75%
Ticket Number:	0000074422	10/09/2003	Extra generated emails with listproc
Ticket Number:	0000074411	10/09/2003	Report - Make a Fortune On eBay kr tf kxa qfa wjfgb
Ticket Number:	0000074403	10/09/2003	(mcccoordinators)Web List Request
Ticket Number:	0000074390	10/09/2003	Problems with Listserve authority
Ticket Number:	0000074542	10/11/2003	No subject
Ticket Number:	0000074515	10/10/2003	Email folder problems - Need Folders Restored
Ticket Number:	0000074503	10/10/2003	(spanishclub)Web List Request
Ticket Number:	0000074452	10/10/2003	Alias for Upward Bound Website
Ticket Number:	0000074498	10/10/2003	(delta-hrdev)Web List Request
Ticket Number:	0000074483	10/10/2003	Missing Email Folders
Ticket Number:	0000074181	10/07/2003	Work Order Request
Ticket Number:	0000074178	10/07/2003	Customer needs "Spam" folder restored for email.
Ticket Number:	0000074165	10/07/2003	SUNSWEET LOTTERY WINNER
Ticket Number:	0000074103	10/06/2003	Staff Customer Requests Multiple Web Redirects

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Create
Date
Total:

86

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		86	
Ticket Number: 0000074080	10/06/2003		List Deletion Request: SKULLZ
Ticket Number: 0000074097	10/06/2003		Need queue set up on printhost for network printer in chemistry
Ticket Number: 0000074106	10/06/2003		New e-mail system
Ticket Number: 0000074146	10/07/2003		about receiving email
Ticket Number: 0000074329	10/08/2003		HELP
Ticket Number: 0000074243	10/08/2003		List Deletion Request: STEPPINGSTONERECORDS
Ticket Number: 0000074242	10/08/2003		List Deletion Request: STEPPINGSTONEBANDS
Ticket Number: 0000074241	10/08/2003		List Deletion Request: STEPPINGSTONEEVENTS
Ticket Number: 0000074236	10/07/2003		CMSC 461 Oracle account
Ticket Number: 0000074222	10/07/2003		[Fwd: FW: updated phone list]
Ticket Number: 0000074806	10/15/2003		At last, smart filtering technology that works
Ticket Number: 0000074212	10/07/2003		needs to get a html page deleted off of a userpages.umbc website
Ticket Number: 0000074179	10/07/2003		sitemanager,website marketing: Click here to receive information toda
Ticket Number: 0000074531	10/10/2003		Re: Archives of Leonenet
Ticket Number: 0000074469	10/10/2003		List Deletion Request: GOLDENKEY
Ticket Number: 0000074436	10/10/2003		NEW PRINTER ADDRESS
Ticket Number: 0000074427	10/09/2003		kerberos keytabs established, still not working
Ticket Number: 0000074409	10/09/2003		Cannot access engr.umbc.edu via Webmail
Ticket Number: 0000074170	10/07/2003		SUNSWEEP LOTTERY WINNER
Ticket Number: 0000074131	10/06/2003		Returned Mail - User unknown for e-mail addressed to hcohen@umbc.e
Ticket Number: 0000074112	10/06/2003		Oracle Account Requests
Ticket Number: 0000075043	10/17/2003		Cannot log in to ftp.gl.umbc.edu
Ticket Number: 0000075121	10/19/2003		Compare mortgage options rlauh wtgfknb pq
Ticket Number: 0000075123	10/20/2003		Stamina-RX
Ticket Number: 0000075080	10/18/2003		PARENTS OF 15 - YEAR OLD - FIND \$71,000 CASH HIDDEN IN
Ticket Number: 0000075127	10/20/2003		Cadence1.gl.umbc.edu down
Ticket Number: 0000075081	10/18/2003		Would you like to make at least \$500,000 every 4 to 5 months remhb p
Ticket Number: 0000075353	10/22/2003		Re: [Fwd: /afs/umbc.edu/users/h/o/hosmane/Mail///.forward.OLD]
Ticket Number: 0000075348	10/22/2003		Student Oracle accounts
Ticket Number: 0000075620	10/27/2003		Customer experiences dropped connection from webmail
Ticket Number: 0000075177	10/20/2003		gl.umbc.edu needs new version of Java
Ticket Number: 0000075166	10/20/2003		archives?
Ticket Number: 0000075129	10/20/2003		Oracle accounts
Ticket Number: 0000075645	10/27/2003		cadence.gl.umbc.edu is off the network again
Ticket Number: 0000075735	10/28/2003		Oracle Account for IFSM 410 Section 301
Ticket Number: 0000075770	10/28/2003		Fwd:Report - Make a Fortune On eBay
Ticket Number: 0000075776	10/28/2003		Pr,escriptions written and filled on]line!
Ticket Number: 0000075900	10/30/2003		Webmail error when logging in
Ticket Number: 0000075872	10/29/2003		Matlab seg. fault (fwd)
Ticket Number: 0000075829	10/29/2003		Oracle account password reset.
Ticket Number: 0000075780	10/28/2003		Need your medication Fast?insidious
Ticket Number: 0000075774	10/28/2003		can send mail
Ticket Number: 0000075670	10/28/2003		Re: gl.umbc.edu needs new version of Java
Ticket Number: 0000075594	10/27/2003		Cadence.gl.umbc.edu server down
Ticket Number: 0000075619	10/27/2003		cadence.gl.umbc.edu seems to be down
Ticket Number: 0000075164	10/20/2003		FW: your listserve
Ticket Number: 0000073675	10/01/2003		AFS user question
Ticket Number: 0000073864	10/02/2003		Re: Account Deactivation Notification
Ticket Number: 0000073859	10/02/2003		FEMLAB on linux1.gl
Ticket Number: 0000073857	10/02/2003		Ticket 73743
Ticket Number: 0000073847	10/02/2003		[Fwd: Re: Account Deactivation Notification]
Ticket Number: 0000073836	10/02/2003		Re: Account Deactivation Notification
Ticket Number: 0000073804	10/02/2003		Re: waiver of Account Deactivation
Ticket Number: 0000073771	10/02/2003		[Fwd: Returned mail: see transcript for details]

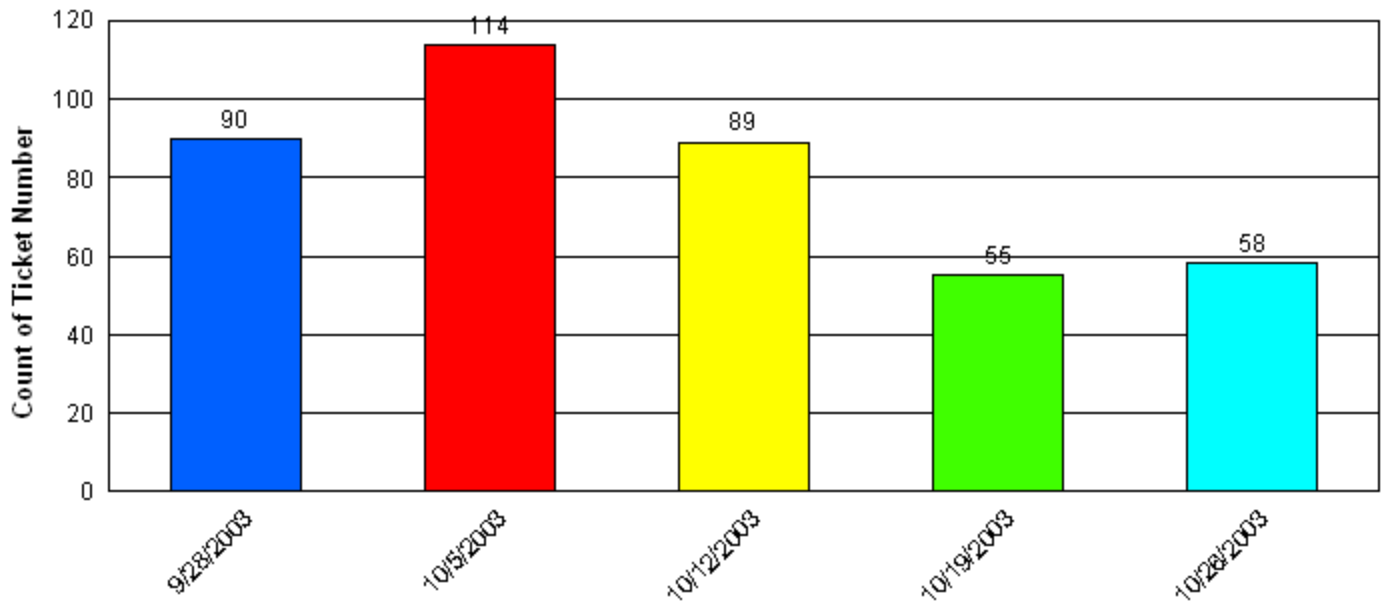
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000073750	10/01/2003	Re: Account Deactivation Notification
Ticket Number:	0000073748	10/01/2003	Re: Account Deactivation Notification
Ticket Number:	0000073747	10/01/2003	Re: Account Deactivation Notification
Ticket Number:	0000073734	10/01/2003	Re: Account Deactivation Notification
Ticket Number:	0000073731	10/01/2003	GUID: 295cd3d6-6e13-11d4-9a28-8020cd7816 USER: mdarty1
Ticket Number:	0000073723	10/01/2003	Re: Account Deactivation Notification
Ticket Number:	0000073694	10/01/2003	Re: Account Deactivation Notification
Ticket Number:	0000073666	10/01/2003	List not working correctly.
Ticket Number:	0000073663	10/01/2003	Hey
Ticket Number:	0000074767	10/14/2003	UNLIMITED SALES POTENTIAL zwlhhhou buct z
Ticket Number:	0000073984	10/04/2003	Listproc management issues
Ticket Number:	0000073947	10/03/2003	Re: Re: quota increase request for CMSC681 students
Ticket Number:	0000073658	10/01/2003	List subscription problems
Ticket Number:	0000073749	10/01/2003	Re: Account Deactivation Notification
Ticket Number:	0000073657	10/01/2003	space for 681 kids
Ticket Number:	0000075037	10/17/2003	change careers to a separate account instead of email alias
Ticket Number:	0000074618	10/13/2003	Need printhost print queue for chemistry color printer...
Ticket Number:	0000074636	10/13/2003	RE: CMSC 461 - Oracle Account for Student
Ticket Number:	0000074707	10/14/2003	[Fwd: FW: Lunch]
Ticket Number:	0000074761	10/14/2003	[Fwd: FW: Passcode for License 192291]
Ticket Number:	0000074799	10/15/2003	Men* Don't Miss this!
Ticket Number:	0000074952	10/16/2003	Error message
Ticket Number:	0000074949	10/16/2003	multicultural_ladies list problems
Ticket Number:	0000074876	10/15/2003	Restore index.html of www.umbc.edu/integrity
Ticket Number:	0000074865	10/15/2003	Listproc retrieval
Ticket Number:	0000074860	10/15/2003	need 2 ppl added to access list
Ticket Number:	0000074856	10/15/2003	matlab license isn't working
Ticket Number:	0000074857	10/15/2003	List Deletion Request: TEAMSWC
Ticket Number:	0000074821	10/15/2003	List Deletion Request: CORNCOOP
Ticket Number:	0000074810	10/15/2003	No subject
Ticket Number:	0000074771	10/14/2003	Cannot access www directory
Ticket Number:	0000074608	10/13/2003	[Fwd: Re: Continuing problems with webmail]

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysCore



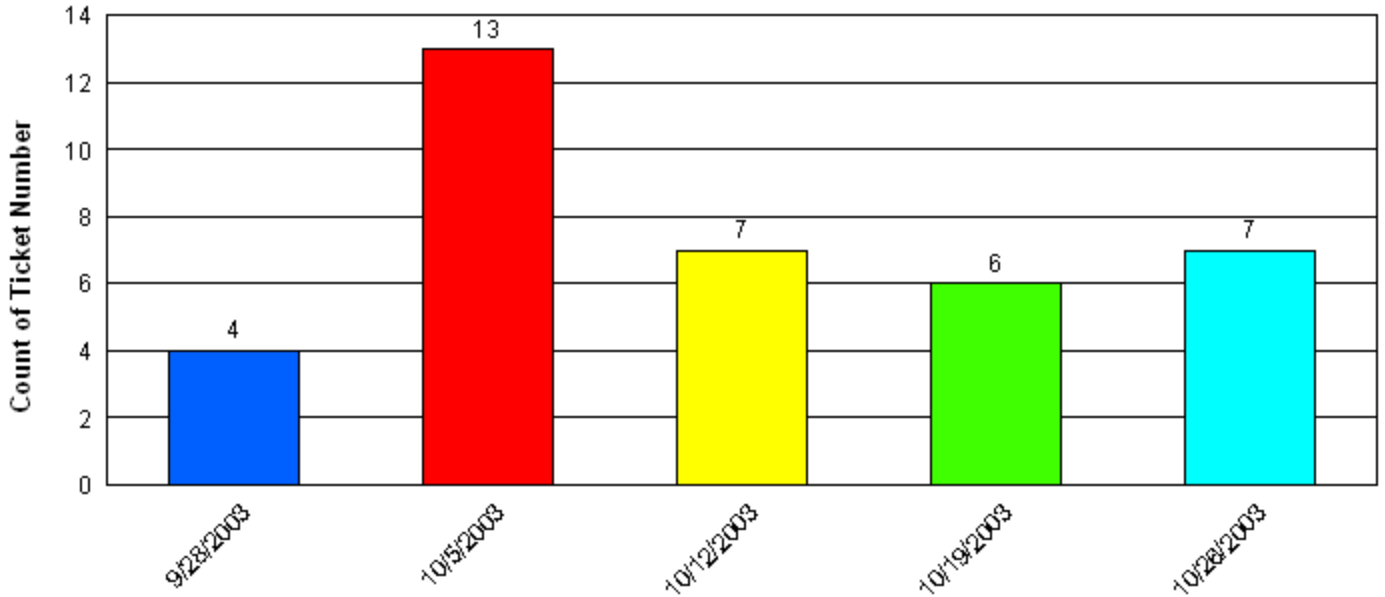
<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
champ	37		
Closed	Total:	25	
Ticket Number: 0000074578		10/12/2003	Continuing problems with webmail
Ticket Number: 0000074942		10/16/2003	No subject
Ticket Number: 0000075113		10/19/2003	No subject
Ticket Number: 0000075198		10/20/2003	Cadence Server Down Again
Ticket Number: 0000075386		10/22/2003	virus definition file in my laptop computer
Ticket Number: 0000075448		10/23/2003	[Fwd: mail list]
Ticket Number: 0000074202		10/07/2003	No subject
Ticket Number: 0000074017		10/05/2003	Public Email Address on the Web
Ticket Number: 0000073795		10/02/2003	Matlab times
Ticket Number: 0000073794		10/02/2003	my notebook computer
Ticket Number: 0000073715		10/01/2003	Matlab
Ticket Number: 0000075702		10/28/2003	we try again (fwd)
Ticket Number: 0000075749		10/28/2003	office laptop
Ticket Number: 0000075952		10/30/2003	DELL computer in Mechatronics Lab (fwd)
Ticket Number: 0000075853		10/29/2003	the engr webmail broken again
Ticket Number: 0000075893		10/30/2003	projector
Ticket Number: 0000074278		10/08/2003	[Fwd: Re: Matlab]
Ticket Number: 0000074150		10/07/2003	password for website
Ticket Number: 0000074386		10/09/2003	ITE243
Ticket Number: 0000074500		10/10/2003	From Anjanappa
Ticket Number: 0000074465		10/10/2003	Users unable to print from AutoCAD
Ticket Number: 0000074408		10/09/2003	[Fwd: Subscription approval request]
Ticket Number: 0000074407		10/09/2003	E-mail problem
Ticket Number: 0000074220		10/07/2003	Urgent-need new e-projector in ECS302 at 8:45 a.m.
Ticket Number: 0000076004		10/31/2003	ECS 113 DELL Computer
laura	Total:	11	
Closed	Total:	11	
Ticket Number: 0000076023		10/31/2003	Tape Changes for 10/31/2003
Ticket Number: 0000074341		10/09/2003	testing.. ignore
Ticket Number: 0000074394		10/09/2003	Need another queue added to printhost for Dr. Seley's group.
Ticket Number: 0000074375		10/09/2003	tape changes - 10/9
Ticket Number: 0000074962		10/16/2003	Moving data4 to data2
Ticket Number: 0000074603		10/13/2003	Re: [ID#] Final decisions on salsify/spud
Ticket Number: 0000074853		10/15/2003	New disk/sled for Dna.chem
Ticket Number: 0000075292		10/21/2003	user name remove (cerebro)
Ticket Number: 0000073935		10/03/2003	ups for lancair or salsify
Ticket Number: 0000075065		10/17/2003	Biosym and Quanta commands do not work!
Ticket Number: 0000075465		10/23/2003	csplsg04 csee machine in trc
randy	Total:	1	
Closed	Total:	1	
Ticket Number: 0000075028		10/17/2003	Linux problems! neanderthal.biosci.umbc.edu

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysDept



Training Total: 1

jcg

Total: 1

Closed

Total: 1

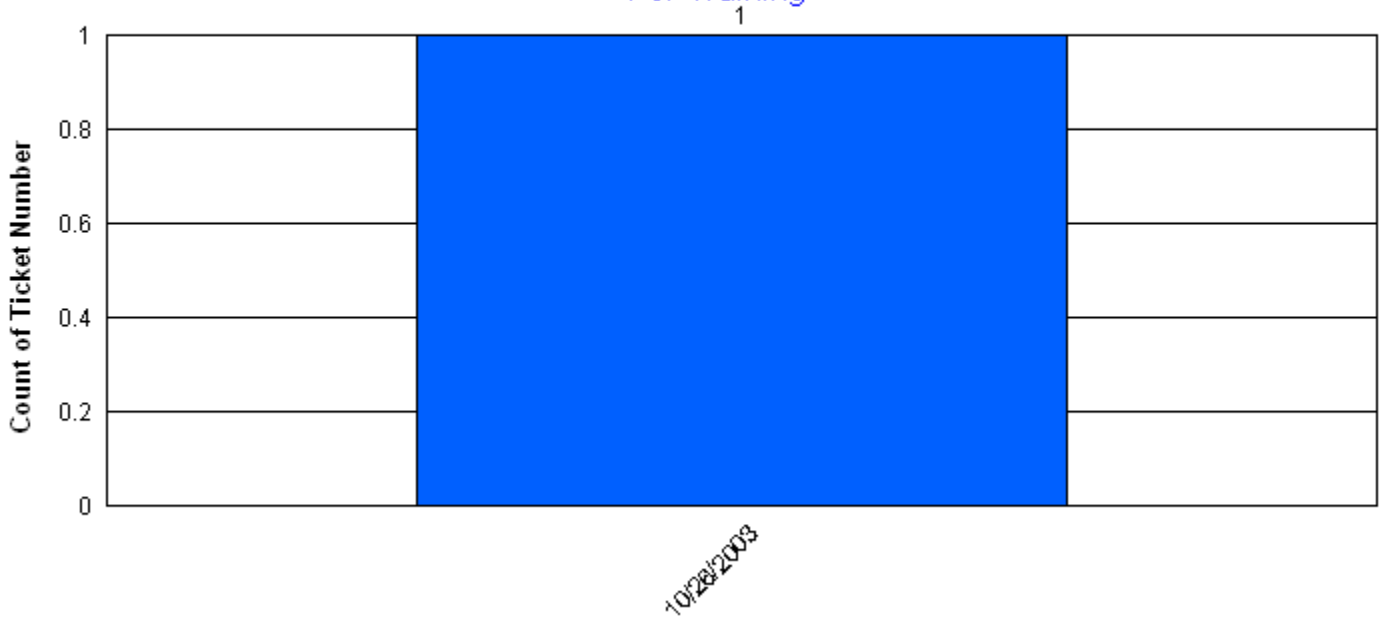
Ticket Number: 0000075979

10/31/2003

A short description of prob

Count of Ticket Number / Create Date

For Training



Create

Date

Short Description

Total Remedy Tickets Closed or Resolved between

10/01/2003 and 10/31/2003 :

2297

Count of Ticket Number / Create Date & HD Department Section

