

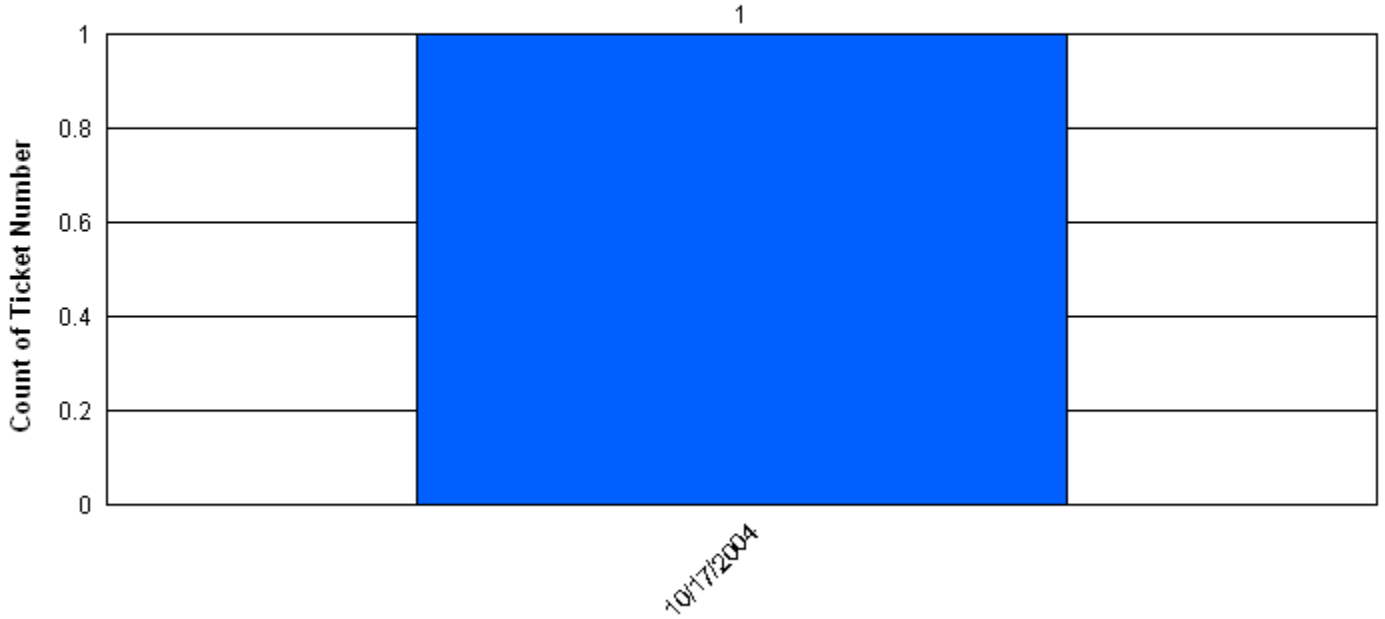
Closed/Resolved Tickets by OIT Section

Tickets Created Between 10/01/2004 and 10/31/2004

AV Services	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
souder	1		
Closed	Total: 1		
Ticket Number: 0000103692		10/21/2004	Joan wants help with using SoundEdit v2 (macos 8.0 compatible) run

Count of Ticket Number / Create Date

For AV Services

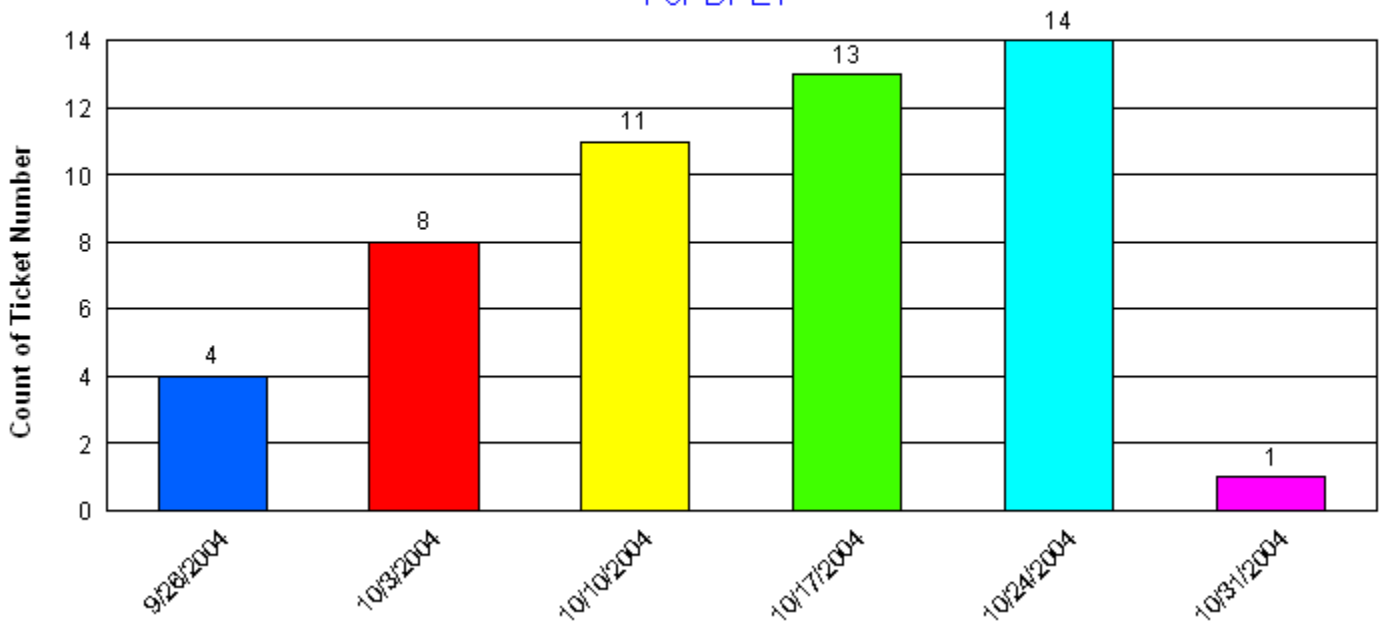


DPET	Total:	<u>Create</u> <u>Date</u>	<u>Short Description</u>
	51		
gluo1		<u>Total:</u> 2	
Closed		<u>Total:</u> 2	
Ticket Number: 0000102987		10/11/2004	Unzip Utility in Lab?
Ticket Number: 0000103010		10/11/2004	test problem
glove1		<u>Total:</u> 25	
Resolved		<u>Total:</u> 2	
Ticket Number: 0000103799		10/22/2004	New battery for laptop
Ticket Number: 0000104291		10/29/2004	FW: Web site for Erickson
Closed		<u>Total:</u> 23	
Ticket Number: 0000104187		10/28/2004	[Fwd: Tidepoint Flat Screen Monitor]
Ticket Number: 0000104380		10/31/2004	minor prob
Ticket Number: 0000103651		10/20/2004	TESOL Needs Assessment Survey
Ticket Number: 0000104146		10/28/2004	Flat Screen
Ticket Number: 0000103796		10/22/2004	Computer Reboots Sporadically
Ticket Number: 0000104110		10/27/2004	Laptop Computer Set-Up
Ticket Number: 0000104113		10/27/2004	Monitor
Ticket Number: 0000104080		10/27/2004	Flat Screen Monitor
Ticket Number: 0000102702		10/06/2004	Need Link Added
Ticket Number: 0000102835		10/07/2004	ELC Lab Lock
Ticket Number: 0000103650		10/20/2004	Test
Ticket Number: 0000103246		10/14/2004	Repair and assess condition of Xerox Copier 2135 (T1XE1CLW0W)
Ticket Number: 0000103319		10/15/2004	Order USB Memory Device
Ticket Number: 0000103571		10/19/2004	service pack 2 probs
Ticket Number: 0000103749		10/21/2004	Needs a Digital Camera
Ticket Number: 0000104079		10/27/2004	Monitor Change
Ticket Number: 0000103983		10/26/2004	flat screen
Ticket Number: 0000102350		10/01/2004	adobe
Ticket Number: 0000102381		10/01/2004	Upgrade to Windows XP
Ticket Number: 0000103317		10/15/2004	Order toner cartridge
Ticket Number: 0000102550		10/05/2004	[Fwd: check yourself!]
Ticket Number: 0000102374		10/01/2004	Computer problems
Ticket Number: 0000102353		10/01/2004	Josie having problems opening PDF files from Acrobat reader

		<u>Create Date</u>	<u>Short Description</u>
stevenh1		Total: 22	
Resolved		Total: 1	
Ticket Number:	0000103793	10/22/2004	RE: AV Services
Closed		Total: 21	
Ticket Number:	0000104134	10/27/2004	Data projector for ACIV Conference Room
Ticket Number:	0000104353	10/29/2004	Lost HotSync
Ticket Number:	0000104307	10/29/2004	Computer and Projector for November 4th event
Ticket Number:	0000104367	10/30/2004	Replace old computer
Ticket Number:	0000104371	10/30/2004	Computer and Projector
Ticket Number:	0000104366	10/30/2004	laptop problem
Ticket Number:	0000103800	10/22/2004	Cancel Susan Boyer's Cell Phone Service
Ticket Number:	0000103729	10/21/2004	AV Services
Ticket Number:	0000102695	10/06/2004	Upload Cybergroup Database
Ticket Number:	0000102836	10/07/2004	Reinstall Programs
Ticket Number:	0000102996	10/11/2004	Order New Laptop
Ticket Number:	0000103103	10/12/2004	problems renaming files
Ticket Number:	0000103085	10/12/2004	Bev's computer
Ticket Number:	0000102503	10/04/2004	Xerox copier not pulling paper
Ticket Number:	0000102667	10/06/2004	Voice Mail Box Creation
Ticket Number:	0000102594	10/05/2004	Upload Cybergroup Database
Ticket Number:	0000103175	10/13/2004	Create URL on Web Server
Ticket Number:	0000103736	10/21/2004	Need furniture and trashed removed
Ticket Number:	0000103425	10/18/2004	Get electrical socket installed for copier
Ticket Number:	0000103316	10/15/2004	Investigate Profile Issue
Ticket Number:	0000103283	10/14/2004	Request for laptop
swapna1		Total: 2	
Closed		Total: 2	
Ticket Number:	0000103599	10/20/2004	Rebuild a Machine for Josie
Ticket Number:	0000103811	10/22/2004	Flash Needs to be Updated in ISD Lab

Count of Ticket Number / Create Date

For DPET



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Desktop Support	Total:	349	
Desktop		<u>Total:</u>	8
Closed		<u>Total:</u>	8
Ticket Number:	0000103677	10/21/2004	WIn2000-system could not log you into network.
Ticket Number:	0000104075	10/27/2004	Karen/started receivign alot of popups in ms
Ticket Number:	0000104078	10/27/2004	walkin - have loaded xp2 and what else would I need
Ticket Number:	0000103701	10/21/2004	d4 - student/ite bldg - wants novell setup on laptop
Ticket Number:	0000104145	10/28/2004	Rick/ehs - dell wants to download servpack2
Ticket Number:	0000104239	10/29/2004	Faculty/Offcampus - cpu fan not being detected...
Ticket Number:	0000103584	10/20/2004	rose/food service - regarding sec cd
Ticket Number:	0000102539	10/04/2004	burn 2 cds for Chris Milito
Desktop:PCInstall		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000103641	10/20/2004	pc will not reboot/power outage
afort1		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000102326	10/01/2004	New machine setup this week - having LOTS of problems since
chrism		<u>Total:</u>	2
Closed		<u>Total:</u>	2
Ticket Number:	0000102438	10/03/2004	NAV vs SSL
Ticket Number:	0000103601	10/20/2004	Work Order Request

edortiz

Create

Date

Total: 73

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		73	
Ticket Number: 0000103719	10/21/2004		Problem with login into the desktop/desktop crashes.
Ticket Number: 0000103696	10/21/2004		BIO 405 : unable to login to novell
Ticket Number: 0000103924	10/25/2004		Physics 327. x53351. Machine starts, just shows dell screen for a sec
Ticket Number: 0000104012	10/26/2004		Staff member is recieving popups and system crashes.
Ticket Number: 0000104101	10/27/2004		Remove Novell
Ticket Number: 0000104104	10/27/2004		Academic IV-A rm405. x58169. User needs mcafee installed on bran
Ticket Number: 0000104047	10/26/2004		Customer's machine having boot up problems
Ticket Number: 0000103959	10/25/2004		User needs files tranferred from one computer to another then the mac
Ticket Number: 0000103807	10/22/2004		McAfee install
Ticket Number: 0000103730	10/21/2004		Eddie came up to fix error msg on computer when starting. Now there
Ticket Number: 0000103693	10/21/2004		UC : 206 - Auto recover in MSOffice
Ticket Number: 0000104153	10/28/2004		PHYS 327, 328 - Computers won't boot
Ticket Number: 0000104309	10/29/2004		Physics rm 111. x51425. User has win 98 machine, would like it refo
Ticket Number: 0000104340	10/29/2004		gets an error when printing
Ticket Number: 0000104159	10/28/2004		Dual monitor setup - Right monitor is not working-black screen
Ticket Number: 0000102696	10/06/2004		Adobe, printing, and email
Ticket Number: 0000102842	10/07/2004		CHEM 276 : Computer locks up
Ticket Number: 0000102806	10/07/2004		Internet explorer keeps crashing. erickson rm 184. x52591
Ticket Number: 0000102797	10/07/2004		new computer that needs hooked up
Ticket Number: 0000102787	10/07/2004		ADMIN 505: Win98 errors on startup
Ticket Number: 0000102729	10/06/2004		Admin Password/Rights for pc
Ticket Number: 0000102799	10/07/2004		Windows Reinstall
Ticket Number: 0000102995	10/11/2004		Printing problems with local Brother HL1240 Laser printer
Ticket Number: 0000102989	10/11/2004		Windows XP; Applications do not start
Ticket Number: 0000102963	10/10/2004		User is unable to sustain a 130.85 IP
Ticket Number: 0000102955	10/09/2004		Customer blocked from resnet due to virus
Ticket Number: 0000102893	10/08/2004		Please add user to print queue HP4000_2printer under OIA dept.
Ticket Number: 0000102886	10/08/2004		Getting only desktop/mouse and nothing else possible virus
Ticket Number: 0000102841	10/07/2004		RAC 331 - Install Mozilla
Ticket Number: 0000102838	10/07/2004		PC install. Customer will drop labtop off at Helpdesk
Ticket Number: 0000103162	10/13/2004		Cannot print from office computer
Ticket Number: 0000103139	10/12/2004		User has adware tool bar that pops up and also has homepage that loa
Ticket Number: 0000103127	10/12/2004		Work Order Request-printer not working
Ticket Number: 0000103125	10/12/2004		McAfee has detected a virus on customers machine
Ticket Number: 0000103083	10/12/2004		RAC 328: Computer rebooting randomly
Ticket Number: 0000103076	10/12/2004		CP 135: Novell Client and other software install
Ticket Number: 0000103043	10/11/2004		IE crashes after popup ad appears
Ticket Number: 0000103031	10/11/2004		Commons 319 : trouble printing
Ticket Number: 0000103029	10/11/2004		AD Installation
Ticket Number: 0000103026	10/11/2004		Dell Replacing Hard Drive, Need OS Installed
Ticket Number: 0000103017	10/11/2004		User can see I:/ drive but cannot copy files over to it. When she can c
Ticket Number: 0000102821	10/07/2004		RAC 330 - Printer needs setup
Ticket Number: 0000102742	10/06/2004		computers in AC-IV Rm 209/Active directory
Ticket Number: 0000102355	10/01/2004		HAVing problems connecting to HP via VPN
Ticket Number: 0000103118	10/12/2004		Customer having problems with office machine
Ticket Number: 0000102699	10/06/2004		User needs local admin account added for him and other user on machi
Ticket Number: 0000102332	10/01/2004		Printer keeps jamming - would like this checked out
Ticket Number: 0000102458	10/04/2004		win98 - c:/windows/temp/zxx.exe file is corrupted
Ticket Number: 0000102584	10/05/2004		FIELDHOUSE 112: Install word
Ticket Number: 0000102573	10/05/2004		Dell / Win98 - Check machine to see if more ram is needed
Ticket Number: 0000102597	10/05/2004		computer set-up
Ticket Number: 0000102543	10/04/2004		Need Machine Moved to Active Directory
Ticket Number: 0000102533	10/04/2004		Novell Printers
Ticket Number: 0000102531	10/04/2004		Novell Account Creation

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000102528	10/04/2004	Active Directory
Ticket Number:	0000102510	10/04/2004	Potomac 103 Hall staff area
Ticket Number:	0000102483	10/04/2004	CD-RW is not working
Ticket Number:	0000102465	10/04/2004	AD619 - x58742 - Started to install serv pack 2 on machine
Ticket Number:	0000103174	10/13/2004	Machines hanging at Novell Results screen
Ticket Number:	0000103373	10/15/2004	Customer unable to save files to the Cedar Shared Drive
Ticket Number:	0000103550	10/19/2004	Academic IV B wing rm 335. x56358 . Desktop machine crashes after
Ticket Number:	0000103546	10/19/2004	Math/Psyc rm 312. x52567 Internet explorer will not load for user. J
Ticket Number:	0000103545	10/19/2004	Erickson Hall rm 151. x53767. User gets error msg about a missing fi
Ticket Number:	0000103527	10/19/2004	Theater 103E - McAfee / EPO agent install
Ticket Number:	0000104041	10/26/2004	User needs printer setup on their machine, win xp. Its a CSEE_Xerox c
Ticket Number:	0000103520	10/19/2004	Admin 818 : Install printer
Ticket Number:	0000103465	10/18/2004	PC is getting progressively slower
Ticket Number:	0000103204	10/13/2004	Ticket Request
Ticket Number:	0000103293	10/14/2004	FA525 : Novell error message
Ticket Number:	0000103277	10/14/2004	After copying a file to the psyc I:/ drive and retrieving it back again, t
Ticket Number:	0000103242	10/14/2004	ACIV : 215 - Zip Drive hookup
Ticket Number:	0000103196	10/13/2004	IE hangs
Ticket Number:	0000103190	10/13/2004	Novell account setup

jhenn1

Total: 15

Closed

Total: 15

Ticket Number:	0000103192	10/13/2004	Jack Check/Network check
Ticket Number:	0000103566	10/19/2004	User is unable to use ethernet connection in room.
Ticket Number:	0000103486	10/18/2004	User cannot load ANY pages with resnet
Ticket Number:	0000103295	10/14/2004	On-site support request
Ticket Number:	0000103227	10/13/2004	User getting a Connection Refused window
Ticket Number:	0000103195	10/13/2004	Patapsco rm 315 south. x20571 User's jack not giving an ip address.
Ticket Number:	0000102349	10/01/2004	Resnet Log In Page Not Found
Ticket Number:	0000102858	10/07/2004	Virus diagnosis request
Ticket Number:	0000103007	10/11/2004	Not getting IP address
Ticket Number:	0000102925	10/08/2004	PATAPSCO 061 : Jack Check
Ticket Number:	0000103618	10/20/2004	PPP Setup
Ticket Number:	0000103926	10/25/2004	Student can not get a valid IP address
Ticket Number:	0000103763	10/21/2004	Unable to access non-umbc sites
Ticket Number:	0000103657	10/20/2004	Connection dropping every 3 minutes
Ticket Number:	0000103654	10/20/2004	Resnet Configuration

jhill4

Total: 3

Closed

Total: 3

Ticket Number:	0000103049	10/11/2004	User needs machine "cleaned"
Ticket Number:	0000102356	10/01/2004	Desktop Unit / WinXP - Will bring in to HD
Ticket Number:	0000102335	10/01/2004	Problems w/laptop connecting to browsers/email from home

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
josh	<u>Total:</u> 22	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000103412	10/18/2004	Mathematica on Linux
Closed	<u>Total:</u> 21	
Ticket Number: 0000104168	10/28/2004	Corrupt files for VPN client
Ticket Number: 0000104394	10/31/2004	request
Ticket Number: 0000104268	10/29/2004	virus was downloaded via an email attachment
Ticket Number: 0000103788	10/22/2004	Karen from Shady Grove is on campus today and has not been able to g
Ticket Number: 0000104109	10/27/2004	Firewall blocks access from accessing IT faculty dept. website
Ticket Number: 0000103821	10/22/2004	User needs account reset.
Ticket Number: 0000103928	10/25/2004	Paula Keys has been dropped off the HP 3 times already today. Other
Ticket Number: 0000102847	10/07/2004	Software install request (Admin 202)
Ticket Number: 0000103066	10/12/2004	Janice is not getting the "Vernier Page" on her laptop.
Ticket Number: 0000103260	10/14/2004	Machine that was used by eva valentine needs a local account passwo
Ticket Number: 0000102348	10/01/2004	HP/Reflections timing out.
Ticket Number: 0000102457	10/04/2004	Mozilla configuration
Ticket Number: 0000102344	10/01/2004	Shuvo & Abbie keep losing their J:\ drive.
Ticket Number: 0000103289	10/14/2004	ADMIN 418 : McAfee Install
Ticket Number: 0000102974	10/11/2004	Local Tree and Server can not be found
Ticket Number: 0000102666	10/06/2004	Spyware/Cookie issue
Ticket Number: 0000102571	10/05/2004	Since name change - not able to access netscape/mail
Ticket Number: 0000103252	10/14/2004	Novell acct / VPN acct
Ticket Number: 0000103497	10/19/2004	Clicked "yes" for windows update in error
Ticket Number: 0000103427	10/18/2004	Joyce is receiving an error in MS Excel 97.
Ticket Number: 0000103353	10/15/2004	Human Resources Network Printer not printing
kirkley1	<u>Total:</u> 6	
Closed	<u>Total:</u> 6	
Ticket Number: 0000102789	10/07/2004	+Pataspco 313 - Jack Check
Ticket Number: 0000102631	10/05/2004	Virus on customers machine
Ticket Number: 0000102673	10/06/2004	keeps getting redirecting option on browser
Ticket Number: 0000102441	10/03/2004	problems with mcafee update
Ticket Number: 0000102785	10/07/2004	No subject
Ticket Number: 0000102804	10/07/2004	not connecting via vernier

lasuk		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	
Ticket Number:	0000103911	10/25/2004	[PC s/w] BS369: Needs SAS installed on comptuer
Ticket Number:	0000104048	10/26/2004	[PC s/w] SS403: Fix SPSS install on 2 PCs
		<u>Total:</u>	2
			71

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
Ticket Number: 0000104116	10/27/2004	69	[PC s/w] BS165: Update 30 student laptop w/virus protection on Frid
Ticket Number: 0000104197	10/28/2004		ENG 336 : Instructor's Station
Ticket Number: 0000104226	10/28/2004		[lab] ECS122PC16: Missing Mouse Ball
Ticket Number: 0000103942	10/25/2004		[PC h/w] ECS101: Request for 2 surplus machines
Ticket Number: 0000103674	10/21/2004		[PC s/w] ECS019: McAfee Virus scan reinstall
Ticket Number: 0000103718	10/21/2004		[Site survey] PUP355: Install 1 data jack for printer
Ticket Number: 0000104099	10/27/2004		Asset Security Alert
Ticket Number: 0000104088	10/27/2004		[net] FA: Jack Check
Ticket Number: 0000104082	10/27/2004		Asset Security Alert
Ticket Number: 0000103948	10/25/2004		[Mac s/w] Chem108: Mac won't boot
Ticket Number: 0000103846	10/22/2004		Asset Security Alert
Ticket Number: 0000103845	10/22/2004		Asset Security Alert
Ticket Number: 0000103747	10/21/2004		Add Front Desktop to HP VLAN
Ticket Number: 0000103737	10/21/2004		[lab] ECS336MAC01: Cannot log into teacher station
Ticket Number: 0000103700	10/21/2004		[lab] FA001PC26: Not accepting username and password
Ticket Number: 0000103694	10/21/2004		[PC s/w] LIB010D: Bwalls1 can not login to novell
Ticket Number: 0000103635	10/20/2004		[PC s/w] ACIV474: Machines Moved to Active Directory
Ticket Number: 0000103648	10/20/2004		[PC s/w] TUC335: McAfee Anti-virus reinstall
Ticket Number: 0000102782	10/07/2004		[PC s/w] WARE: corrupted registry - re-install
Ticket Number: 0000102800	10/07/2004		[Mac s/w] FA 541: Mac Access to network printer
Ticket Number: 0000103027	10/11/2004		[PC s/w] ACIV408: Customer Wants to Archive Files Locally
Ticket Number: 0000103009	10/11/2004		[PC s/w] PHYS331: Data Transfer to new New laptop
Ticket Number: 0000102997	10/11/2004		[lab] Sus: Re-Image 3 PCs
Ticket Number: 0000102993	10/11/2004		[PC s/w] MP301B: Install SPSS on 4 PCs
Ticket Number: 0000102916	10/08/2004		[PC s/w] WARE: PC keeps rebooting; won't allow user to login
Ticket Number: 0000102895	10/08/2004		[PC s/w] LIB216D: Virus Detected
Ticket Number: 0000102883	10/08/2004		[PC s/w] BS207: IP Printing for Win95 (Unsupported Request)
Ticket Number: 0000102794	10/07/2004		TRC 273: Mac No Connection (no IP)
Ticket Number: 0000102823	10/07/2004		[Mac s/w] FA 410 : Install OSX
Ticket Number: 0000103711	10/21/2004		[lab] ECS336MAC01: Hanging on login
Ticket Number: 0000103098	10/12/2004		Asset Security Alert
Ticket Number: 0000103097	10/12/2004		Asset Security Alert
Ticket Number: 0000103082	10/12/2004		[Mac s/w] 4 MACs not seeing network printer
Ticket Number: 0000103072	10/12/2004		FA467C: Memory needs installed
Ticket Number: 0000103071	10/12/2004		[PC s/w] PUP312: Customer Support
Ticket Number: 0000103106	10/12/2004		[lab] IMC: Mac01 & 02 are having problems with Adobe Acrobat Rea
Ticket Number: 0000103150	10/13/2004		[lab] ECS104PC22: Re-Image
Ticket Number: 0000102991	10/11/2004		[Mac s/w] Phys313: G5 Crashing
Ticket Number: 0000103705	10/21/2004		Customer needs VLAN for uploading files to HP
Ticket Number: 0000102663	10/06/2004		FA002 computer hook-ups
Ticket Number: 0000102985	10/11/2004		[Mac s/w] FA448C: Can't insert page numbers with Office 2004 for M
Ticket Number: 0000102574	10/05/2004		Asset Security Alert
Ticket Number: 0000102560	10/05/2004		[PC s/w] ADMIN 410: Unable to login to computer
Ticket Number: 0000102540	10/04/2004		[PC s/w] ITE315: Netscape mail will not purge deleted msges
Ticket Number: 0000102455	10/04/2004		[Mac s/w] SS211J: New Mac, needs info transfered
Ticket Number: 0000102432	10/03/2004		[PC s/w] SPSS license
Ticket Number: 0000102414	10/02/2004		ECS021 - pc 26 - BSOD
Ticket Number: 0000102411	10/01/2004		[lab] ECS122PC04: PC won't boot
Ticket Number: 0000102406	10/01/2004		[Mac s/w] TRC255: PowerMac G5 has arrived
Ticket Number: 0000102312	10/01/2004		[lab] ECS021PC26: Crashing on Boot
Ticket Number: 0000103335	10/15/2004		[PC s/w] BS250: Installation of computer
Ticket Number: 0000102341	10/01/2004		[PC Install] TEC1.004: new install - App't part 2 Fri afternoon
Ticket Number: 0000102342	10/01/2004		[PC Install] TEC1.004: new PC install -
Ticket Number: 0000102382	10/01/2004		[net] BS325: Network printer problem

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000103186	10/13/2004	[Mac h/w] ACIV203MAC01: Machine appears to have died - App't M
Ticket Number:	0000103298	10/14/2004	[PC s/w] AH: Network printer install - Duplicate ticket - See work or
Ticket Number:	0000103332	10/15/2004	MS Office 2001 Word menus missing.
Ticket Number:	0000103586	10/20/2004	[PC s/w] ACIV119a: Questions re "updates" and Outlook - App't 11/3
Ticket Number:	0000103578	10/20/2004	Asset Security Alert
Ticket Number:	0000103743	10/21/2004	[lab] ECS021: Install Practica Musica
Ticket Number:	0000103440	10/18/2004	[lab] Printer needs to be installed to a lab ITE 242
Ticket Number:	0000103424	10/18/2004	[PC s/w] AD608: Need VLAN setup for HP access
Ticket Number:	0000103419	10/18/2004	[PC s/w] AD608: VPN Client Install
Ticket Number:	0000103417	10/18/2004	[Fwd: Installation of computer]
Ticket Number:	0000103726	10/21/2004	[PC s/w] AD923: Service Request
Ticket Number:	0000103356	10/15/2004	Asset Security Alert
Ticket Number:	0000103336	10/15/2004	Students expected to print in OS 9
Ticket Number:	0000103526	10/19/2004	[PC s/w] ITE101: 2 PC Installs for the IRC - App't Nov 5 @ 10:30 a
Ticket Number:	0000103513	10/19/2004	[PC s/w] ACIV405: Access to network printer - App't Fri, 10/22/04 10
maboone1		<u>Total:</u>	15
Closed		<u>Total:</u>	15
Ticket Number:	0000103214	10/13/2004	Work Order Request
Ticket Number:	0000103382	10/15/2004	Blue screen of death
Ticket Number:	0000103376	10/15/2004	Students expected to print in OS 9
Ticket Number:	0000103281	10/14/2004	Mya 6.0 on ECS 005 PC 13
Ticket Number:	0000103450	10/18/2004	create new print queue for lab image
Ticket Number:	0000103436	10/18/2004	Work Order Request
Ticket Number:	0000102419	10/02/2004	ECS 021 PC 26 blue screens on startup.
Ticket Number:	0000102580	10/05/2004	Contact by email - 2 lib machines not allowing me access to profile
Ticket Number:	0000102933	10/08/2004	Customer having problems in the Maya lab (005)
Ticket Number:	0000103019	10/11/2004	Work Order Request-disk drive not being recognized
Ticket Number:	0000103108	10/12/2004	Work Order Request-accts needed for lang tchrs
Ticket Number:	0000103101	10/12/2004	ECS 122, 122a - SPSS unstable
Ticket Number:	0000103765	10/22/2004	User wants to know where to save custom fonts
Ticket Number:	0000104126	10/27/2004	Work Order Request-Can not disable screen-saver
Ticket Number:	0000104133	10/27/2004	[PC s/w] ITE: User left files on desktop and needs them back.
mikec		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000103855	10/23/2004	Customers unable to connect to modem banks

omarn

Create

Date

Total: **108**

Short Description

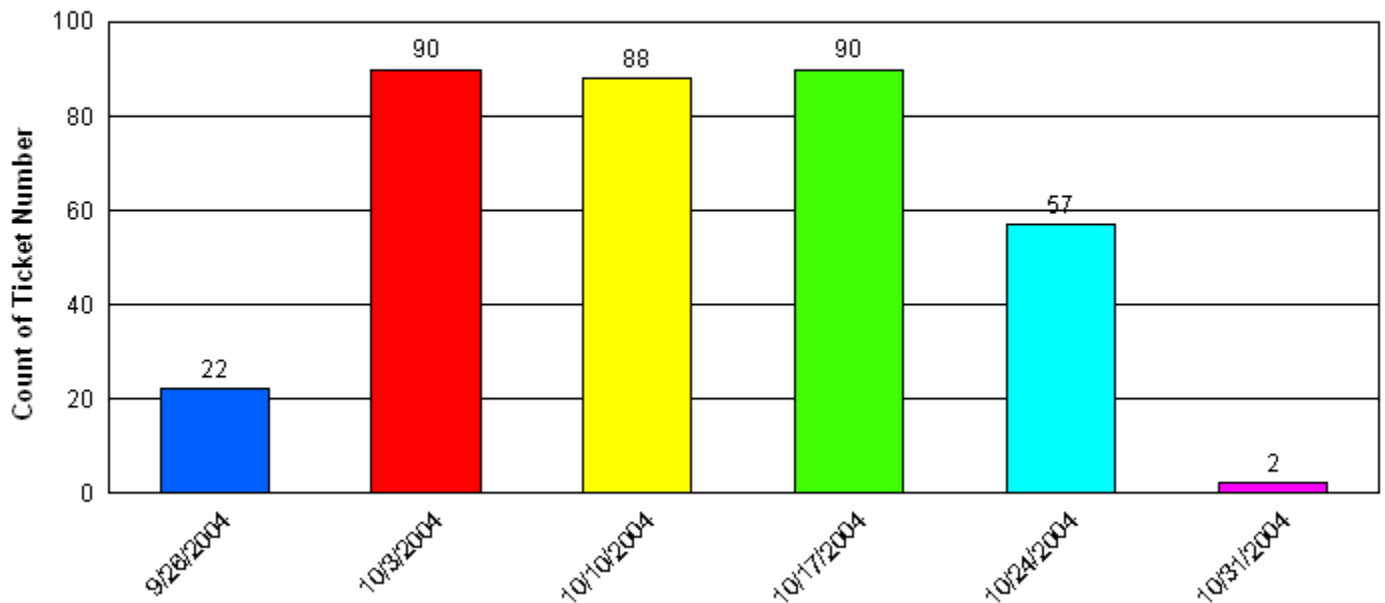
<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		108	
Ticket Number: 0000103593	10/20/2004		Work Order Request
Ticket Number: 0000104103	10/27/2004		Virus Detected
Ticket Number: 0000104096	10/27/2004		Login to Novell fails after msg about password expiration
Ticket Number: 0000104095	10/27/2004		Windows Update glitches with on campus PC
Ticket Number: 0000104087	10/27/2004		Chem 3700n
Ticket Number: 0000104049	10/26/2004		Software Installation
Ticket Number: 0000104009	10/26/2004		ADMIN 801 - Printer needs added
Ticket Number: 0000103934	10/25/2004		PHYSICS 306a : Windows install
Ticket Number: 0000103917	10/25/2004		Department xerox not scanning
Ticket Number: 0000104043	10/26/2004		Work Order Request
Ticket Number: 0000103901	10/25/2004		Tree or server can not be found
Ticket Number: 0000103823	10/22/2004		User needs VPN installed on her laptop. Can drop it off monday or st
Ticket Number: 0000103779	10/22/2004		Printer in Pub Policy is not printing
Ticket Number: 0000103914	10/25/2004		Scannier feature of their Xerox copier is not working
Ticket Number: 0000103722	10/21/2004		Computer Reformatted
Ticket Number: 0000103707	10/21/2004		Transportation Svcs 113 : No network
Ticket Number: 0000103698	10/21/2004		CHEM 145 : Fatal error
Ticket Number: 0000103898	10/25/2004		As per Omar - pc needs to be reformatted - No network connection as o
Ticket Number: 0000103683	10/21/2004		Commons 319 : Internet Explorer locking up
Ticket Number: 0000103681	10/21/2004		Not receiving an IP
Ticket Number: 0000103758	10/21/2004		user needs ad passwd reset
Ticket Number: 0000103639	10/20/2004		error: "virus definition files are corrupted"
Ticket Number: 0000103617	10/20/2004		Pub Policy 315. x52916. User gets pop up ads that crash her internet e
Ticket Number: 0000103716	10/21/2004		new computer setup
Ticket Number: 0000103608	10/20/2004		Driver install for network printer
Ticket Number: 0000103798	10/22/2004		Please Add Jack to VLAN ASAP
Ticket Number: 0000103616	10/20/2004		Netscape 7.x Addressbook Assistance
Ticket Number: 0000104175	10/28/2004		Word for Windows not working
Ticket Number: 0000104195	10/28/2004		McAfee install request
Ticket Number: 0000104241	10/29/2004		Operating system upgrade
Ticket Number: 0000104263	10/29/2004		When laptop is connected to docking station, no connection.
Ticket Number: 0000104337	10/29/2004		User with a new harddrive needs software on the computer
Ticket Number: 0000104347	10/29/2004		need restrictive account added
Ticket Number: 0000104345	10/29/2004		user is able to log on, but is not getting his shared drives.
Ticket Number: 0000104330	10/29/2004		Work Order Request-New pc install
Ticket Number: 0000104237	10/29/2004		Computers cannot access department shared drive.
Ticket Number: 0000104207	10/28/2004		FA 461 : Trouble printing to local printer
Ticket Number: 0000102731	10/06/2004		Disk Drive
Ticket Number: 0000103241	10/14/2004		Printer needs added
Ticket Number: 0000102767	10/07/2004		Work Order Request-pc crashes after 1 page prints
Ticket Number: 0000102786	10/07/2004		ACIV 209 - A wing - Customer not able to login
Ticket Number: 0000102768	10/07/2004		Work Order Request-Problem w/shared dept printer
Ticket Number: 0000103035	10/11/2004		V-LAN error
Ticket Number: 0000103131	10/12/2004		Importing address book in netscape 7.1
Ticket Number: 0000102915	10/08/2004		Admin rm 214a. x51337. User cannot attach msges in netscape mail. T
Ticket Number: 0000102887	10/08/2004		User Needs A Computer Reformat
Ticket Number: 0000102875	10/08/2004		laser mouse - jumpy in scroll bars only
Ticket Number: 0000103090	10/12/2004		Printer
Ticket Number: 0000102828	10/07/2004		need to schedule new machine install
Ticket Number: 0000102822	10/07/2004		PUBPOLICY : 250 - unable to print
Ticket Number: 0000102810	10/07/2004		Sound is not playing on computer. Physics rm 329. x 53712.
Ticket Number: 0000103169	10/13/2004		AD Installation
Ticket Number: 0000103160	10/13/2004		Hard disk failure upon bootup - New pc less than 2 months old
Ticket Number: 0000103069	10/12/2004		Crucial - need files from laptop

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000103064	10/12/2004	ERICKSON 178 : Printer Install
Ticket Number:	0000103040	10/11/2004	Fine Arts rm 539. New Dell Dimension 8400 needs setup with novell,
Ticket Number:	0000102999	10/11/2004	Problems printing PDFs
Ticket Number:	0000102994	10/11/2004	Software error
Ticket Number:	0000102791	10/07/2004	Psych Xerox 470 Not Printing
Ticket Number:	0000102774	10/07/2004	UC 206A - Computer needs added to AD
Ticket Number:	0000102371	10/01/2004	Station restrictive accounts
Ticket Number:	0000102384	10/01/2004	PUB 313 : Netscape Reinstall
Ticket Number:	0000103751	10/21/2004	Social Science 403. x53110. User would like novell, office suite and s
Ticket Number:	0000102652	10/06/2004	Problems with Outlook; keeps asking for login info
Ticket Number:	0000102521	10/04/2004	Outlook email problems
Ticket Number:	0000102499	10/04/2004	add station restrictive account to novell PHYS 319 :
Ticket Number:	0000102485	10/04/2004	Local workstation password resets and kiosk setup
Ticket Number:	0000102480	10/04/2004	Pub Policy 446. x58836. Printer HP Deskjet 960 says "user intervent
Ticket Number:	0000102473	10/04/2004	Work Order Request
Ticket Number:	0000102466	10/04/2004	Laptop - setup for network in Pool Office area
Ticket Number:	0000102546	10/04/2004	Work Order Request-3 laptop have startup errors
Ticket Number:	0000102334	10/01/2004	Customer requests omar/as per eddie - Reformat hd.
Ticket Number:	0000103534	10/19/2004	Fine Arts 467C. x52179. Would like windows 98 upgraded to a highe
Ticket Number:	0000102911	10/08/2004	New Computer Set up
Ticket Number:	0000102651	10/06/2004	PC Setup
Ticket Number:	0000102606	10/05/2004	Physical Plant rm 104. x51572. New computer setup with novell, and A
Ticket Number:	0000102595	10/05/2004	Admin bld rm 202. x53636. User needs local login account on machi
Ticket Number:	0000102553	10/05/2004	Laptop / winXP - Dell - setup for novell access
Ticket Number:	0000102358	10/01/2004	Computer OS Upgrade and Office Install
Ticket Number:	0000103088	10/12/2004	No network
Ticket Number:	0000102849	10/07/2004	Help - Service Pack 2
Ticket Number:	0000103185	10/13/2004	Machine crashing every 2-3 days
Ticket Number:	0000103188	10/13/2004	When booting into windows 98, error box "info.exe files linked to mi
Ticket Number:	0000103194	10/13/2004	Problems with Xerox Scanning
Ticket Number:	0000103452	10/18/2004	PC Install
Ticket Number:	0000103451	10/18/2004	PC configuration
Ticket Number:	0000103447	10/18/2004	Canon Network Copier Install
Ticket Number:	0000103433	10/18/2004	Error logging into Novell
Ticket Number:	0000103358	10/15/2004	Computer needs to be set up for network printing.
Ticket Number:	0000103322	10/15/2004	Dell needs installing and setting up
Ticket Number:	0000103321	10/15/2004	User wants computer to use a different printer.
Ticket Number:	0000103304	10/14/2004	PUP 255: Active Directory Install
Ticket Number:	0000103299	10/14/2004	SPSS install
Ticket Number:	0000103565	10/19/2004	Physical plant rm 104. x51785. Windows xp machine has a lot of adw
Ticket Number:	0000103539	10/19/2004	Academic IV rm 137. x52116. User says they don't have novell client a
Ticket Number:	0000103511	10/19/2004	ACIV B : 325 - Trouble logging into novell
Ticket Number:	0000103508	10/19/2004	Trying to reinstall reflections -not successful
Ticket Number:	0000103475	10/18/2004	administrator access for a notebook
Ticket Number:	0000103467	10/18/2004	FA 509 : No internet access, unable to login.
Ticket Number:	0000103460	10/18/2004	Novell login error
Ticket Number:	0000103457	10/18/2004	User would like new machine setup with win xp, novell and office su
Ticket Number:	0000104081	10/27/2004	Import from outlook express/win98 to winxp prof/outlook
Ticket Number:	0000103278	10/14/2004	+Work Order Request
Ticket Number:	0000103256	10/14/2004	User: kurman needs access to printer "OIAHP4000_2Printer"
Ticket Number:	0000103330	10/15/2004	User needs to access computer for a last cleaning
Ticket Number:	0000103780	10/22/2004	Computer not printing to proper printer
Ticket Number:	0000103217	10/13/2004	RAC rm 306. x51325. User has no internet connection on machine.
Ticket Number:	0000103416	10/18/2004	Windows wont boot

	<u>Create Date</u>	<u>Total</u>	<u>Short Description</u>
scark1			
Closed		1	
Ticket Number: 0000103483	10/18/2004		User reports connection drops every few hours
talder1			
Resolved		22	
Ticket Number: 0000103478	10/18/2004		User needs desktop virus removed
Ticket Number: 0000104390	10/31/2004		Can't pull up any sites
Ticket Number: 0000103827	10/22/2004		Erickson rm 250. x27657. Getting 130 ip but resnet site not loading.
Closed		19	
Ticket Number: 0000104182	10/28/2004		Erickson 236B - Unable to use websites on RESNET
Ticket Number: 0000104265	10/29/2004		Windows XP reinstall
Ticket Number: 0000103609	10/20/2004		User unable to access Internet
Ticket Number: 0000102694	10/06/2004		Formatted machine needs OIT go ahead...
Ticket Number: 0000102758	10/07/2004		Getting ip but can not access internet
Ticket Number: 0000103079	10/12/2004		POTOMAC 353 : Jack not a resnet jack
Ticket Number: 0000102809	10/07/2004		Virus removal for fee
Ticket Number: 0000103248	10/14/2004		Chesapeake 227 : Security Violation
Ticket Number: 0000103479	10/18/2004		Hillside apt Manokin bld. rm312. x27302.
Ticket Number: 0000103469	10/18/2004		Request for FREE diagnostic
Ticket Number: 0000103384	10/15/2004		Customer requesting to be unblocked form resnet
Ticket Number: 0000102399	10/01/2004		Work Order Request
Ticket Number: 0000102635	10/05/2004		Customer unable to log onto resnet
Ticket Number: 0000102598	10/05/2004		customer unable to log into resnet
Ticket Number: 0000102586	10/05/2004		User would like machine formatted and windows reinstalled for fee.
Ticket Number: 0000102495	10/04/2004		Customer would like the on-site service REFORMAT for fee
Ticket Number: 0000102750	10/06/2004		User needs desktop virus removed
Ticket Number: 0000102435	10/03/2004		Computer does not load properly
Ticket Number: 0000102421	10/02/2004		Customer having problems with toshiba labtop

Count of Ticket Number / Create Date

For Desktop Support



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Financial Services: Peo	Total:	75	
cnewton		Total: 1	
Closed		Total: 1	
Ticket Number: 0000102864		10/08/2004	Retriever Update
tkuonen		Total: 32	
Closed		Total: 32	
Ticket Number: 0000103122		10/12/2004	Requisiion approval
Ticket Number: 0000102683		10/06/2004	Hincke, Ed Security Request
Ticket Number: 0000102477		10/04/2004	Req Security Problem for PMOLLEN
Ticket Number: 0000102468		10/04/2004	Req Security Update authorized by Proc
Ticket Number: 0000102684		10/06/2004	Adinlewa, Abimbola Security Request
Ticket Number: 0000102362		10/01/2004	(no subject)
Ticket Number: 0000103514		10/19/2004	Requisition Approver-Urgent
Ticket Number: 0000103206		10/13/2004	SQR error POPO005
Ticket Number: 0000103287		10/14/2004	Finance Access Request
Ticket Number: 0000103525		10/19/2004	Problem with new account
Ticket Number: 0000103499		10/19/2004	Requisitioning
Ticket Number: 0000103341		10/15/2004	No subject
Ticket Number: 0000103315		10/15/2004	Towson Networking Lunch
Ticket Number: 0000103288		10/14/2004	Approver for Requisition
Ticket Number: 0000103354		10/15/2004	Approval of Requisitions
Ticket Number: 0000102753		10/06/2004	Shuvo Dutta
Ticket Number: 0000102831		10/07/2004	Customer is reallocating visa - locking up
Ticket Number: 0000103161		10/13/2004	Remedy
Ticket Number: 0000103032		10/11/2004	Approving Authority Request
Ticket Number: 0000102992		10/11/2004	Security change request - Dept Security Value to add
Ticket Number: 0000102813		10/07/2004	remedy
Ticket Number: 0000103629		10/20/2004	pdf file
Ticket Number: 0000103720		10/21/2004	Security Authorization
Ticket Number: 0000103828		10/22/2004	Not able to approve requisition
Ticket Number: 0000103929		10/25/2004	SECURITY ACCESS
Ticket Number: 0000103748		10/21/2004	requisitions
Ticket Number: 0000104114		10/27/2004	REMEDY
Ticket Number: 0000104141		10/28/2004	Setup new user in Finance for A&S
Ticket Number: 0000104327		10/29/2004	Re: Hello
Ticket Number: 0000104211		10/28/2004	Printing PDF File
Ticket Number: 0000104210		10/28/2004	VISA Account Summary Rpt Problem
Ticket Number: 0000104163		10/28/2004	people soft accounts

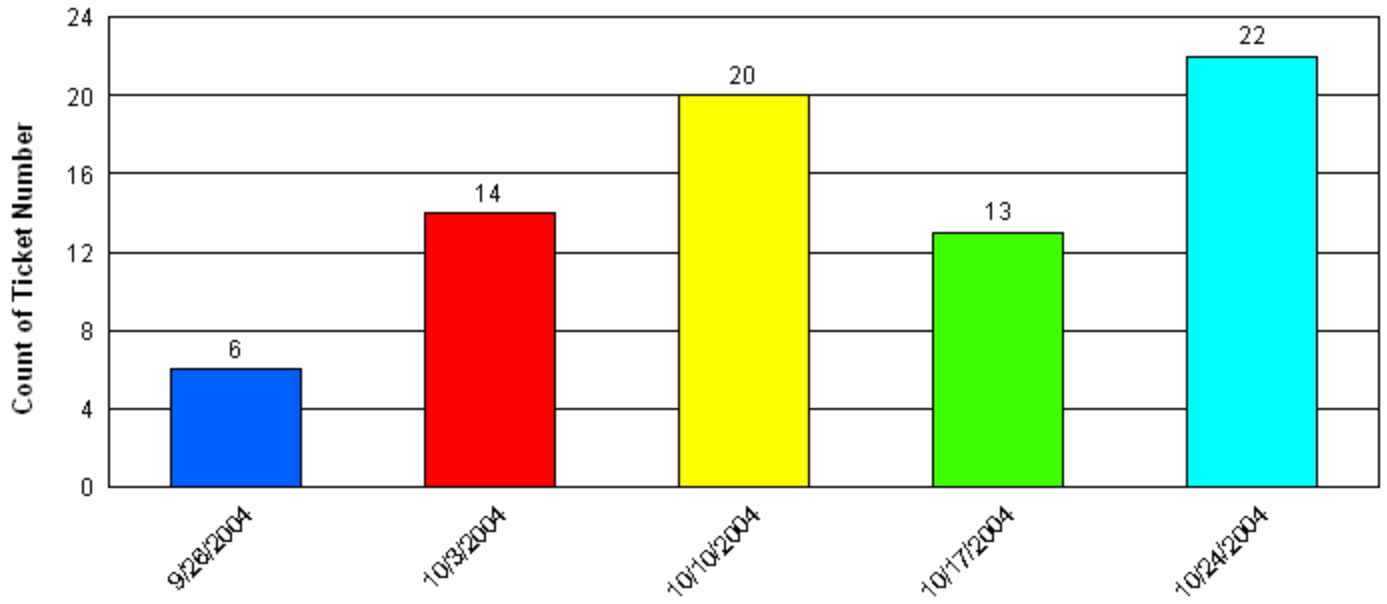
<u>weller</u>	<u>Created</u>	<u>Date</u>	<u>Short Description</u>
	Total:	42	
Closed	Total:	42	
Ticket Number: 0000104167	10/28/2004		HR Account Codes
Ticket Number: 0000104313	10/29/2004		Receipt problem
Ticket Number: 0000104332	10/29/2004		Receipt problem
Ticket Number: 0000104317	10/29/2004		Requesting new Aging Report
Ticket Number: 0000104315	10/29/2004		Fw: Requesting new Aging Report
Ticket Number: 0000104310	10/29/2004		Financials
Ticket Number: 0000104218	10/28/2004		FW: Please hang this Crystal report for SAR to GL users
Ticket Number: 0000104284	10/29/2004		Security Access Plant Fund Account
Ticket Number: 0000104270	10/29/2004		HR Account Code Table
Ticket Number: 0000103655	10/20/2004		Journal Entry Inquiry Question
Ticket Number: 0000103791	10/22/2004		VISA
Ticket Number: 0000104021	10/26/2004		Back button on browser
Ticket Number: 0000103904	10/25/2004		Retriever/Grant Detail Report
Ticket Number: 0000103899	10/25/2004		Resource Types - Proper use
Ticket Number: 0000103891	10/25/2004		Requisition Entry problem with Dept ID
Ticket Number: 0000103059	10/12/2004		req 1663 Source value not correct
Ticket Number: 0000103086	10/12/2004		Duplicate entry
Ticket Number: 0000103011	10/11/2004		Vendor file
Ticket Number: 0000103003	10/11/2004		New field needed in Vendor module
Ticket Number: 0000102998	10/11/2004		Peoplesoft loading error
Ticket Number: 0000102807	10/07/2004		Chartstring Verification
Ticket Number: 0000103215	10/13/2004		JOURNAL DRILL DOWN
Ticket Number: 0000103518	10/19/2004		Account #s and Category IDs
Ticket Number: 0000103269	10/14/2004		Access to Trans Detail by Dept Report
Ticket Number: 0000103282	10/14/2004		PCard Reallocation
Ticket Number: 0000103400	10/17/2004		Cannot sign into PeopleSoft
Ticket Number: 0000103421	10/18/2004		Retriever
Ticket Number: 0000103418	10/18/2004		Award Trac
Ticket Number: 0000103255	10/14/2004		P-card Retriever
Ticket Number: 0000103228	10/13/2004		Data Integrity Issue
Ticket Number: 0000104023	10/26/2004		[Fwd: Error Message]
Ticket Number: 0000102372	10/01/2004		Access to Effort Reporting
Ticket Number: 0000102337	10/01/2004		Vendor no longer has MBE status
Ticket Number: 0000102330	10/01/2004		PO 708 Chg Orders and BC Error Status
Ticket Number: 0000103918	10/25/2004		Retriever/Grant Detail Report
Ticket Number: 0000102681	10/06/2004		Barnes, karen - security change request
Ticket Number: 0000102665	10/06/2004		PS Security
Ticket Number: 0000102664	10/06/2004		Access to enter Reqs
Ticket Number: 0000102669	10/06/2004		New Standard Comment needed for PO
Ticket Number: 0000102511	10/04/2004		Vendor error
Ticket Number: 0000102386	10/01/2004		Budget Checking
Ticket Number: 0000102339	10/01/2004		MOD to existing Reports

Create
Date

Short Description

Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
Helpdesk	Total:	639	
HD:Tape_Changes	Total:	9	
Closed	Total:	9	
Ticket Number:	0000102422	10/02/2004	Tapes 10/2/04
Ticket Number:	0000102444	10/03/2004	Tape changes for 10/3/04
Ticket Number:	0000102837	10/07/2004	10/6 tape change done
Ticket Number:	0000102952	10/09/2004	Tape changes 10/9/04
Ticket Number:	0000102968	10/10/2004	Tape changes 10/10/04
Ticket Number:	0000103732	10/21/2004	10/21 tape change
Ticket Number:	0000103864	10/23/2004	Tape changes 10/23/04
Ticket Number:	0000103877	10/24/2004	Tape changes for 10/24/04
Ticket Number:	0000104201	10/28/2004	tape change for thur 10/28
HelpDesk	Total:	32	
Closed	Total:	32	
Ticket Number:	0000103682	10/21/2004	Patty/tech center - forgot how to set DO NOT USE TRASH
Ticket Number:	0000103768	10/22/2004	Password reset request
Ticket Number:	0000103905	10/25/2004	Shadid requests 50 megs for both
Ticket Number:	0000103902	10/25/2004	Request for Quota Increase
Ticket Number:	0000103873	10/24/2004	Reset Passwrod
Ticket Number:	0000103996	10/26/2004	viewd web site last night and received trogan virus
Ticket Number:	0000104086	10/27/2004	Student/Reset-blank desktop, no start button or task bar
Ticket Number:	0000104076	10/27/2004	Denise / chembiochem - would like quota increase for mail
Ticket Number:	0000104155	10/28/2004	Karen Sweeney - DO not see all folders in outlook as mozilla
Ticket Number:	0000104344	10/29/2004	as per Joe K
Ticket Number:	0000104250	10/29/2004	adansol - reset email pw
Ticket Number:	0000104247	10/29/2004	wexler - increase mail quota
Ticket Number:	0000104240	10/29/2004	Phil Carroll - need to send campu wide email
Ticket Number:	0000102826	10/07/2004	email pw not working / bking
Ticket Number:	0000102859	10/07/2004	Conversation with Dr. slater 10/7 9:06 - 9:47
Ticket Number:	0000103164	10/13/2004	eparker/geog - quota issue on mail account
Ticket Number:	0000103067	10/12/2004	Athl - problem w/deleting mozilla email
Ticket Number:	0000103000	10/11/2004	Reset Password
Ticket Number:	0000102948	10/09/2004	Customer cannot delete mails from account
Ticket Number:	0000102949	10/09/2004	Customer cannot log onto resnet
Ticket Number:	0000102947	10/09/2004	Customer unable to dial into network
Ticket Number:	0000102853	10/07/2004	Conversation with Dr. Slater 10/7 4:50 - 5:00
Ticket Number:	0000102839	10/07/2004	Customer forgot username and password
Ticket Number:	0000104004	10/26/2004	Calling for Min
Ticket Number:	0000102655	10/06/2004	Increase quota for blass / 25000
Ticket Number:	0000102459	10/04/2004	Quota Increase
Ticket Number:	0000102427	10/02/2004	Conversation with Dr. Slater 10/2/04 7:30 - 7:37
Ticket Number:	0000102410	10/01/2004	conversation with Dr. Slater 10/1/04
Ticket Number:	0000102329	10/01/2004	UHS - did not write down - what are the mail server info
Ticket Number:	0000103691	10/21/2004	request quota increase
Ticket Number:	0000103510	10/19/2004	seding out an email thru a listproc - receive error
Ticket Number:	0000103300	10/14/2004	Password reset request

anna

Create

Date

Total: **67**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
Ticket Number: 0000103236	10/14/2004	67	Quota increase for faculty
Ticket Number: 0000103238	10/14/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000103251	10/14/2004		How one can become a terrorist?
Ticket Number: 0000103237	10/14/2004		Isabel Garrido needs her email quota increased.
Ticket Number: 0000103265	10/14/2004		Work Order Request
Ticket Number: 0000103372	10/15/2004		E-mail Question
Ticket Number: 0000103383	10/15/2004		Fw: alway
Ticket Number: 0000103572	10/19/2004		nboms1@umbc.edu
Ticket Number: 0000103568	10/19/2004		Security Awareness Survey
Ticket Number: 0000103296	10/14/2004		Blackboard Course Removal
Ticket Number: 0000103284	10/14/2004		Work Order Request
Ticket Number: 0000102430	10/03/2004		Work Order Request
Ticket Number: 0000102313	10/01/2004		Desktop Directory in account
Ticket Number: 0000102440	10/03/2004		Labcheck 10-3-04 17.00
Ticket Number: 0000102434	10/03/2004		Keeps Losing IP
Ticket Number: 0000102433	10/03/2004		Checklist 10-3-04 12.00
Ticket Number: 0000102428	10/02/2004		Lab check 10/2/04 10 pm
Ticket Number: 0000102431	10/03/2004		Work Order Request
Ticket Number: 0000102426	10/02/2004		Phonemail 10/2/04 7 pm
Ticket Number: 0000102425	10/02/2004		10/2/04 5:00pm lab check
Ticket Number: 0000102409	10/01/2004		Customer could not record chat conversion
Ticket Number: 0000102392	10/01/2004		e-mail
Ticket Number: 0000102747	10/06/2004		No subject
Ticket Number: 0000102638	10/05/2004		Out of Office Response
Ticket Number: 0000102637	10/05/2004		Why cannot visit blackboard?
Ticket Number: 0000102592	10/05/2004		Why does my delete not delete?
Ticket Number: 0000102467	10/04/2004		SPSS License
Ticket Number: 0000102460	10/04/2004		mail quota
Ticket Number: 0000102443	10/03/2004		Phonecheck 10-3-04 19.00
Ticket Number: 0000102363	10/01/2004		re[12]:
Ticket Number: 0000102351	10/01/2004		disk use
Ticket Number: 0000102324	10/01/2004		Blackboard server problems
Ticket Number: 0000102315	10/01/2004		RE: QUOTA WARNING for your myUMBC account
Ticket Number: 0000102463	10/04/2004		Work Order Request
Ticket Number: 0000102310	10/01/2004		Request for larger quota
Ticket Number: 0000102752	10/06/2004		Work Order Request-Where are files saved from desktop
Ticket Number: 0000102861	10/07/2004		Labcheck 10-7-04 22.00
Ticket Number: 0000103065	10/12/2004		Question
Ticket Number: 0000103048	10/11/2004		my email
Ticket Number: 0000103022	10/11/2004		Novell Password Reset
Ticket Number: 0000102922	10/08/2004		Viewing my computer from home
Ticket Number: 0000103570	10/19/2004		Faculty Needs A Quota Increase
Ticket Number: 0000102760	10/07/2004		.Work Order Request-Can not view outside umbc network
Ticket Number: 0000102776	10/07/2004		Quota increase requested
Ticket Number: 0000102792	10/07/2004		An individual at our website at our website is getting opinions regardi
Ticket Number: 0000102777	10/07/2004		Quota increase requested
Ticket Number: 0000104118	10/27/2004		Security Awareness Survey
Ticket Number: 0000104120	10/27/2004		Virus
Ticket Number: 0000104136	10/27/2004		aces to i:
Ticket Number: 0000104169	10/28/2004		Security Awareness Survey
Ticket Number: 0000104208	10/28/2004		Security Awareness Survey
Ticket Number: 0000104386	10/31/2004		blackboard
Ticket Number: 0000104378	10/30/2004		Work Order Request
Ticket Number: 0000104351	10/29/2004		Question

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
Ticket Number:	0000104335	10/29/2004		Security Awareness Survey
Ticket Number:	0000104326	10/29/2004		Security Awareness Survey
Ticket Number:	0000104264	10/29/2004		Security Awareness Survey
Ticket Number:	0000104369	10/30/2004		Novell
Ticket Number:	0000104147	10/28/2004		Security Awareness Survey
Ticket Number:	0000103832	10/22/2004		request
Ticket Number:	0000104022	10/26/2004		Work Order Request-Quota increase
Ticket Number:	0000103965	10/25/2004		User unable to load outside pages in Verneir in Firefox
Ticket Number:	0000104026	10/26/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000104052	10/26/2004		customer requests account activation.
Ticket Number:	0000103969	10/25/2004		ftp top linuxgl.umbc.edu
Ticket Number:	0000104151	10/28/2004		Security Awareness Survey
Ticket Number:	0000104149	10/28/2004		Security Awareness Survey
egabri1		<u>Total:</u>	4	
	Closed			
Ticket Number:	0000103005	10/11/2004		Borrow CD
Ticket Number:	0000103144	10/12/2004		SAS 9.1.2 CD loan
Ticket Number:	0000102448	10/04/2004		lost cell phone
Ticket Number:	0000103226	10/13/2004		Re: QUOTA WARNING for your myUMBC account
ha2		<u>Total:</u>	24	
	Closed			
Ticket Number:	0000103230	10/13/2004		Red Hat Linux CD checkout
Ticket Number:	0000103493	10/19/2004		FW: Returned mail: see transcript for details
Ticket Number:	0000102423	10/02/2004		10/2/04 2:00pm phone mail check
Ticket Number:	0000102317	10/01/2004		User requests refund for printouts
Ticket Number:	0000102504	10/04/2004		Use of allocated disk space
Ticket Number:	0000102445	10/03/2004		Campus sign in and IP library access problem...
Ticket Number:	0000102429	10/03/2004		Hey, ya! =))
Ticket Number:	0000102420	10/02/2004		Sat morn 10/2 opening. PC 26 blue screens, no phonemail.
Ticket Number:	0000102403	10/01/2004		phonemail check 8.1.04 - 5pm
Ticket Number:	0000102852	10/07/2004		Work Order Request-HD Info
Ticket Number:	0000102960	10/10/2004		Work Order Request
Ticket Number:	0000103047	10/11/2004		User is unable to change shell
Ticket Number:	0000103865	10/23/2004		No subject
Ticket Number:	0000104062	10/26/2004		Blackboard unavailable
Ticket Number:	0000103974	10/25/2004		Work Order Request
Ticket Number:	0000103973	10/25/2004		Work Order Request
Ticket Number:	0000103887	10/24/2004		User cannot create Local Folders in Netscape Mail
Ticket Number:	0000103883	10/24/2004		Work Order Request
Ticket Number:	0000103853	10/23/2004		10/23/04 11:00am phone mail check
Ticket Number:	0000103623	10/20/2004		Security CD glitch
Ticket Number:	0000104228	10/29/2004		Card system displaying Invalid Card for all users
Ticket Number:	0000104279	10/29/2004		aces to i:
Ticket Number:	0000104385	10/31/2004		Work Order Request
Ticket Number:	0000104361	10/30/2004		Customizing Linux Prompt

kherna1		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		Total: 40	
Ticket Number:	0000103886	10/24/2004	Mathematica
Closed		Total: 39	
Ticket Number:	0000104121	10/27/2004	virus detection for electronic files
Ticket Number:	0000104206	10/28/2004	Linux redhat check out 10/28 due back 10/29
Ticket Number:	0000104236	10/29/2004	Work Order Request-Can not access myumbc/bb
Ticket Number:	0000104157	10/28/2004	Personal Website Question
Ticket Number:	0000104391	10/31/2004	URGENT... BlackBoard Links
Ticket Number:	0000104382	10/31/2004	ENC: =?ISO-8859-1?Q?=24Promo=E7=E3o=24=2E?=-
Ticket Number:	0000104372	10/30/2004	user requested password reset
Ticket Number:	0000103653	10/20/2004	E-Mail Issues
Ticket Number:	0000103663	10/20/2004	10/20/04 2 & 5pm phone mail check
Ticket Number:	0000103666	10/20/2004	Work Order Request-AFS client has not started
Ticket Number:	0000103649	10/20/2004	Suspected Virus
Ticket Number:	0000104129	10/27/2004	Increase Quota
Ticket Number:	0000103667	10/20/2004	Work Order Request-No W drive or perm to www folder
Ticket Number:	0000103676	10/21/2004	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000103675	10/21/2004	catharsis
Ticket Number:	0000103893	10/25/2004	EXPAND DISK SPACE
Ticket Number:	0000103154	10/13/2004	VM check 10-13-04 7.30
Ticket Number:	0000103158	10/13/2004	Mr. Citro needs 50MB email increase.
Ticket Number:	0000103149	10/13/2004	VM check 10-13-04 3.00
Ticket Number:	0000103039	10/11/2004	myumbc password
Ticket Number:	0000102971	10/11/2004	Work Order Request-Need help to remove virus
Ticket Number:	0000103579	10/20/2004	Asset Security Alert
Ticket Number:	0000103151	10/13/2004	Checklist 10-13-04 6.30
Ticket Number:	0000102649	10/06/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000102674	10/06/2004	Corporate Time Calendar configuration
Ticket Number:	0000102676	10/06/2004	keeps getting redirecting option on browser
Ticket Number:	0000102678	10/06/2004	keeps getting redirecting option on browser
Ticket Number:	0000102677	10/06/2004	keeps getting redirecting option on browser
Ticket Number:	0000102675	10/06/2004	keeps getting redirecting option on browser
Ticket Number:	0000102658	10/06/2004	windows service pack 2
Ticket Number:	0000102519	10/04/2004	Unable to connect to Reflections
Ticket Number:	0000102545	10/04/2004	Laptop & Software
Ticket Number:	0000102632	10/05/2004	Customer requests quota increase
Ticket Number:	0000103177	10/13/2004	myUMBC/Email Account Creation
Ticket Number:	0000103202	10/13/2004	Re: PFST Coded Sabbaticals/Leave types
Ticket Number:	0000103182	10/13/2004	Sign in problem
Ticket Number:	0000103661	10/20/2004	All tapes changed for 10/20
Ticket Number:	0000103461	10/18/2004	Configuring email in Mozilla
Ticket Number:	0000103429	10/18/2004	Difficulty deleting a file from Desktop

kincaid

Create

Date

Total: **68**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		68	
Ticket Number: 0000103220	10/13/2004		re[7]:
Ticket Number: 0000103484	10/18/2004		Microsoft Office download
Ticket Number: 0000103357	10/15/2004		quota
Ticket Number: 0000103394	10/17/2004		Work Order Request-Profile issue
Ticket Number: 0000103410	10/18/2004		re [8]
Ticket Number: 0000103488	10/19/2004		Work Order Request-Linux / ftp question
Ticket Number: 0000103552	10/19/2004		Trouble with VPN and Reflections
Ticket Number: 0000103535	10/19/2004		question
Ticket Number: 0000103509	10/19/2004		Work Order Request-Quota
Ticket Number: 0000103464	10/18/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000103422	10/18/2004		Need more quota
Ticket Number: 0000103411	10/18/2004		re [8]
Ticket Number: 0000103408	10/17/2004		My computer
Ticket Number: 0000103389	10/16/2004		Would like SPSS for a MAC
Ticket Number: 0000103328	10/15/2004		No subject
Ticket Number: 0000103314	10/15/2004		Be at your prime in the bedroom
Ticket Number: 0000102323	10/01/2004		BB page not loading
Ticket Number: 0000102451	10/04/2004		re[11]
Ticket Number: 0000102452	10/04/2004		re[11]
Ticket Number: 0000102650	10/06/2004		Fw: The Peenis Statue
Ticket Number: 0000102617	10/05/2004		ID#0000102507] ID#0000102340
Ticket Number: 0000103030	10/11/2004		Abbie is getting an Error message in HP/Reflections.
Ticket Number: 0000102590	10/05/2004		request for additional space
Ticket Number: 0000102572	10/05/2004		backups for saved e-mail
Ticket Number: 0000102562	10/05/2004		question on webserver support
Ticket Number: 0000102534	10/04/2004		Fw: look
Ticket Number: 0000102575	10/05/2004		request
Ticket Number: 0000102688	10/06/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000103145	10/12/2004		Work Order Request
Ticket Number: 0000103120	10/12/2004		request
Ticket Number: 0000103117	10/12/2004		MVBM4009 job to process 7:30 10/13
Ticket Number: 0000103094	10/12/2004		Work Order Request
Ticket Number: 0000103057	10/12/2004		Work Order Request
Ticket Number: 0000103052	10/11/2004		re[11]:
Ticket Number: 0000103051	10/11/2004		Associated Ticket ID : 0000102854
Ticket Number: 0000103044	10/11/2004		fw: look
Ticket Number: 0000103008	10/11/2004		re[18]:
Ticket Number: 0000102894	10/08/2004		Re: problems with e-mail
Ticket Number: 0000102825	10/07/2004		e-reserves
Ticket Number: 0000102763	10/07/2004		graduation for sale
Ticket Number: 0000102762	10/07/2004		graduation for sale
Ticket Number: 0000102751	10/06/2004		[q]software license web link
Ticket Number: 0000102692	10/06/2004		Joey oilcloth
Ticket Number: 0000103662	10/20/2004		request-add to off-campus vpn group
Ticket Number: 0000103708	10/21/2004		Work Order Request
Ticket Number: 0000103714	10/21/2004		whitelist
Ticket Number: 0000103871	10/24/2004		Question about windows update: SP2
Ticket Number: 0000103880	10/24/2004		Blackboard problem
Ticket Number: 0000103990	10/26/2004		Need Email, Novell, VPN for Cedar Consultants
Ticket Number: 0000104027	10/26/2004		Macafee virus scanner will not enable for auto scanning
Ticket Number: 0000103972	10/25/2004		Remote Desktop
Ticket Number: 0000103862	10/23/2004		linux update
Ticket Number: 0000103709	10/21/2004		Work Order Request
Ticket Number: 0000103680	10/21/2004		security CD

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000104156	10/28/2004	ÓíÑÌ-ÏÆø'!ÄÆ" ,BD\$£©
Ticket Number:	0000104230	10/29/2004	Re: Thank you!
Ticket Number:	0000104235	10/29/2004	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000104245	10/29/2004	Re: Thanks :)
Ticket Number:	0000104249	10/29/2004	Re: Thanks :)
Ticket Number:	0000104322	10/29/2004	Re: Hello
Ticket Number:	0000104323	10/29/2004	Re: Thanks :)
Ticket Number:	0000104331	10/29/2004	request
Ticket Number:	0000104334	10/29/2004	HotVsNot.Com PageRank Update
Ticket Number:	0000104324	10/29/2004	Userpages
Ticket Number:	0000104325	10/29/2004	Re: Thanks :)
Ticket Number:	0000104320	10/29/2004	freeeeeeeee mortgaaaaaage qouaaaaate now. 1.95% fixed for 5 years
Ticket Number:	0000104248	10/29/2004	Re: Hello
Ticket Number:	0000104165	10/28/2004	Quota Increase For Tarr
mcs pads1		<u>Total:</u>	7
Closed		<u>Total:</u>	7
Ticket Number:	0000104132	10/27/2004	10-27-2004 7:00 p.m. phonemail
Ticket Number:	0000104238	10/29/2004	password reset
Ticket Number:	0000102898	10/08/2004	11 a.m. phonemail 10-8-2004
Ticket Number:	0000102331	10/01/2004	Password Reset
Ticket Number:	0000102345	10/01/2004	Erickson 222b: need diagnosis
Ticket Number:	0000103318	10/15/2004	[Fwd: Re: [Fwd: Fwd: FW: info from Johns Hopkins]]
Ticket Number:	0000103789	10/22/2004	10/22/04 11 a.m. phonemail check.
mnolan1		<u>Total:</u>	6
Closed		<u>Total:</u>	6
Ticket Number:	0000103302	10/14/2004	squirrel mail problem
Ticket Number:	0000103575	10/20/2004	Dear customer your details have been compromised (fwd)
Ticket Number:	0000102404	10/01/2004	Novell username change
Ticket Number:	0000102891	10/08/2004	Borrow sas / will return this on monday
Ticket Number:	0000104389	10/31/2004	User needs ZIP drive drivers
Ticket Number:	0000103894	10/25/2004	hiHelpdesk
moneill1		<u>Total:</u>	8
Closed		<u>Total:</u>	8
Ticket Number:	0000103704	10/21/2004	MULTIPLE users unable to pull up email folders
Ticket Number:	0000103759	10/21/2004	RedHat Enterprise 3.0 CDs loan
Ticket Number:	0000103876	10/24/2004	User getting 169 IP address
Ticket Number:	0000103713	10/21/2004	SAS 9.1 loan
Ticket Number:	0000102552	10/05/2004	Quota increase for staff
Ticket Number:	0000103176	10/13/2004	+Request OMAR -Please call first
Ticket Number:	0000103573	10/19/2004	User is unable to connect to resnet.
Ticket Number:	0000103234	10/14/2004	calendar@gl.umbc.edu tetragonal
myers		<u>Total:</u>	8
Closed		<u>Total:</u>	8
Ticket Number:	0000103276	10/14/2004	HP accounts
Ticket Number:	0000103598	10/20/2004	BIOL 302 Gethmann
Ticket Number:	0000103374	10/15/2004	Computer accounts for new students
Ticket Number:	0000103305	10/14/2004	SPSS cd loan
Ticket Number:	0000102726	10/06/2004	HD: Quota Increase
Ticket Number:	0000102481	10/04/2004	Borrow RedHat CD
Ticket Number:	0000103689	10/21/2004	Work Order Request
Ticket Number:	0000103021	10/11/2004	UMBC Linux Loan

myo

Create

Date

Total: 297

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		297	
Ticket Number: 0000102690	10/06/2004		Email Message Problem
Ticket Number: 0000102756	10/07/2004		Lab check 10pm 10/6/04
Ticket Number: 0000102843	10/07/2004		Customer has reached his 3rd violation in resnet
Ticket Number: 0000102743	10/06/2004		myUMBC password reset
Ticket Number: 0000103038	10/11/2004		re[22]
Ticket Number: 0000102757	10/07/2004		Lab check 12am 10/7/04
Ticket Number: 0000103140	10/12/2004		[Fwd: Re: PIN request]
Ticket Number: 0000103070	10/12/2004		Quota Increase
Ticket Number: 0000103060	10/12/2004		Morning Checklist, Tuesday 10/12
Ticket Number: 0000103056	10/12/2004		Lab check 12am 10/12/04
Ticket Number: 0000103055	10/12/2004		Lab check 10pm 10/11/04
Ticket Number: 0000103054	10/12/2004		Phonemail check 7pm 10/11/04
Ticket Number: 0000102926	10/08/2004		All tapes changed for 10/8
Ticket Number: 0000102910	10/08/2004		FW: QUOTA WARNING for your myUMBC account
Ticket Number: 0000102906	10/08/2004		Work Order Request
Ticket Number: 0000102927	10/08/2004		phonemail check 4pm - 10.8.04
Ticket Number: 0000102904	10/08/2004		Work Order Request-Trouble accessing bb
Ticket Number: 0000102903	10/08/2004		Work Order Request
Ticket Number: 0000102901	10/08/2004		Quota Increase Request
Ticket Number: 0000102896	10/08/2004		G5 Crashing
Ticket Number: 0000102881	10/08/2004		Quota Increase
Ticket Number: 0000103159	10/13/2004		Please check account -Problems logging into acct every day
Ticket Number: 0000103148	10/12/2004		Work Order Request-Not able to DHCP
Ticket Number: 0000103135	10/12/2004		[Fwd: Re: Mein Bowl introduces General Tso's Chicken]
Ticket Number: 0000103128	10/12/2004		buying lab equipment can be fun
Ticket Number: 0000103124	10/12/2004		all tapes changed successfully for 10/12
Ticket Number: 0000103367	10/15/2004		Redhat 3.0 Checkout
Ticket Number: 0000103413	10/18/2004		dialup problems this sunday
Ticket Number: 0000103308	10/14/2004		problem during SAS installation
Ticket Number: 0000103028	10/11/2004		SAS 9 Loan
Ticket Number: 0000102945	10/09/2004		11am phone mail check. 1 msg
Ticket Number: 0000102943	10/09/2004		10/9 opening labcheck (no labcheck sheet) and phone mail check (no m
Ticket Number: 0000102940	10/09/2004		re[19]:
Ticket Number: 0000102939	10/08/2004		Lab Check 10/8/04 12 midnight
Ticket Number: 0000102937	10/08/2004		Work Order Request
Ticket Number: 0000102936	10/08/2004		lab check 10/8/04 10 PM
Ticket Number: 0000102935	10/08/2004		Phonemail 10/8/04 7 pm
Ticket Number: 0000102950	10/09/2004		Phonemail 10/9/04 2pm
Ticket Number: 0000102951	10/09/2004		Work Order Request - Over Quota
Ticket Number: 0000103025	10/11/2004		Quota increase - morin
Ticket Number: 0000102988	10/11/2004		McAfee Update
Ticket Number: 0000102984	10/11/2004		computer account set-up
Ticket Number: 0000102970	10/11/2004		Lab check 10/10/04 10pm
Ticket Number: 0000102986	10/11/2004		Question about logging out
Ticket Number: 0000102965	10/10/2004		Labcheck 10-10-04 17.00
Ticket Number: 0000102964	10/10/2004		VM check 10-10-04 15.00
Ticket Number: 0000102958	10/10/2004		Checklist 10-10-04 12.00
Ticket Number: 0000102957	10/10/2004		Work Order Request - Web space access
Ticket Number: 0000102956	10/09/2004		lab check 10/9/04 10 pm
Ticket Number: 0000102953	10/09/2004		lab check 10/9/04 7 pm
Ticket Number: 0000102878	10/08/2004		Quota Increase
Ticket Number: 0000102851	10/07/2004		Linux CD Loan
Ticket Number: 0000102846	10/07/2004		phonemail check 3pm - 10.7.04
Ticket Number: 0000102827	10/07/2004		ITE457 Display Resolution

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000102820	10/07/2004	McAfee Update
Ticket Number:	0000102816	10/07/2004	SPSS CD checkout. 10/7 due back 10/8
Ticket Number:	0000103152	10/13/2004	CPU Usage Spikes
Ticket Number:	0000103093	10/12/2004	Work Order Request-
Ticket Number:	0000102801	10/07/2004	UMBC Computing Account Creation Request
Ticket Number:	0000102788	10/07/2004	Default .cshrc for Students (fwd)
Ticket Number:	0000102770	10/07/2004	Morning Checklist, Thursday 10/7
Ticket Number:	0000103605	10/20/2004	Work Order Request-resnet issues
Ticket Number:	0000103607	10/20/2004	Blackboard access to course starting on October 25
Ticket Number:	0000103611	10/20/2004	Quota increase request for acount: ijegr
Ticket Number:	0000103619	10/20/2004	phone mail check for 11:00am. no msges.
Ticket Number:	0000103610	10/20/2004	PR6 Directory Submission
Ticket Number:	0000103642	10/20/2004	disk quota
Ticket Number:	0000103742	10/21/2004	2:00 Voicemail Check
Ticket Number:	0000103741	10/21/2004	labcheck 10/21/04 2pm
Ticket Number:	0000103739	10/21/2004	disk partition and linux
Ticket Number:	0000103733	10/21/2004	Program Not Installed on New PC
Ticket Number:	0000103724	10/21/2004	11:00AM PHONE MAIL CHECK
Ticket Number:	0000103717	10/21/2004	User mcfeater is requesting a quota increase
Ticket Number:	0000103735	10/21/2004	Linux redhat checkout 10/21 due back 10/22
Ticket Number:	0000104019	10/26/2004	Needs Microsoft ofiiice 2003 reinstalled
Ticket Number:	0000104018	10/26/2004	phonemail checklist
Ticket Number:	0000103781	10/22/2004	User Quota Increase
Ticket Number:	0000103770	10/22/2004	User left ID at Helpdesk
Ticket Number:	0000103769	10/22/2004	Lab check and opening activities
Ticket Number:	0000103817	10/22/2004	FW: [Fwd: Amber Alert-> Pls read, missing girl...]
Ticket Number:	0000103764	10/21/2004	Labcheck 10-21-04 22.00
Ticket Number:	0000103756	10/21/2004	Asset Security Alert
Ticket Number:	0000103755	10/21/2004	Work Order Request-Not able to log into resnet
Ticket Number:	0000103752	10/21/2004	Andy Johnson
Ticket Number:	0000104106	10/27/2004	No subject
Ticket Number:	0000104097	10/27/2004	11:00 Voice Mail Check
Ticket Number:	0000104073	10/27/2004	Checklist 10-27-04 7.30
Ticket Number:	0000104071	10/27/2004	VM check 10-27-04 4.00
Ticket Number:	0000104068	10/27/2004	Lab check 12am 10/27/04
Ticket Number:	0000104067	10/27/2004	Lab check 10pm 10/26/04
Ticket Number:	0000104066	10/26/2004	Oracle Account question
Ticket Number:	0000104064	10/26/2004	labcheck 10/26/04 7 pm
Ticket Number:	0000104063	10/26/2004	VM check 7pm 10/26/04
Ticket Number:	0000104056	10/26/2004	5pm phone mail check 10/26 6 msges. all replied.
Ticket Number:	0000104053	10/26/2004	mailbox quota
Ticket Number:	0000104058	10/26/2004	SAS cd loan
Ticket Number:	0000104037	10/26/2004	lab check 10/26/04 2 pm
Ticket Number:	0000104028	10/26/2004	2:00 Voice Mail Check
Ticket Number:	0000104007	10/26/2004	Increase quotoa size
Ticket Number:	0000104119	10/27/2004	please increase quota for user
Ticket Number:	0000103982	10/26/2004	Phonemail, Tuesday 10/26, 7:30am
Ticket Number:	0000103977	10/26/2004	Lab check 10/26/04 12am
Ticket Number:	0000103976	10/26/2004	Lab check 10pm 10/24/04
Ticket Number:	0000103975	10/26/2004	VM check 10/25/04 7pm
Ticket Number:	0000103979	10/26/2004	disk usage
Ticket Number:	0000103964	10/25/2004	Work Order Request-trouble w/email thru myUMBC
Ticket Number:	0000103962	10/25/2004	5pm voicemail check. 3 msges. all resolved.
Ticket Number:	0000103949	10/25/2004	Lab Check
Ticket Number:	0000103947	10/25/2004	SAS 8 Loan

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000103941	10/25/2004	2:00 Voice Mail Check
Ticket Number:	0000103940	10/25/2004	10/25/2004: tape change
Ticket Number:	0000103937	10/25/2004	ID#0000102424
Ticket Number:	0000103930	10/25/2004	Customer gets mozilla mail error
Ticket Number:	0000103923	10/25/2004	11:00 Voice Mail Check
Ticket Number:	0000104042	10/26/2004	question about resnet
Ticket Number:	0000103915	10/25/2004	ECS104 Router is unknow
Ticket Number:	0000103945	10/25/2004	Query
Ticket Number:	0000103912	10/25/2004	10/25/2004: Morning checklist
Ticket Number:	0000103910	10/25/2004	Work Order Request-Outlook problem
Ticket Number:	0000103903	10/25/2004	Fw: UMBC NewsWire: UMBC presents Azar Nafisi
Ticket Number:	0000104020	10/26/2004	Work Order Request-Squirrel mail problem
Ticket Number:	0000103890	10/25/2004	Login
Ticket Number:	0000103888	10/25/2004	Lab check 10pm 10/24/04
Ticket Number:	0000103884	10/24/2004	Labcheck 10-24-04 19.00
Ticket Number:	0000103881	10/24/2004	VM check 10-24-04 17.00
Ticket Number:	0000103878	10/24/2004	Labcheck 10-24-04 15.00
Ticket Number:	0000103875	10/24/2004	Dead Network Jack in Harbor 351B
Ticket Number:	0000103874	10/24/2004	VM check 8-24-04 14.00
Ticket Number:	0000103870	10/24/2004	Checklist 10-24-04 12.00
Ticket Number:	0000103866	10/24/2004	need quota increase ASAP
Ticket Number:	0000103863	10/23/2004	lab check 10/23/04 10 pm
Ticket Number:	0000103859	10/23/2004	Lab check 10/23/04 7 pm
Ticket Number:	0000103858	10/23/2004	Phonemail 10/23/04 2 pm/5pm
Ticket Number:	0000103852	10/23/2004	Personal Webpage
Ticket Number:	0000103849	10/23/2004	10/23 8AM opening labcheck.
Ticket Number:	0000103848	10/23/2004	10/22/04 11:59pm lab check
Ticket Number:	0000103847	10/22/2004	10/22/04 10:00pm lab check
Ticket Number:	0000103851	10/23/2004	10/23 7:30am phone mail check. 5msges
Ticket Number:	0000103842	10/22/2004	Phonemail 10/22/04 7pm
Ticket Number:	0000103841	10/22/2004	10/22/04 7:00pm lab check
Ticket Number:	0000103836	10/22/2004	[Fwd: UB Daily for 10/22/04]
Ticket Number:	0000103819	10/22/2004	UMBC Security CD
Ticket Number:	0000103816	10/22/2004	borrowing Red hat 3.0
Ticket Number:	0000103813	10/22/2004	message
Ticket Number:	0000103810	10/22/2004	MS Office
Ticket Number:	0000103809	10/22/2004	remedy access
Ticket Number:	0000103697	10/21/2004	Problem with reflections software once signed on...
Ticket Number:	0000103672	10/21/2004	Lab check 12am 12/21/04
Ticket Number:	0000103715	10/21/2004	firewall to room 553 computers
Ticket Number:	0000103647	10/20/2004	Vernier Access question
Ticket Number:	0000104117	10/27/2004	lab check checklist
Ticket Number:	0000104176	10/28/2004	PHONEMAIL 11am 10.28.04
Ticket Number:	0000104171	10/28/2004	Security Awareness Survey
Ticket Number:	0000104170	10/28/2004	Security Awareness Survey
Ticket Number:	0000104172	10/28/2004	Security Awareness Survey
Ticket Number:	0000104160	10/28/2004	Disk Quota Increase Needed
Ticket Number:	0000104135	10/27/2004	Work Order Request-error using winscp
Ticket Number:	0000104124	10/27/2004	quota increase request
Ticket Number:	0000104123	10/27/2004	10/27/2004: tape change
Ticket Number:	0000104276	10/29/2004	Re: Hi
Ticket Number:	0000104267	10/29/2004	Re: Hello
Ticket Number:	0000104266	10/29/2004	User simmons
Ticket Number:	0000104282	10/29/2004	Re: Thanks :)
Ticket Number:	0000104257	10/29/2004	Virus/Worm Concern: [Fwd: Re: Hello]

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000104227	10/28/2004	Labcheck 10-28-04 22.00
Ticket Number:	0000104223	10/28/2004	lab check 10/28/04 7 PM
Ticket Number:	0000104221	10/28/2004	Phonemail 10/28/04 5 pm
Ticket Number:	0000104213	10/28/2004	User cgreen
Ticket Number:	0000104205	10/28/2004	labcheck 10.28.04 3pm
Ticket Number:	0000104196	10/28/2004	testing
Ticket Number:	0000104194	10/28/2004	2:00 Voice Mail Check
Ticket Number:	0000104388	10/31/2004	Labcheck 10-31-04 17.00
Ticket Number:	0000104384	10/31/2004	VM check 10-31-04 14.00
Ticket Number:	0000104383	10/31/2004	Chacklist 10-31-04 12.00
Ticket Number:	0000104377	10/30/2004	Lab Check 10/30/04 10 PM
Ticket Number:	0000104375	10/30/2004	Phonemail 10/30/04 7 pm
Ticket Number:	0000104373	10/30/2004	10/30/04 5:00pm lab check
Ticket Number:	0000104370	10/30/2004	UMBC Network-accessing files remotely
Ticket Number:	0000104368	10/30/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000104362	10/30/2004	8:00 AM opening. Lab 021 opened and checked. 10/30
Ticket Number:	0000104360	10/30/2004	CABLE TELEVISION PROBLEM!!!
Ticket Number:	0000104357	10/30/2004	10/30/04 midnight lab check
Ticket Number:	0000104356	10/29/2004	lab check 10/29/04 7 pm
Ticket Number:	0000104355	10/29/2004	Phonemail 10.29.04 6:15pm
Ticket Number:	0000104354	10/29/2004	10/29 All tapes have been changed and done.
Ticket Number:	0000104349	10/29/2004	Lab Check 10-29-04 around 4 p.m.
Ticket Number:	0000104346	10/29/2004	Phone mail check for 7:30, 11:00, and 2pm. No msges.
Ticket Number:	0000104329	10/29/2004	[Fwd: Re: Hello]
Ticket Number:	0000104328	10/29/2004	[Fwd: Re: Thank you!]
Ticket Number:	0000104319	10/29/2004	freeeeeeeee mortgaaaaaage qouaaaaate now. 1.95% fixed for 5 years
Ticket Number:	0000104318	10/29/2004	THIS NOT A TICKET
Ticket Number:	0000104316	10/29/2004	Re: Thanks :)
Ticket Number:	0000104311	10/29/2004	Re: Hi
Ticket Number:	0000104302	10/29/2004	No subject
Ticket Number:	0000104301	10/29/2004	Re: Thanks :)
Ticket Number:	0000104300	10/29/2004	Re: Thanks :)
Ticket Number:	0000104299	10/29/2004	[Fwd: Policy Violation]
Ticket Number:	0000104296	10/29/2004	No subject
Ticket Number:	0000104293	10/29/2004	[Fwd: Network Associates Webshield - e-mail Content Alert]
Ticket Number:	0000104292	10/29/2004	Re: Thank you!
Ticket Number:	0000104289	10/29/2004	Quota Increase
Ticket Number:	0000104286	10/29/2004	Shadow SIS
Ticket Number:	0000104285	10/29/2004	ÓÍÑÌ-ÏÆø'!Ä£" ,BÐ\$£©
Ticket Number:	0000104122	10/27/2004	increase quota size
Ticket Number:	0000103596	10/20/2004	crash
Ticket Number:	0000102844	10/07/2004	Problem accessing e-mail
Ticket Number:	0000102679	10/06/2004	Please setup a novell account for user: cabrown under dept residential
Ticket Number:	0000102647	10/06/2004	Checklist 10-6-04 7.30
Ticket Number:	0000102644	10/06/2004	Labcheck 10-6-04 1.30
Ticket Number:	0000102645	10/06/2004	Labcheck 10-6-04 2.30
Ticket Number:	0000102634	10/05/2004	Linux CD checkout 10/5 due back 10/6
Ticket Number:	0000102973	10/11/2004	VM Check 10-11-04 7.30
Ticket Number:	0000102693	10/06/2004	.bashrc and .[t]cshrc files
Ticket Number:	0000102618	10/05/2004	FW: Approval of Computer Account
Ticket Number:	0000102972	10/11/2004	Checklist 10-11-04 6.30
Ticket Number:	0000102613	10/05/2004	"Spam"
Ticket Number:	0000102601	10/05/2004	SPSS CD Check out. 10/5 due back 10/6
Ticket Number:	0000102581	10/05/2004	Morning Checklist, Tuesday 10/5
Ticket Number:	0000103731	10/21/2004	email

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000102923	10/08/2004	trying to FTP files
Ticket Number:	0000102549	10/05/2004	Work Order Request-Machine receives lots or virus's daily
Ticket Number:	0000102548	10/05/2004	Lab check 12am 10/5/04
Ticket Number:	0000102547	10/05/2004	Lab check 10pm 10/4/04
Ticket Number:	0000102535	10/04/2004	Group Address Book
Ticket Number:	0000102523	10/04/2004	phonemail 10.4.04 - 2pm
Ticket Number:	0000102505	10/04/2004	Request an e-mail Account
Ticket Number:	0000102749	10/06/2004	User reports internet flickering
Ticket Number:	0000102920	10/08/2004	Password Reset Request
Ticket Number:	0000102447	10/03/2004	User unable to RECEIVE emails in Outlook Express
Ticket Number:	0000102437	10/03/2004	Permission Denied Errors when compiling in Linux
Ticket Number:	0000102436	10/03/2004	Work Order Request-Can't access linux server
Ticket Number:	0000102364	10/01/2004	Phone Mail Check. 9msges.
Ticket Number:	0000102340	10/01/2004	Mailbox is destroyed again !
Ticket Number:	0000102318	10/01/2004	Lab opening 6:30am 10/1/04
Ticket Number:	0000102741	10/06/2004	UMBC RH 3.0
Ticket Number:	0000102524	10/04/2004	10/04/2004: Tape change
Ticket Number:	0000102755	10/07/2004	VM check 10pm 10/6/04
Ticket Number:	0000102527	10/04/2004	not getting certain emails at UMBC address
Ticket Number:	0000102966	10/10/2004	VM check 19.00 10-10-04
Ticket Number:	0000103107	10/12/2004	Phone mail check for 10/12 7:30 and 11:00 am
Ticket Number:	0000102398	10/01/2004	ITE 206.User's netscape mail account needs to be removed and added
Ticket Number:	0000102402	10/01/2004	All tapes have been changed for 10/01
Ticket Number:	0000102914	10/08/2004	Quota issue on email
Ticket Number:	0000103679	10/21/2004	Phonemail, Thursday 10/21, 7:30am
Ticket Number:	0000103219	10/13/2004	(no subject)
Ticket Number:	0000103235	10/14/2004	Morning Checklist, Thursday 10/14
Ticket Number:	0000104232	10/29/2004	Lab check 6:30am 10/29/04
Ticket Number:	0000103582	10/20/2004	VM check 10-20-04 7.30
Ticket Number:	0000103581	10/20/2004	Checklist 10-20-04 7.30
Ticket Number:	0000103577	10/20/2004	Labcheck 10-20-04 4.00
Ticket Number:	0000103576	10/20/2004	VM check 10-20-04 3.30
Ticket Number:	0000104143	10/28/2004	Phonemail, Tuesday 10/28, 7:30am
Ticket Number:	0000103567	10/19/2004	All tapes changed. dept 4-2 put in and engr, next tapes put in.
Ticket Number:	0000103564	10/19/2004	Work Order Request-can't access vernier
Ticket Number:	0000103967	10/25/2004	Work Order Request-No internet after VPN
Ticket Number:	0000103551	10/19/2004	2:00 pm phone mail check. 2 msges.
Ticket Number:	0000103503	10/19/2004	disk usage
Ticket Number:	0000103498	10/19/2004	Morning Checklist, Tuesday 10/19
Ticket Number:	0000103491	10/19/2004	Lab check 12am 10/19/04
Ticket Number:	0000103490	10/19/2004	Lab check 10pm 10/18/04
Ticket Number:	0000103489	10/19/2004	VM check 9pm 10/18/04
Ticket Number:	0000103480	10/18/2004	chesapeake rm183. x20412. User not getting ip address.
Ticket Number:	0000103477	10/18/2004	[Fwd: Fw: Wolfram Research Product Registration have qusetions]
Ticket Number:	0000103454	10/18/2004	email problems
Ticket Number:	0000103448	10/18/2004	Checklist 10-18-04 7.30
Ticket Number:	0000103443	10/18/2004	11:00am phone mail check. 7 msges.
Ticket Number:	0000103431	10/18/2004	Scripting Support
Ticket Number:	0000103409	10/18/2004	Lab check 12am 10/18/04
Ticket Number:	0000103405	10/17/2004	10/17/04 7:00 p.m. lab check
Ticket Number:	0000103404	10/17/2004	mail check 10-17-04 17.00
Ticket Number:	0000103391	10/17/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000103390	10/16/2004	Lab check 10/16/04
Ticket Number:	0000103388	10/16/2004	student problem- resnet
Ticket Number:	0000103766	10/22/2004	Looking for a perfect gift ? Get a Role,x

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000103387	10/16/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000103385	10/16/2004	10/16/04 closing lab check
Ticket Number:	0000103366	10/15/2004	Email accounts needed for TQB Program Participants
Ticket Number:	0000103355	10/15/2004	Work Order Request-Comcast,can not sent email
Ticket Number:	0000103343	10/15/2004	[Fwd: Re: [Fwd: Fwd: FW: info from Johns Hopkins]]
Ticket Number:	0000103541	10/19/2004	phonemail check 11am 10.19.04
Ticket Number:	0000103532	10/19/2004	mailbox problem
Ticket Number:	0000104304	10/29/2004	Re: Thank you!
Ticket Number:	0000103399	10/17/2004	Checklist 10-17-04 14.00
Ticket Number:	0000103398	10/17/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000103395	10/17/2004	Checklist 10-17-04 12.00
Ticket Number:	0000103340	10/15/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000103352	10/15/2004	SAS 9 loan
Ticket Number:	0000103313	10/15/2004	Labcheck, Friday 10/15, 12:30am
Ticket Number:	0000103312	10/15/2004	One of our website users is getting opinions regarding: systems@umbc.
Ticket Number:	0000103307	10/14/2004	Work Order Request
Ticket Number:	0000103306	10/14/2004	changing password
Ticket Number:	0000103437	10/18/2004	Employment
Ticket Number:	0000103279	10/14/2004	[Fwd: [Fwd: QUOTA WARNING for your myUMBC account]]
Ticket Number:	0000103268	10/14/2004	User requests quota increase.
Ticket Number:	0000103233	10/14/2004	Lab check 10/14/04 12am
Ticket Number:	0000103232	10/14/2004	Lab check 10/13/04 10pm
Ticket Number:	0000104030	10/26/2004	10/26 all tapes have been changed.
pmcneel1		<u>Total:</u> 3	
Closed		<u>Total:</u> 3	
Ticket Number:	0000104045	10/26/2004	SAS CD loan
Ticket Number:	0000103794	10/22/2004	SAS9.0 check out 10/22 due back. 10/25
Ticket Number:	0000103882	10/24/2004	SAS 9 CD checkout
pzeafol		<u>Total:</u> 9	
Closed		<u>Total:</u> 9	
Ticket Number:	0000103686	10/21/2004	myUMBC password reset
Ticket Number:	0000104178	10/28/2004	Customer inquiry: New computer
Ticket Number:	0000102802	10/07/2004	Windows not mapping network drives
Ticket Number:	0000103270	10/14/2004	password reset for myUMBC
Ticket Number:	0000103502	10/19/2004	Password reset
Ticket Number:	0000103542	10/19/2004	password reset
Ticket Number:	0000103670	10/20/2004	User has not gotten internet connection for hours
Ticket Number:	0000102500	10/04/2004	Password reset
Ticket Number:	0000102740	10/06/2004	UMBC RH 3.0 Loan

ramosm1

Create

Date

Total: **56**

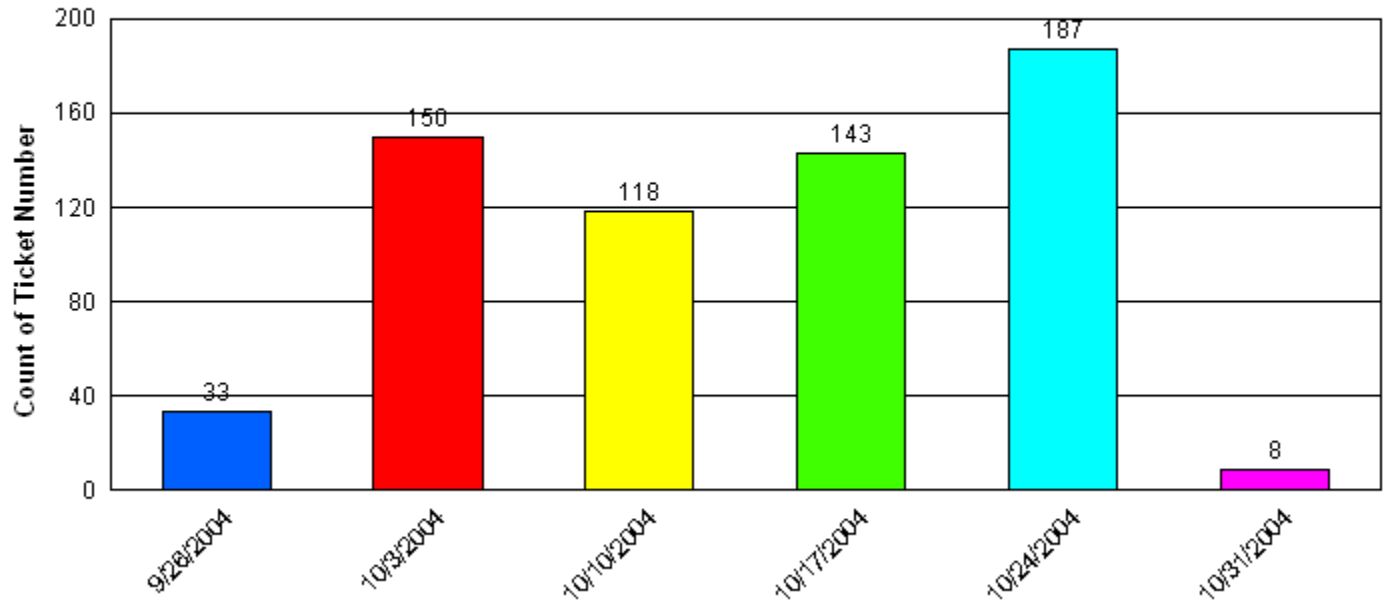
Short Description

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000104112	10/27/2004	56	checking out SAS 9.0 disk
Ticket Number: 0000102408	10/01/2004		Email quota up to 92%
Ticket Number: 0000102439	10/03/2004		wirless connection
Ticket Number: 0000102639	10/05/2004		Not receiving some emails
Ticket Number: 0000102629	10/05/2004		Fw:
Ticket Number: 0000102628	10/05/2004		Fw:
Ticket Number: 0000102748	10/06/2004		SPSS v11 checkout (1 disc)
Ticket Number: 0000102538	10/04/2004		Work Order Request-Acct/pw not working
Ticket Number: 0000102520	10/04/2004		Redhat linux checkout 10/4 due back 10/5
Ticket Number: 0000102507	10/04/2004		ID#0000102340
Ticket Number: 0000102412	10/01/2004		help
Ticket Number: 0000102413	10/01/2004		No subject
Ticket Number: 0000102397	10/01/2004		Work Order Request
Ticket Number: 0000102765	10/07/2004		Work Order Request
Ticket Number: 0000102502	10/04/2004		Unable to Participate in Microsoft Software Purchase
Ticket Number: 0000102405	10/01/2004		Fw: leg
Ticket Number: 0000103254	10/14/2004		RAC 307: Athletics HP 2100 not printing
Ticket Number: 0000103587	10/20/2004		problems viewing blackboard
Ticket Number: 0000103840	10/22/2004		Re [22]
Ticket Number: 0000103495	10/19/2004		Work Order Request-email/spam
Ticket Number: 0000103371	10/15/2004		e-mail question 1
Ticket Number: 0000103377	10/15/2004		re[18]
Ticket Number: 0000103380	10/15/2004		Re [7]
Ticket Number: 0000103435	10/18/2004		mirror site
Ticket Number: 0000103379	10/15/2004		Re [7]
Ticket Number: 0000103327	10/15/2004		I'm having a problem!
Ticket Number: 0000102728	10/06/2004		wireless network problems
Ticket Number: 0000102946	10/09/2004		request
Ticket Number: 0000103034	10/11/2004		Maple 9.0 checkout, due back 10/12
Ticket Number: 0000103378	10/15/2004		re[3]:
Ticket Number: 0000103102	10/12/2004		Reserve a laptop for 10/27/04
Ticket Number: 0000103100	10/12/2004		downtime?
Ticket Number: 0000103292	10/14/2004		Work Order Request
Ticket Number: 0000103045	10/11/2004		UMBC RH 3.0 Loan
Ticket Number: 0000103002	10/11/2004		Problem sending emails
Ticket Number: 0000102930	10/08/2004		Mail System Error - Returned Mail
Ticket Number: 0000102811	10/07/2004		Quota warning help
Ticket Number: 0000102900	10/08/2004		SAS CD Loan
Ticket Number: 0000102917	10/08/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000102854	10/07/2004		umbc security disk
Ticket Number: 0000104222	10/28/2004		Work Order Request
Ticket Number: 0000104376	10/30/2004		Asset Security Alert
Ticket Number: 0000104358	10/30/2004		Work Order Request
Ticket Number: 0000103861	10/23/2004		Order Rolex or other Swiss watches online
Ticket Number: 0000103856	10/23/2004		Work Order Request
Ticket Number: 0000103970	10/25/2004		Work Order Request-Can not log into resnet
Ticket Number: 0000104065	10/26/2004		HELP!!!!
Ticket Number: 0000104051	10/26/2004		Asset Security Alert
Ticket Number: 0000103998	10/26/2004		Work Order Request-Unable to log into terra term
Ticket Number: 0000103860	10/23/2004		re [13]:
Ticket Number: 0000103857	10/23/2004		internet access problems
Ticket Number: 0000103854	10/23/2004		Work Order Request
Ticket Number: 0000103835	10/22/2004		computer_acct_setup_caldwell
Ticket Number: 0000103838	10/22/2004		Vi"codin" only \$150 online, no doc needed

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number: 0000103843	10/22/2004		Asset Security Alert
Ticket Number: 0000103824	10/22/2004		Multi-link PPP
stevens3	<u>Total:</u> 1		
Closed	<u>Total:</u> 1		
Ticket Number: 0000103795	10/22/2004		Physics rm 331. x52385.New laptop needs to be setup with normal oit

Count of Ticket Number / Create Date

For Helpdesk



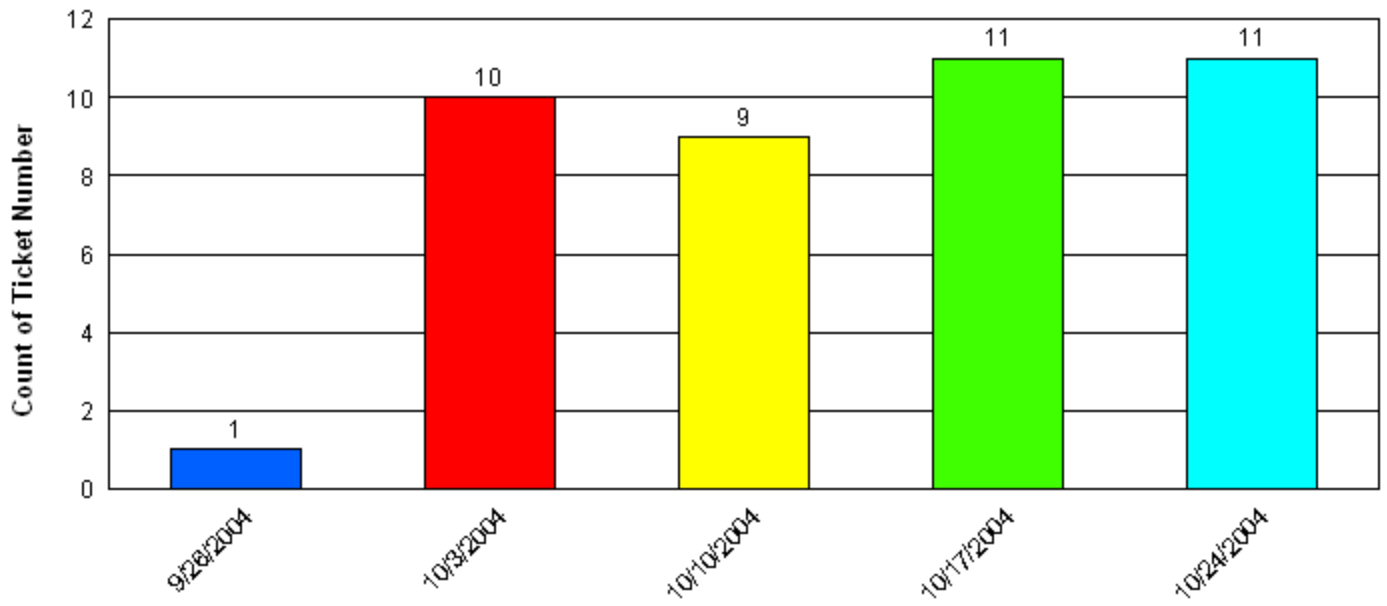
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Human Resources	Total:	42	
mcnamara			
	Total:	27	
Closed			
	Total:	27	
Ticket Number:	0000104258	10/29/2004	HR Faculty Changes
Ticket Number:	0000102585	10/05/2004	Gender changes in PS HR
Ticket Number:	0000102730	10/06/2004	Faculty missing Rank in PSFT
Ticket Number:	0000103218	10/13/2004	PSFT HR -Rank Missing
Ticket Number:	0000103375	10/15/2004	No longer visiting faculty
Ticket Number:	0000103363	10/15/2004	PSFT HR Missing Rank
Ticket Number:	0000103362	10/15/2004	Missing Visting status in UM_Service
Ticket Number:	0000103240	10/14/2004	Run PER040 IPEDS report
Ticket Number:	0000103631	10/20/2004	Needing Ethnic Group PSFT
Ticket Number:	0000103951	10/25/2004	Missing Empl_Class for two employees
Ticket Number:	0000103831	10/22/2004	Remove emeritus status from 2410
Ticket Number:	0000103830	10/22/2004	Terminated Primary job, Active Secondary
Ticket Number:	0000103778	10/22/2004	Missing Gender
Ticket Number:	0000103652	10/20/2004	PSFT HR Missing Rank
Ticket Number:	0000104188	10/28/2004	HR Changes for Faculty
Ticket Number:	0000104338	10/29/2004	HR Faculty Changes
Ticket Number:	0000104342	10/29/2004	HR Faculty Changes
Ticket Number:	0000104303	10/29/2004	Faculty Employees
Ticket Number:	0000104254	10/29/2004	HR changes for faculty
Ticket Number:	0000104261	10/29/2004	More HR Faculty Changes
Ticket Number:	0000102725	10/06/2004	Employee missing ethnic_grp in PSFT
Ticket Number:	0000103132	10/12/2004	PSFT - Active Employee Question
Ticket Number:	0000103143	10/12/2004	Missing Primary Jobs
Ticket Number:	0000102737	10/06/2004	Faculty Rank not consistant with JOBCODE
Ticket Number:	0000102733	10/06/2004	Faculty Rank not consistant with JOBCODE
Ticket Number:	0000102734	10/06/2004	Faculty Rank not consistant with JOBCODE
Ticket Number:	0000102736	10/06/2004	Faculty Rank not consistant with JOBCODE
rsanders			
	Total:	15	
Closed			
	Total:	15	
Ticket Number:	0000102942	10/09/2004	re[14]
Ticket Number:	0000102941	10/09/2004	re[14]
Ticket Number:	0000104348	10/29/2004	[Fwd: Tamara Battle]
Ticket Number:	0000103637	10/20/2004	Statement of Payroll charges report comes up all messed up
Ticket Number:	0000103916	10/25/2004	Tamara Battle
Ticket Number:	0000103997	10/26/2004	grant department problem
Ticket Number:	0000103221	10/13/2004	access to statements of payroll charges
Ticket Number:	0000103561	10/19/2004	Graduate Assistants with no degree information
Ticket Number:	0000103559	10/19/2004	Position # 10000170
Ticket Number:	0000103671	10/20/2004	Re [23]
Ticket Number:	0000103536	10/19/2004	PS Support Request
Ticket Number:	0000103556	10/19/2004	access to queries
Ticket Number:	0000103291	10/14/2004	need access to statements of payroll charges
Ticket Number:	0000102314	10/01/2004	Re [14]:
Ticket Number:	0000102604	10/05/2004	HR forms

Create
Date

Short Description

Count of Ticket Number / Create Date

For Human Resources



<u>LAN</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
LAN	78		
Closed		<u>Total:</u> 1	
Ticket Number: 0000103208		10/13/2004	user has no H: drive access through Novell in the Econ dept.
LAN:LabDesktops		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number: 0000102569		10/05/2004	Souder - changes to lab scheduled - reprint calendar
enoch		<u>Total:</u> 8	
Closed		<u>Total:</u> 8	
Ticket Number: 0000103333		10/15/2004	User : masimon needs novell and AD passwords reset.
Ticket Number: 0000103331		10/15/2004	Crucial - need ASAP failed to login to AD
Ticket Number: 0000103337		10/15/2004	IES Department Unable To Use Network Printer
Ticket Number: 0000103347		10/15/2004	Please add novell printer "OIA_HP4550Printer" to user account.
Ticket Number: 0000103396		10/17/2004	[Fwd: Re: I drive]
Ticket Number: 0000103361		10/15/2004	Please create novell account for user: asm in economics department.
Ticket Number: 0000103612		10/20/2004	Novell Account Creation
Ticket Number: 0000103627		10/20/2004	Novell Account Creation

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
jesse			Total: 37	
Resolved			Total: 1	
Ticket Number:	0000102373	10/01/2004		OITHD-4050 PC not recognizing network printer
Closed			Total: 36	
Ticket Number:	0000104162	10/28/2004		[Fwd: Novell Access]
Ticket Number:	0000104190	10/28/2004		please rest novell password for this user
Ticket Number:	0000104387	10/31/2004		Cant log in to novell.umbc.edu
Ticket Number:	0000103702	10/21/2004		Drive for Search Committee
Ticket Number:	0000104077	10/27/2004		Would like an increase in space for H drive
Ticket Number:	0000103896	10/25/2004		JARRETT MERZ - merz@umbc.edu
Ticket Number:	0000104130	10/27/2004		Novell Password reset
Ticket Number:	0000103738	10/21/2004		To: Jesse, Re: ion.ad, program missing
Ticket Number:	0000102691	10/06/2004		Novell Account Creation
Ticket Number:	0000102783	10/07/2004		Attn: jesse, Re: ion.ad
Ticket Number:	0000103004	10/11/2004		Reset novell pw for Zubair
Ticket Number:	0000103024	10/11/2004		Novell Quota increase
Ticket Number:	0000103074	10/12/2004		Education I: drive full
Ticket Number:	0000102884	10/08/2004		User Cannot Log In Interactively
Ticket Number:	0000102805	10/07/2004		User needs novell account for dept human resources.
Ticket Number:	0000103178	10/13/2004		Novell Password Reset
Ticket Number:	0000103250	10/14/2004		Central Plant 017: Novell Login Script running info.exe on Win98 cl
Ticket Number:	0000103171	10/13/2004		Missing network drive U? since yesterday bootup
Ticket Number:	0000104246	10/29/2004		User needs AD account password
Ticket Number:	0000103524	10/19/2004		Brian needs full access to "State Interfaces" folder.
Ticket Number:	0000103449	10/18/2004		Novell Password Reset
Ticket Number:	0000103223	10/13/2004		Novell Account Creation
Ticket Number:	0000102775	10/07/2004		Bickel novell account password reset
Ticket Number:	0000102375	10/01/2004		Jean Bunche needs to log into two PCs at the same time.
Ticket Number:	0000102366	10/01/2004		Cannot Connect to SJP I Drive
Ticket Number:	0000102347	10/01/2004		Ed Hinke needs his Novell account to mirror "dutta" account.
Ticket Number:	0000102918	10/08/2004		RL Share Drive
Ticket Number:	0000102680	10/06/2004		Shared drive modification
Ticket Number:	0000102671	10/06/2004		Novell Account Creation
Ticket Number:	0000102653	10/06/2004		Please copy H: Drive Data
Ticket Number:	0000102612	10/05/2004		Please reset novell and AD password for user: jokund1
Ticket Number:	0000102576	10/05/2004		Work Order Request-Need access to sponsored program context
Ticket Number:	0000102557	10/05/2004		Work Order Request
Ticket Number:	0000102522	10/04/2004		Password reset
Ticket Number:	0000102343	10/01/2004		FW: slide database
Ticket Number:	0000102325	10/01/2004		User is "unable to log on interactively"

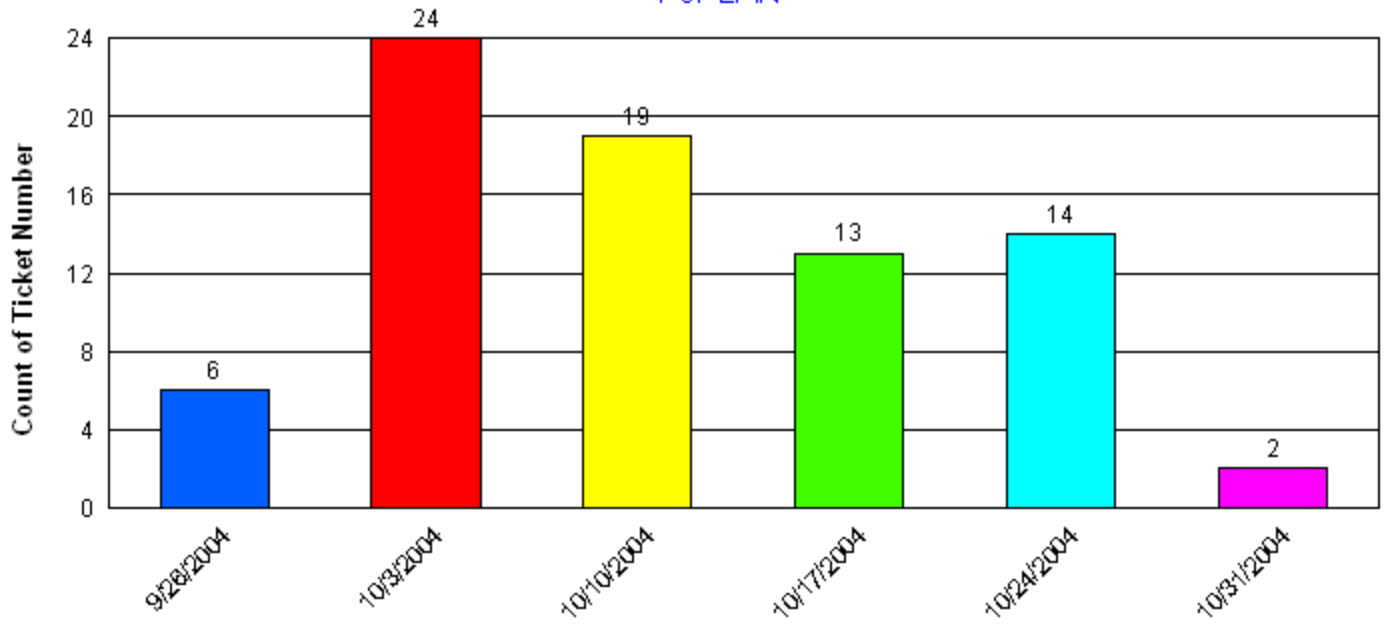
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
vladimir			Total: 31	
	Resolved		Total: 1	
Ticket Number:	0000104278	10/29/2004		Novell workstation specific account
	Closed		Total: 30	
Ticket Number:	0000104274	10/29/2004		user can not log into novell
Ticket Number:	0000104341	10/29/2004		Novell Account Creation
Ticket Number:	0000104395	10/31/2004		Lpr not sending to Helpdesk print queue
Ticket Number:	0000103712	10/21/2004		set up station restrictive account
Ticket Number:	0000103952	10/25/2004		Assigning jobs to the color printer at OIT helpdesk
Ticket Number:	0000103981	10/26/2004		Novell Account Creation
Ticket Number:	0000104010	10/26/2004		Xerox WCP65 Driver
Ticket Number:	0000103950	10/25/2004		Novell files need restored
Ticket Number:	0000102744	10/06/2004		Novell folder Restore
Ticket Number:	0000103138	10/12/2004		Username: bbekure1 needs novell password reset.
Ticket Number:	0000103105	10/12/2004		DISK FULL MESSAGE
Ticket Number:	0000103023	10/11/2004		AD Profile reset
Ticket Number:	0000102921	10/08/2004		Restore request for folder on H: drive
Ticket Number:	0000102885	10/08/2004		User account not
Ticket Number:	0000102850	10/07/2004		Restore request for folder on H:/ drive
Ticket Number:	0000102454	10/04/2004		New employee - Novell acct
Ticket Number:	0000102501	10/04/2004		FW: file erased-please contact OIT
Ticket Number:	0000102486	10/04/2004		Novell Password Reset
Ticket Number:	0000102464	10/04/2004		Remove old npds printer add new ndps printer
Ticket Number:	0000102670	10/06/2004		removal of context for user gosden
Ticket Number:	0000102478	10/04/2004		New Novell Account
Ticket Number:	0000103216	10/13/2004		server cannot be mapped through Windows XP
Ticket Number:	0000103365	10/15/2004		Please add user's login to biology dept context also so they can access
Ticket Number:	0000103320	10/15/2004		add station Restrictive account Kelley-Moore's computers
Ticket Number:	0000103426	10/18/2004		Joyce needs Novell file restored: "CR-SAR Folder.xls".
Ticket Number:	0000103402	10/17/2004		Reset Printer Queue for MLL HP5 Printer
Ticket Number:	0000103441	10/18/2004		add printer to novell
Ticket Number:	0000103537	10/19/2004		Problems with the Xerox 470
Ticket Number:	0000104040	10/26/2004		Novell accounts for cedar consultants
Ticket Number:	0000103432	10/18/2004		Remove Novell Printer

Create
Date

Short Description

Count of Ticket Number / Create Date

For LAN



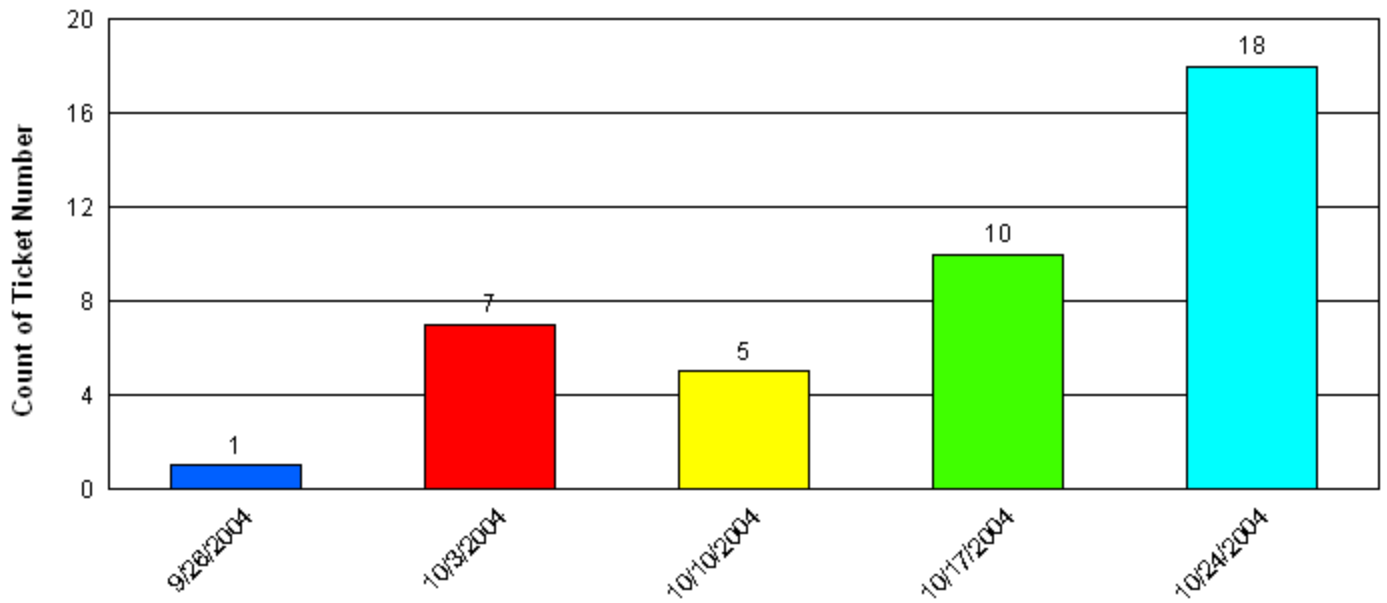
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
New Media	Total:	41	
NewMedia	Total:	1	
Closed	Total:	1	
Ticket Number: 0000103999		10/26/2004	Debbie said that I could check to see if I have canceled 1 of the 2 cl
NewMedia:BlackBoard	Total:	1	
Closed	Total:	1	
Ticket Number: 0000104057		10/26/2004	customer is able to log onto blackboard but info is not correct
darnold	Total:	1	
Closed	Total:	1	
Ticket Number: 0000102532		10/04/2004	internal control
rarmstro	Total:	33	
Closed	Total:	33	
Ticket Number: 0000102336		10/01/2004	Submits in Bb
Ticket Number: 0000103253		10/14/2004	BB Question... "EDIT VIEW" and "DISPLAY VIEW" link not on
Ticket Number: 0000103442		10/18/2004	blackboard courses
Ticket Number: 0000103272		10/14/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000103492		10/19/2004	grader
Ticket Number: 0000103482		10/18/2004	restore users
Ticket Number: 0000103839		10/22/2004	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000103646		10/20/2004	RE: blackboard community request
Ticket Number: 0000103753		10/21/2004	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000104044		10/26/2004	Work Order Request
Ticket Number: 0000103925		10/25/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000104229		10/29/2004	Re: Thanks :)
Ticket Number: 0000103961		10/25/2004	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000103956		10/25/2004	Blackboard
Ticket Number: 0000103946		10/25/2004	Enrolling Students Onto Bb Autumatically
Ticket Number: 0000103885		10/24/2004	Turnitin.com not fuctional
Ticket Number: 0000103837		10/22/2004	info on how to use TurnItIn in Blackboard
Ticket Number: 0000103834		10/22/2004	Work Order Request
Ticket Number: 0000103688		10/21/2004	remove of intructors
Ticket Number: 0000104224		10/28/2004	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000104225		10/28/2004	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000104259		10/29/2004	User is having issues with group chat in blackboard.
Ticket Number: 0000104231		10/29/2004	Re: Thank you!
Ticket Number: 0000104363		10/30/2004	logging in to blackboard
Ticket Number: 0000104350		10/29/2004	Issue with Blackboard - CMPE415 Fall 2004
Ticket Number: 0000104275		10/29/2004	Re: Thanks :)
Ticket Number: 0000103476		10/18/2004	Course Enrollment Control
Ticket Number: 0000102990		10/11/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000103016		10/11/2004	Gradebook error, exception being thrown
Ticket Number: 0000102954		10/09/2004	Customer trying to access previous blackboard course
Ticket Number: 0000102866		10/08/2004	User would like to give tests through blackboard.
Ticket Number: 0000102932		10/08/2004	Blackboard Site for National Organization for Women at UMBC (NOW
Ticket Number: 0000103041		10/11/2004	problem getting into the gradebook
vergil	Total:	5	
Closed	Total:	5	
Ticket Number: 0000102793		10/07/2004	Web Design relating to English Composition
Ticket Number: 0000102944		10/09/2004	Request for URL change (Assign to Webdev)
Ticket Number: 0000104137		10/28/2004	Staff Customer Requests AFS ACL update for Web Volume
Ticket Number: 0000104138		10/28/2004	Staff Customer Requested Web Stat Account for "Trainctr" Site
Ticket Number: 0000102780		10/07/2004	Work Order Request

Create
Date

Short Description

Count of Ticket Number / Create Date

For New Media



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
OIT BSG Non People	Total:	140	
BSG:HP3000_Systems			
Closed		<u>Total:</u>	2
Ticket Number:	0000102812	10/07/2004	mvbr4024 flagging tape
Ticket Number:	0000103075	10/12/2004	Carolyn Bisser /usr0047.faid
BSG:Operational_Support		<u>Total:</u>	20
Closed		<u>Total:</u>	20
Ticket Number:	0000102698	10/06/2004	Recreate TCBR2211 USR0058.REG
Ticket Number:	0000104243	10/29/2004	CMSC 486 FGreen
Ticket Number:	0000104244	10/29/2004	PSYC 200 SOnnenschein
Ticket Number:	0000103632	10/20/2004	Expired Tape Labels
Ticket Number:	0000103993	10/26/2004	Paula key - need hpumbc1/hpumbc3 session aborted
Ticket Number:	0000103825	10/22/2004	Session Abort/Garland
Ticket Number:	0000103943	10/25/2004	UABR1618 for Kelly Gosnell
Ticket Number:	0000102558	10/05/2004	Reset Security Password
Ticket Number:	0000102328	10/01/2004	Session Abort
Ticket Number:	0000102554	10/05/2004	HPUMBC1,2,3 Tape Backups
Ticket Number:	0000102555	10/05/2004	ByRequest Backup CD for September 2004
Ticket Number:	0000102559	10/05/2004	RDBR2049 USR0003.LIB (JOB#4901)
Ticket Number:	0000102609	10/05/2004	Reset Security Password
Ticket Number:	0000102556	10/05/2004	MVBR4025 MVA Extract File
Ticket Number:	0000103614	10/20/2004	Recreate ATBM1400
Ticket Number:	0000103519	10/19/2004	Session abort
Ticket Number:	0000103504	10/19/2004	Nwest - icon from hp has disappeared
Ticket Number:	0000103517	10/19/2004	Garland/pp - 3 sessions of vpn went down
Ticket Number:	0000103521	10/19/2004	VPN went down - sessions hung
Ticket Number:	0000103685	10/21/2004	kathy / advs - stuck after option 4/online

BSG:Web_Infrastructure

Create
Date
Total: 97

Short Description

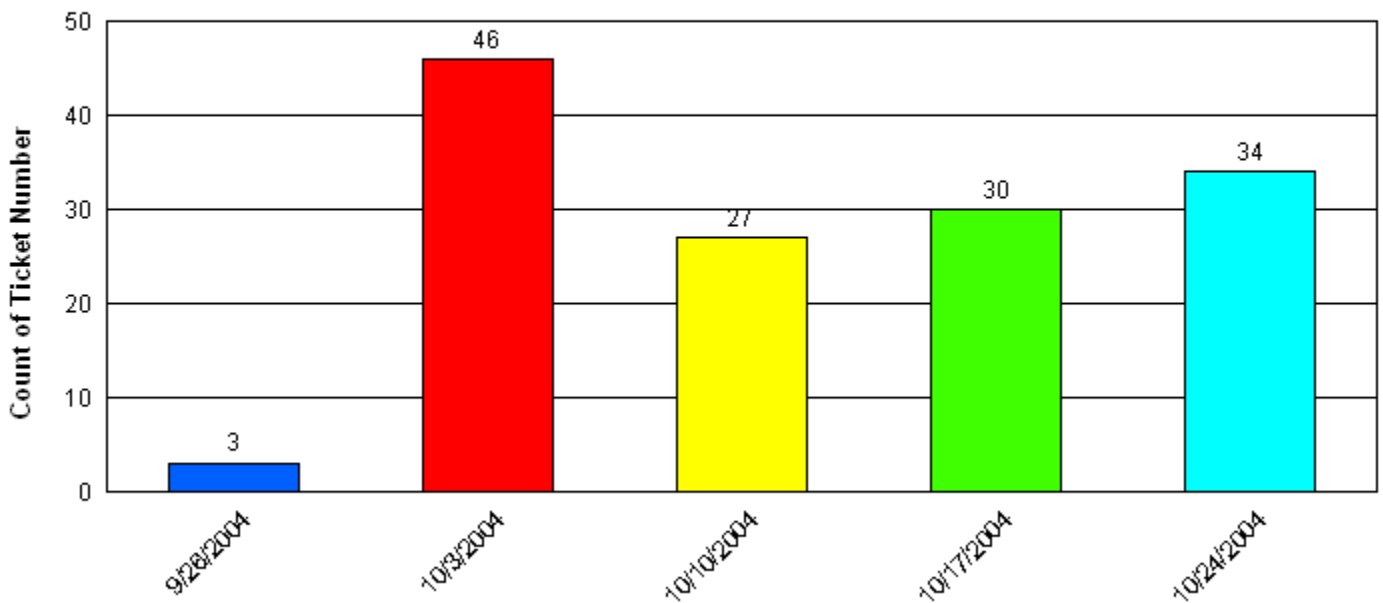
	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000103351	10/15/2004	97	psyc332 - blass
Ticket Number: 0000103180	10/13/2004		anth211 - frankowski
Ticket Number: 0000103529	10/19/2004		ehs302 - lebowitz
Ticket Number: 0000103512	10/19/2004		CHEM102L Brothers
Ticket Number: 0000103515	10/19/2004		PSYC 385 McGuire
Ticket Number: 0000103516	10/19/2004		PSYC Research Data
Ticket Number: 0000103349	10/15/2004		psyc370 - provine
Ticket Number: 0000103325	10/15/2004		poli250 - fletcher ver2
Ticket Number: 0000103323	10/15/2004		chem123 - carpenter
Ticket Number: 0000103324	10/15/2004		poli250 - fletcher ver1
Ticket Number: 0000103274	10/14/2004		psyc304 - freiberg
Ticket Number: 0000103273	10/14/2004		phys105 - dymski
Ticket Number: 0000104029	10/26/2004		omland/biol301
Ticket Number: 0000103213	10/13/2004		cmssc103 - katz
Ticket Number: 0000103212	10/13/2004		psyc335 - provine
Ticket Number: 0000103211	10/13/2004		biol303 - blumberg
Ticket Number: 0000103462	10/18/2004		0201 - silva/goldring
Ticket Number: 0000103350	10/15/2004		psyc340 - blass
Ticket Number: 0000103463	10/18/2004		psyc200 - schultz
Ticket Number: 0000103181	10/13/2004		psyc100 - freiberg
Ticket Number: 0000103179	10/13/2004		geog102 - carter
Ticket Number: 0000102494	10/04/2004		chem101 - perks
Ticket Number: 0000102320	10/01/2004		sowk470 - bembry
Ticket Number: 0000102513	10/04/2004		ECAD 210 501/601
Ticket Number: 0000102515	10/04/2004		PSYC 100 Exam 3 Freiberg
Ticket Number: 0000102616	10/05/2004		ehs345 0 smith
Ticket Number: 0000102615	10/05/2004		Geog120 Ellis
Ticket Number: 0000102588	10/05/2004		econ312 - ng
Ticket Number: 0000102587	10/05/2004		ehs345 - smith
Ticket Number: 0000102567	10/05/2004		ECON 102 Palmateer
Ticket Number: 0000102566	10/05/2004		PSYC 385 McGuire
Ticket Number: 0000102565	10/05/2004		SOCY332 and WMST332 Lottes
Ticket Number: 0000102563	10/05/2004		CHEM102L Brothers
Ticket Number: 0000102646	10/06/2004		socy/wmst 353 - morgan
Ticket Number: 0000102514	10/04/2004		PSYC 205 Exam1 Freiberg
Ticket Number: 0000102512	10/04/2004		GEOG110 Dubois
Ticket Number: 0000102487	10/04/2004		chem101 - carpenter
Ticket Number: 0000102321	10/01/2004		geog102 - jeffrey
Ticket Number: 0000102482	10/04/2004		psyc200 - schultz
Ticket Number: 0000102589	10/05/2004		psyc100 - starr
Ticket Number: 0000103600	10/20/2004		PSYC 100 STARR
Ticket Number: 0000104094	10/27/2004		psyc380 - parker
Ticket Number: 0000104093	10/27/2004		psyc100 - freiberg
Ticket Number: 0000104092	10/27/2004		psyc390 - rabin
Ticket Number: 0000104091	10/27/2004		chem351 - perks
Ticket Number: 0000104090	10/27/2004		psyc200 - schultz
Ticket Number: 0000104034	10/26/2004		biol109 - caruso
Ticket Number: 0000104033	10/26/2004		afst201 - robinson
Ticket Number: 0000104035	10/26/2004		biol109 - raw file for caruso
Ticket Number: 0000104025	10/26/2004		biol302L - sandoz
Ticket Number: 0000104017	10/26/2004		poli300 - miller
Ticket Number: 0000104016	10/26/2004		ecad310 - gregory
Ticket Number: 0000104015	10/26/2004		psyc342 / anderson
Ticket Number: 0000104014	10/26/2004		ehs475 / polk

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000103988	10/26/2004	chem102L - brothers
Ticket Number:	0000103987	10/26/2004	psyc335 - mcguire
Ticket Number:	0000103986	10/26/2004	geog102 - jeffrey
Ticket Number:	0000103826	10/22/2004	BIOL 301 Omland
Ticket Number:	0000103805	10/22/2004	IS300 Dana Smith
Ticket Number:	0000103804	10/22/2004	BIOL 442Eisenmann
Ticket Number:	0000103803	10/22/2004	PSYC 332
Ticket Number:	0000103728	10/21/2004	psyc 100 OBrien
Ticket Number:	0000103727	10/21/2004	PSYC 331 Warwick
Ticket Number:	0000103630	10/20/2004	SOCY 101/401 Trela
Ticket Number:	0000103626	10/20/2004	psyc285- dahlquist
Ticket Number:	0000103625	10/20/2004	psyc100 - freiberg
Ticket Number:	0000103624	10/20/2004	phys111 - dymski
Ticket Number:	0000103603	10/20/2004	BIOL 430 McGraw
Ticket Number:	0000103602	10/20/2004	PSYC 200/401 OBrien
Ticket Number:	0000104174	10/28/2004	chem351 - perks
Ticket Number:	0000104256	10/29/2004	psyc342-anderson
Ticket Number:	0000104191	10/28/2004	geog - rabenhorst / test a
Ticket Number:	0000104192	10/28/2004	geog - rabenhorst / test b
Ticket Number:	0000104252	10/29/2004	chem101 - perks
Ticket Number:	0000104255	10/29/2004	ecad210 601 / armor
Ticket Number:	0000104253	10/29/2004	ecad210 501 / armor
Ticket Number:	0000102700	10/06/2004	BIOL 303/Blumberg and Kloetzel
Ticket Number:	0000102704	10/06/2004	EHS 471 POLK
Ticket Number:	0000102707	10/06/2004	PSYC 100 Freiberg
Ticket Number:	0000102706	10/06/2004	ANTH 211 San Antonio
Ticket Number:	0000102772	10/07/2004	psyc200 - schaeffer
Ticket Number:	0000103113	10/12/2004	econ101 1701 - keyes
Ticket Number:	0000103062	10/12/2004	chem102L - Brothers
Ticket Number:	0000103111	10/12/2004	psyc210 - catania
Ticket Number:	0000103112	10/12/2004	ehs475 - polk
Ticket Number:	0000103020	10/11/2004	psyc200 - schultz
Ticket Number:	0000102979	10/11/2004	econ101 0102 - thomas
Ticket Number:	0000102978	10/11/2004	econ101 0101 - thomas
Ticket Number:	0000102872	10/08/2004	psyc382 / dahlquist
Ticket Number:	0000102871	10/08/2004	socy101 - kelly-moore / part 2
Ticket Number:	0000103114	10/12/2004	econ101 1801 - keyes
Ticket Number:	0000102870	10/08/2004	socy101 - kelly-moore / part 1
Ticket Number:	0000102869	10/08/2004	geog2 - rabenhorst
Ticket Number:	0000102868	10/08/2004	geog / rabenhorst
Ticket Number:	0000102873	10/08/2004	psyc380 - parker
Ticket Number:	0000102771	10/07/2004	biol301 - freeland
Ticket Number:	0000102701	10/06/2004	BIOL 108 Weber
blanchet		<u>Total:</u>	2
Closed		<u>Total:</u>	2
Ticket Number:	0000102976	10/11/2004	Problem w/changing mail plan for student
Ticket Number:	0000103580	10/20/2004	ABORT: IRBR3024
dina		<u>Total:</u>	3
Closed		<u>Total:</u>	3
Ticket Number:	0000103892	10/25/2004	ABORT: TCBM2231
Ticket Number:	0000103980	10/26/2004	ABORT: TCBM2231
Ticket Number:	0000104150	10/28/2004	Productionize SAF-FAS Reconciliation Process
jason12		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000103458	10/18/2004	Running the winter r25 course upload

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
paulr	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000102474	10/04/2004	Gradebook software aborts
Ticket Number: 0000104108	10/27/2004	Can't do anything that requires a PIN
putro	<u>Total:</u> 13	
Closed	<u>Total:</u> 13	
Ticket Number: 0000104181	10/28/2004	CAMS extract abort
Ticket Number: 0000104186	10/28/2004	Problem with SCCU transfer for a particular account
Ticket Number: 0000102738	10/06/2004	hcd missing problem.
Ticket Number: 0000102855	10/07/2004	Conflict checking with WEB/OFF courses
Ticket Number: 0000102856	10/07/2004	Label records not sorted by name
Ticket Number: 0000103092	10/12/2004	Term Course aborting when new sections added
Ticket Number: 0000103710	10/21/2004	Questions about SCEQs and tables.
Ticket Number: 0000102766	10/07/2004	2656 TLOADJCL ABORT 5/8 DS OIR #J5124 THU 12:
Ticket Number: 0000102627	10/05/2004	MPP new major missing in a couple copy members
Ticket Number: 0000102685	10/06/2004	Investigate use of HEGIS-INTENDED-MAJOR tables
Ticket Number: 0000102687	10/06/2004	Problem with grade showing up
Ticket Number: 0000103259	10/14/2004	Rebuild convert table
Ticket Number: 0000103297	10/14/2004	Remove tracks from IS

Count of Ticket Number / Create Date

For OIT BSG Non PeopleSoft



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
OIT Business Systems: P	Total:	158	
afinn		Total: 7	
Closed		Total: 7	
Ticket Number:	0000103438	10/18/2004	2 Repricing not working for changing OLT rows into BIL rows
Ticket Number:	0000103555	10/19/2004	PS Support Request
Ticket Number:	0000102703	10/06/2004	2 Mod to select statement in SQR GM Report
Ticket Number:	0000103109	10/12/2004	GM Report Mods to budget totals
Ticket Number:	0000102798	10/07/2004	3 Request to modify the Effort Report
Ticket Number:	0000104273	10/29/2004	3 PC Delivered Rpt [PCY5050] not pulling data
Ticket Number:	0000104297	10/29/2004	1 Billing, Single Action, Instance Unsuccessful
byron		Total: 2	
Closed		Total: 2	
Ticket Number:	0000103991	10/26/2004	Investigate 2 ee's with weird dates in visa data
Ticket Number:	0000103157	10/13/2004	BACKUP HRTST if it was not done on 10/12
chris		Total: 33	
Closed		Total: 33	
Ticket Number:	0000102686	10/06/2004	Grant Oracle Access to Aleksandr Slobodyanik (username 'slobodya')
Ticket Number:	0000103116	10/12/2004	PS Support Request
Ticket Number:	0000103087	10/12/2004	Missing ByRequest Drive
Ticket Number:	0000103078	10/12/2004	Run Script request
Ticket Number:	0000102977	10/11/2004	Grant select rights on HRTRN
Ticket Number:	0000102909	10/08/2004	Creation of tables in HRPRD
Ticket Number:	0000102877	10/08/2004	Run scripts in HRPRD
Ticket Number:	0000102874	10/08/2004	Refresh HRPRO instance with Backup of HRCA from evening of 10/
Ticket Number:	0000102829	10/07/2004	HRTST2 database access
Ticket Number:	0000102803	10/07/2004	please run script (FSDEV)
Ticket Number:	0000102796	10/07/2004	Refresh HRTRN
Ticket Number:	0000104144	10/28/2004	Pls Restore HRCA from BKup of TST2 10/13
Ticket Number:	0000103995	10/26/2004	please run script
Ticket Number:	0000103895	10/25/2004	Restore HRCA from TST2 of 10/13
Ticket Number:	0000104158	10/28/2004	Clone-O-Rama
Ticket Number:	0000104381	10/31/2004	Attack of the Clones
Ticket Number:	0000104364	10/30/2004	Create a dharley user in STATPRD to allow Derek to run CSR report
Ticket Number:	0000104161	10/28/2004	Pls run full grants script on HRCA and a backup
Ticket Number:	0000103170	10/13/2004	Recreate Views in HRPRD
Ticket Number:	0000103198	10/13/2004	I need a view to be re-altered in fsdev (take 2)
Ticket Number:	0000103466	10/18/2004	Table manipulation in HRCA
Ticket Number:	0000103553	10/19/2004	DB restore to HRCA from backup eve of 10/18
Ticket Number:	0000103544	10/19/2004	byRequest Install
Ticket Number:	0000103540	10/19/2004	Please run this script in HRPRD to fix production problem
Ticket Number:	0000103506	10/19/2004	PS Support Request
Ticket Number:	0000103530	10/19/2004	build script
Ticket Number:	0000103414	10/18/2004	Table manipulation in HRCA
Ticket Number:	0000104005	10/26/2004	HRTST2 Access
Ticket Number:	0000103249	10/14/2004	Set Aside The Backup of HRDEV from Evening of 10-13-04 for Reco
Ticket Number:	0000103209	10/13/2004	PS Support Request
Ticket Number:	0000103189	10/13/2004	I need a view to be altered in fsdev
Ticket Number:	0000102346	10/01/2004	Change Stat Login
Ticket Number:	0000102383	10/01/2004	Restore HRCA from held backup of 9/28
dsylva		Total: 4	
Closed		Total: 4	
Ticket Number:	0000102790	10/07/2004	Z Access
Ticket Number:	0000103922	10/25/2004	Can't run SOPC by run date
Ticket Number:	0000103933	10/25/2004	Statement of payroll charges
Ticket Number:	0000102867	10/08/2004	GL Interface warnings during PP 2005007

<u>haddaway</u>		<u>Create</u>	<u>Short Description</u>
<u>Resolved</u>		<u>Date</u>	
		<u>Total:</u>	
Ticket Number:	0000103786	10/22/2004	Implement password management rules for oracle users
Ticket Number:	0000103787	10/22/2004	modify psusers.php script to add new features
<u>Closed</u>		<u>Total:</u>	
Ticket Number:	0000104185	10/28/2004	Execute attached script in HRCA
Ticket Number:	0000103594	10/20/2004	hrtst2 oracle account
Ticket Number:	0000103615	10/20/2004	Pls backup PSPRD user ready to confirm payroll
Ticket Number:	0000103621	10/20/2004	Grant select on PSROLEMEMBER in HRTST2
Ticket Number:	0000104061	10/26/2004	Clone again
Ticket Number:	0000104055	10/26/2004	Clone
Ticket Number:	0000104000	10/26/2004	Please Run Script (fsprd)
Ticket Number:	0000103900	10/25/2004	PS Support Request
Ticket Number:	0000103869	10/24/2004	Refresh HRTST2 database from HRTST2 Backup of evening of 10/2
Ticket Number:	0000103868	10/24/2004	Restore HRCNV Database from Backup of 10/23/04 Evening
Ticket Number:	0000103790	10/22/2004	GL_ACCT_CD_TBL
Ticket Number:	0000103775	10/22/2004	Pls restore HRCA with backup from midnight+ 10/13
Ticket Number:	0000103622	10/20/2004	Please run script (fsprd)
Ticket Number:	0000102708	10/06/2004	Backup HRPRD
Ticket Number:	0000102863	10/08/2004	Retriever Load Failed
Ticket Number:	0000103081	10/12/2004	SQL script in FSPRD
Ticket Number:	0000103077	10/12/2004	Please Run Script to fix Vendor error (FSPRD)
Ticket Number:	0000102892	10/08/2004	Copy PS_PAY_CHECK table in HRTRN
Ticket Number:	0000102379	10/01/2004	run script
Ticket Number:	0000102461	10/04/2004	Refresh HRTRN
Ticket Number:	0000102516	10/04/2004	PS Support Request
Ticket Number:	0000102509	10/04/2004	PS Support Request
Ticket Number:	0000102401	10/01/2004	PS Support Request
Ticket Number:	0000102610	10/05/2004	Copy PS_PAY_CHECK table in HRTRN
Ticket Number:	0000102614	10/05/2004	I need a table created for run control page
Ticket Number:	0000103468	10/18/2004	PS Support Request
Ticket Number:	0000103193	10/13/2004	OOPS - Please do a db backup of HRTST2 ASAP
Ticket Number:	0000103439	10/18/2004	SQL Plus Access in CA and TST2 please
Ticket Number:	0000103430	10/18/2004	PS Support Request
Ticket Number:	0000103549	10/19/2004	Copy selected tables from HRPRD into HRTST2
Ticket Number:	0000103459	10/18/2004	PS Support Request
Ticket Number:	0000103446	10/18/2004	Please Run Script (FSPRD)
Ticket Number:	0000103360	10/15/2004	PS Support Request

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
jeremy	<u>Total:</u>	25	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000103815	10/22/2004		Export 3 more tables in EPMDEV
Closed	<u>Total:</u>	24	
Ticket Number: 0000104333	10/29/2004		Rename table in HRCA
Ticket Number: 0000103604	10/20/2004		Please run attached script on HRPRD - buffer error
Ticket Number: 0000103633	10/20/2004		Please run script to delete voucher (psfsprd)
Ticket Number: 0000103801	10/22/2004		Update UW_Term_Tbl
Ticket Number: 0000103992	10/26/2004		Please execute the attached script against the HRCA instance
Ticket Number: 0000103927	10/25/2004		Re: Empty tables in EPMDEV
Ticket Number: 0000103907	10/25/2004		Empty tables in EPMDEV
Ticket Number: 0000103659	10/20/2004		truncate in HRTST2
Ticket Number: 0000102808	10/07/2004		Restore EPMPRD from last night
Ticket Number: 0000103163	10/13/2004		Rename Table in HRCA
Ticket Number: 0000103244	10/14/2004		Manipulate tables in HRCNV
Ticket Number: 0000103563	10/19/2004		ps_gl_acct_cd_tbl in HRTST2
Ticket Number: 0000103560	10/19/2004		Please run the attached script in HRPRD
Ticket Number: 0000103690	10/21/2004		Please run script (FSPRD)
Ticket Number: 0000103695	10/21/2004		Update Cpayrun table in HRPRD
Ticket Number: 0000103364	10/15/2004		Update/Delete access in HRTST2
Ticket Number: 0000103267	10/14/2004		index on PS_PAY_CHECK
Ticket Number: 0000103286	10/14/2004		FSTST Update
Ticket Number: 0000103294	10/14/2004		Script in HRTST2 - appmsgpurgeall
Ticket Number: 0000103262	10/14/2004		Create Zubair user from jpatna1 user in HRTRN
Ticket Number: 0000102394	10/01/2004		Updates to PS_UW_DEPT_TBL
Ticket Number: 0000102518	10/04/2004		SQL to add in the EDS script
Ticket Number: 0000102582	10/05/2004		PS Support Request
Ticket Number: 0000102625	10/05/2004		Update UW_DEPT_TBL in EPMDEV
jgood	<u>Total:</u>	2	
Closed	<u>Total:</u>	2	
Ticket Number: 0000103554	10/19/2004		Modify entry fo WINS (fromally know as LANS)
Ticket Number: 0000104038	10/26/2004		DNS service checking
jking	<u>Total:</u>	4	
Closed	<u>Total:</u>	4	
Ticket Number: 0000103850	10/23/2004		Terminal not working
Ticket Number: 0000102819	10/07/2004		FSPRD Issues
Ticket Number: 0000103344	10/15/2004		PS Slow Down
Ticket Number: 0000103501	10/19/2004		Machines missing from netsaint? Many groups listed 0 machines.
jpatna1	<u>Total:</u>	2	
Closed	<u>Total:</u>	2	
Ticket Number: 0000102578	10/05/2004		Leave Balances
Ticket Number: 0000102583	10/05/2004		Leave Balances
kirby	<u>Total:</u>	5	
Closed	<u>Total:</u>	5	
Ticket Number: 0000103311	10/14/2004		Fwd: Z accounts for starters
Ticket Number: 0000103620	10/20/2004		Setup Z users for Corey Green
Ticket Number: 0000102705	10/06/2004		Problem with RP30061 report from USM
Ticket Number: 0000102735	10/06/2004		Please 'bring down' the FAS databases from HPUMBC1 to HPUMBC
Ticket Number: 0000104139	10/28/2004		Additional Z user for A&S
irand	<u>Total:</u>	2	
Closed	<u>Total:</u>	2	
Ticket Number: 0000103908	10/25/2004		Problem with Running PAYCALC in Production
Ticket Number: 0000104031	10/26/2004		Slooooooow HR system

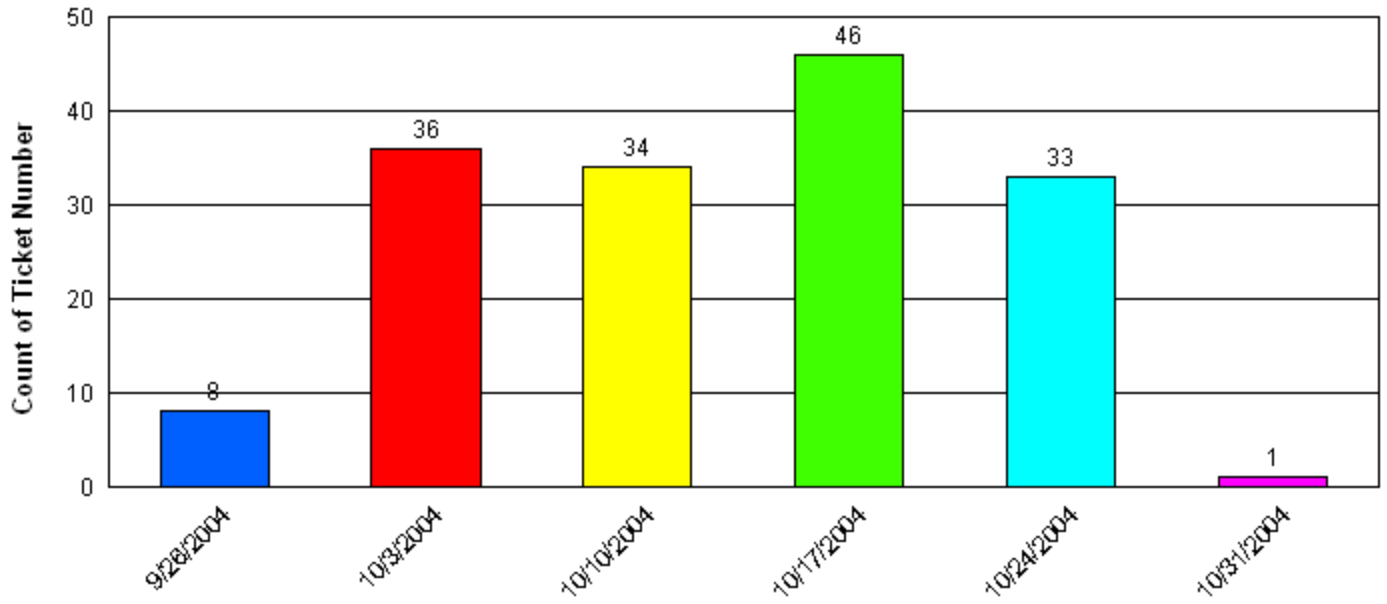
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
ostrove	<u>Total:</u>	3	
Closed	<u>Total:</u>	3	
Ticket Number: 0000103444	10/18/2004		Difficulty access web sites
Ticket Number: 0000102640	10/05/2004		Terminal and App Designer
Ticket Number: 0000102975	10/11/2004		Problems with R25
preston	<u>Total:</u>	4	
Closed	<u>Total:</u>	4	
Ticket Number: 0000103588	10/20/2004		1 AP Payment File on Novell is blank this morning
Ticket Number: 0000103168	10/13/2004		Retriever FW_DATA_LD failed
Ticket Number: 0000103018	10/11/2004		1 SQL update to vendor record value needed
Ticket Number: 0000103339	10/15/2004		SQL scripts to balance Commitment Control tables
psimon	<u>Total:</u>	8	
Closed	<u>Total:</u>	8	
Ticket Number: 0000103184	10/13/2004		No records in staging table
Ticket Number: 0000103585	10/20/2004		no success
Ticket Number: 0000103678	10/21/2004		No Success
Ticket Number: 0000102322	10/01/2004		No records in staging table
Ticket Number: 0000103415	10/18/2004		1 PCard load ran to No Success
Ticket Number: 0000103096	10/12/2004		3 Voucher not deleted on Ticket 101997
Ticket Number: 0000103989	10/26/2004		NO SUCCESS
Ticket Number: 0000104359	10/30/2004		Summary value for course totals incorrect in Degree Navigation
slong	<u>Total:</u>	13	
Closed	<u>Total:</u>	13	
Ticket Number: 0000104287	10/29/2004		1 Budget Process Error
Ticket Number: 0000103833	10/22/2004		Rumba Password
Ticket Number: 0000102764	10/07/2004		Retriever
Ticket Number: 0000102769	10/07/2004		#2 unix server - peoplesoft
Ticket Number: 0000102834	10/07/2004		Please Unlock Journal
Ticket Number: 0000102453	10/04/2004		1 Retriever
Ticket Number: 0000102376	10/01/2004		ADC Password Problems for Dutta & Watson
Ticket Number: 0000102608	10/05/2004		FW: ADC-VPN Password Change
Ticket Number: 0000102902	10/08/2004		Process Instance 136608
Ticket Number: 0000103205	10/13/2004		Locked JE's
Ticket Number: 0000103222	10/13/2004		RUMBA Passwords
Ticket Number: 0000103645	10/20/2004		Unlock Journal
Ticket Number: 0000103557	10/19/2004		ADC-VPN Access
stephen	<u>Total:</u>	9	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000104152	10/28/2004		security - account KIRBY can't clone users
Closed	<u>Total:</u>	8	
Ticket Number: 0000104148	10/28/2004		Grant Tom Vogler PeopleSoft Security to Run Existing Queries
Ticket Number: 0000104242	10/29/2004		Security Revision
Ticket Number: 0000103744	10/21/2004		Access Rights
Ticket Number: 0000103776	10/22/2004		Security Revision
Ticket Number: 0000102724	10/06/2004		Security Revisions
Ticket Number: 0000103166	10/13/2004		Grant Carolyn Newton (username 'CNEWTON') access to HRTST2
Ticket Number: 0000103275	10/14/2004		Query Access Needed for HRPRD
Ticket Number: 0000102385	10/01/2004		Security Modifications

Create
Date

Short Description

Count of Ticket Number / Create Date

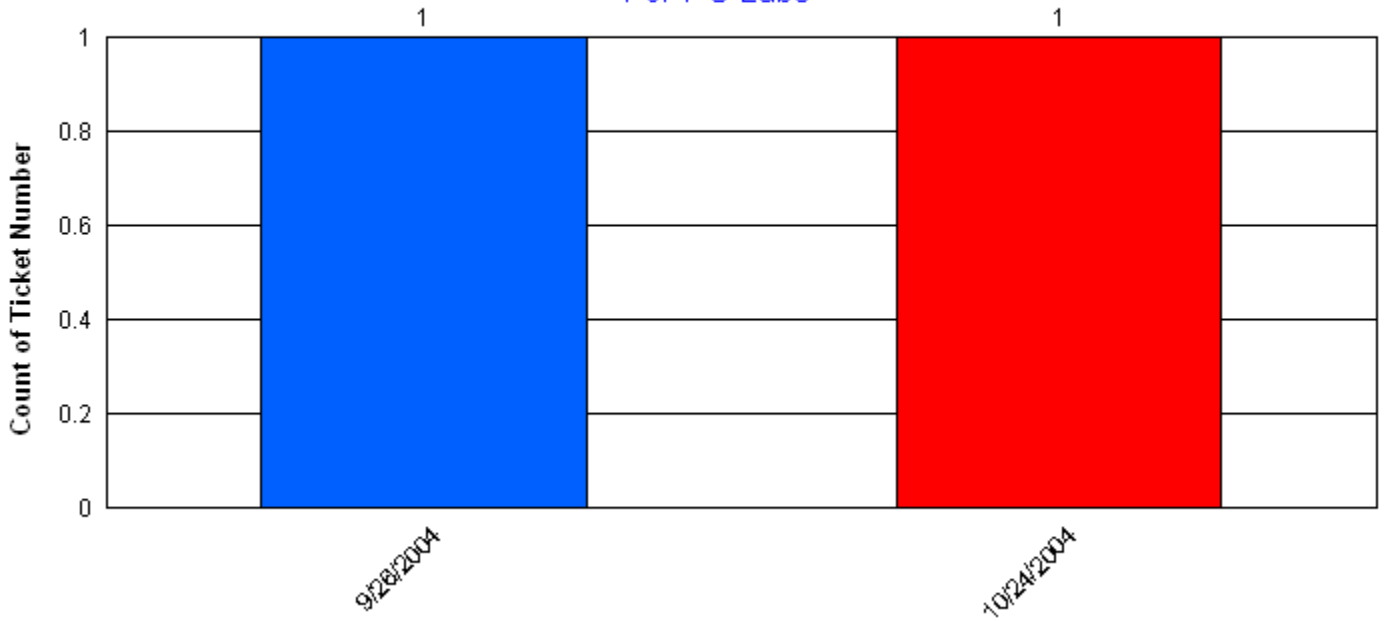
For OIT Business Systems: PeopleSoft



PC Labs	Total:	Create Date	Short Description
PCLabs	2		
Closed		Total: 1	
Ticket Number: 0000102357		10/01/2004	Student / MAC - can not log off
skille1		Total: 1	
Closed		Total: 1	
Ticket Number: 0000103957		10/25/2004	cgi.umbc.edu

Count of Ticket Number / Create Date

For PC Labs



		<u>Create</u>	<u>Short Description</u>
	<u>Total:</u>	<u>Date</u>	
Physical Networks	83		
Telcom	Total: 1		
Closed	Total: 1		
Ticket Number: 0000103423		10/18/2004	Port Activations
beakja1	Total: 7		
Closed	Total: 7		
Ticket Number: 0000102471		10/04/2004	[net] TRC185: Jack#4A seems to be giving 0.0.0.0 ip addresses.
Ticket Number: 0000102561		10/05/2004	ECS 202G : IP request
Ticket Number: 0000103664		10/20/2004	Asset Security Alert - EL key doesn't work
Ticket Number: 0000104166		10/28/2004	Activate new jacks
Ticket Number: 0000102761		10/07/2004	Can not access internet
Ticket Number: 0000103134		10/12/2004	Randy called to say TRC is down. Noc shows all floors down.
Ticket Number: 0000102907		10/08/2004	[net] TRC 178 : Dead Jack# 31
cmckin1	Total: 26		
Closed	Total: 26		
Ticket Number: 0000102899		10/08/2004	ECS329F. User believes jack #337 is not functioning.
Ticket Number: 0000103080		10/12/2004	Work Order Request-Need Jack configured
Ticket Number: 0000103084		10/12/2004	Bad hub in ecs334a
Ticket Number: 0000103042		10/11/2004	Wireless in FA 207C
Ticket Number: 0000103012		10/11/2004	[net] CHEM107: Jack #125-2-T1S stopped working.
Ticket Number: 0000102897		10/08/2004	Slow and Dropping Connection
Ticket Number: 0000102934		10/08/2004	Customer unable to connect to the internet
Ticket Number: 0000104115		10/27/2004	jack activation 432-07-TC4; add to VLAN
Ticket Number: 0000103684		10/21/2004	ECS 122 - No network connection
Ticket Number: 0000104006		10/26/2004	Work Order Request-Not being assigned correct ip
Ticket Number: 0000104074		10/27/2004	Tree or server can not be found
Ticket Number: 0000103897		10/25/2004	Check out jack
Ticket Number: 0000104128		10/27/2004	[net] PUP109: Check Jack# 143-2
Ticket Number: 0000103829		10/22/2004	network line IP change
Ticket Number: 0000103797		10/22/2004	Jack needs to be activated in 5 minutes.
Ticket Number: 0000103750		10/21/2004	Chem 102 Please activate jack# 102-1-T1S
Ticket Number: 0000102668		10/06/2004	Port Activations
Ticket Number: 0000102393		10/01/2004	CHEM 546 : Jack Activations
Ticket Number: 0000102354		10/01/2004	ecs003: my jack is slow.
Ticket Number: 0000102489		10/04/2004	Student Dev and Success Center (former shriver center). Rm 107 and 1
Ticket Number: 0000102525		10/04/2004	ECS021PC29: eth0 fails on boot - dead jack
Ticket Number: 0000102599		10/05/2004	PATAPSCO 005 : Jack Check
Ticket Number: 0000102962		10/10/2004	User reports internet in ECS 236 is down.
Ticket Number: 0000102526		10/04/2004	Erickson 148B - Jack Check
Ticket Number: 0000102476		10/04/2004	[Site Survey] Install 1 new data line in the Phys 2nd Floor Telecom cl
Ticket Number: 0000103574		10/19/2004	User is unable connect to resnet
damian	Total: 8		
Resolved	Total: 3		
Ticket Number: 0000103658		10/20/2004	Work Order Request
Ticket Number: 0000103954		10/25/2004	Work Order Request-Walker Ave
Ticket Number: 0000104189		10/28/2004	gl password must be sent plain text to webserver
Closed	Total: 5		
Ticket Number: 0000102745		10/06/2004	internet connection is very slow (Walker Ave. Apts.)
Ticket Number: 0000103406		10/17/2004	request
Ticket Number: 0000102723		10/06/2004	Walker Ave. Buildings' internet access extremely slow
Ticket Number: 0000102759		10/07/2004	Poor Internet Performance (Walker Ave Apts)
Ticket Number: 0000102475		10/04/2004	request for establishing accounts

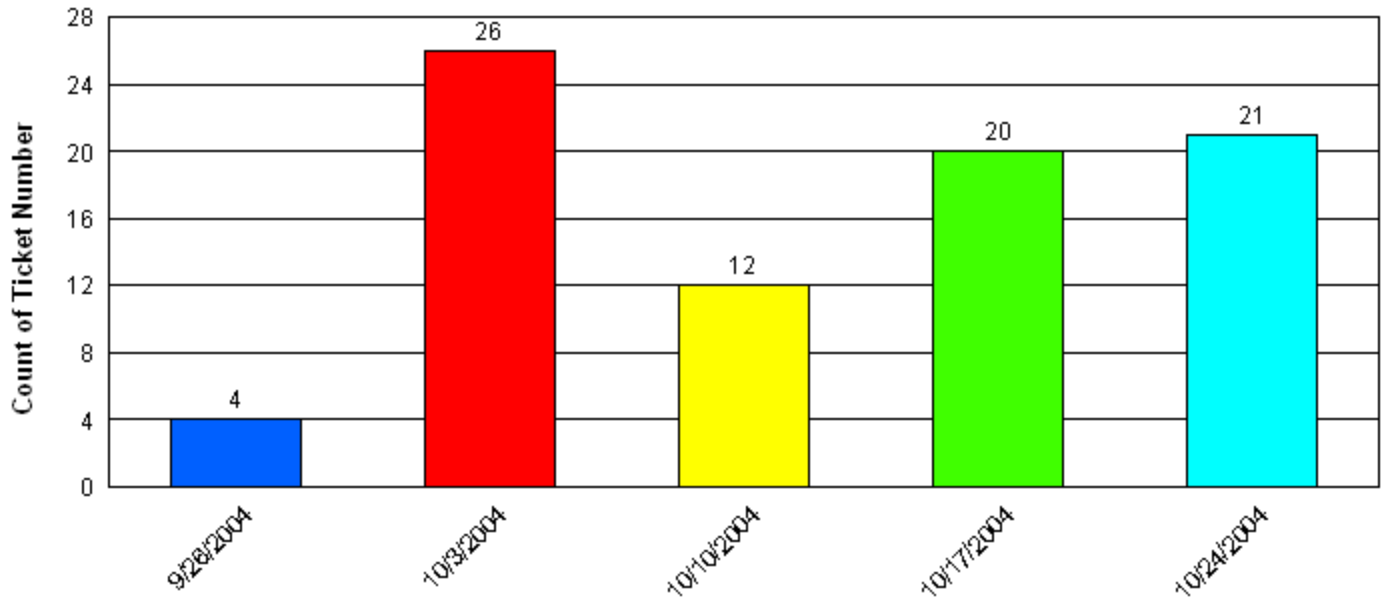
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
markc			
Closed			
Ticket Number: 0000102517	10/04/2004		[Fwd: A personal request - mapping shares of networked computers
Ticket Number: 0000103393	10/17/2004		Possible VPN Issue
	<u>Total:</u>	2	
rays1			
Closed			
Ticket Number: 0000103326	10/15/2004		Resident needs jack checked (fixed?)
Ticket Number: 0000103590	10/20/2004		Check Jack
Ticket Number: 0000103939	10/25/2004		Relocate printer port
Ticket Number: 0000103487	10/18/2004		User has connection dropped every 10-20 minutes
Ticket Number: 0000102623	10/05/2004		Activate Jack 234-3
Ticket Number: 0000102879	10/08/2004		not getting data traffic --- TRC Building
Ticket Number: 0000104352	10/29/2004		User is suppose to have static IP 130.85.162.112 for machine gasper.u
Ticket Number: 0000103746	10/21/2004		Activate Jack
Ticket Number: 0000103792	10/22/2004		Battery in FA001 Ethernet alarm
Ticket Number: 0000103909	10/25/2004		[Site Survey] BS369: Install 1 new data line on existing jack# 369
Ticket Number: 0000103913	10/25/2004		System(s) attached to CHEM 247A-1-T2N off network
	<u>Total:</u>	11	
vicki			
Closed			
Ticket Number: 0000103665	10/20/2004		Campus wide DNS problems.
Ticket Number: 0000103153	10/13/2004		VPN having issues - error message Remote peer terminated
Ticket Number: 0000103500	10/19/2004		Multiple users unable to access non-umbc sites
	<u>Total:</u>	3	
zicka			
Resolved			
Ticket Number: 0000103935	10/25/2004		New domain name, IP addresses, jack activation in TRC
	<u>Total:</u>	1	
Closed			
Ticket Number: 0000104164	10/28/2004		static IP address
Ticket Number: 0000104216	10/28/2004		FW: Mac Address of the new printer
Ticket Number: 0000104233	10/29/2004		New printer Bush Lab Chem, Jack Change, Dns/dhcp/ip needed
Ticket Number: 0000104298	10/29/2004		FW: Mac Address of the new printer
Ticket Number: 0000104215	10/28/2004		Repurposing a machine
Ticket Number: 0000103757	10/21/2004		need ip
Ticket Number: 0000104100	10/27/2004		Static IP Request
Ticket Number: 0000104050	10/26/2004		Static IP Request
Ticket Number: 0000103706	10/21/2004		SS 001: 2 Geography Labs need to be on same subnet
Ticket Number: 0000103985	10/26/2004		Need ip/dns on 70 subnet
Ticket Number: 0000103808	10/22/2004		Network Inquiry
Ticket Number: 0000102817	10/07/2004		TRC 024 - Fiber port not working
Ticket Number: 0000103068	10/12/2004		TEC 4.025: Please Assign an IP to this mac on the 136 subnet.
Ticket Number: 0000103006	10/11/2004		static IP
Ticket Number: 0000102857	10/07/2004		Please update HW info
Ticket Number: 0000102931	10/08/2004		fixed IP request!!
Ticket Number: 0000102924	10/08/2004		Seimens Cabinet on Network can't be reached
Ticket Number: 0000103263	10/14/2004		connection problem
Ticket Number: 0000103397	10/17/2004		User is not able to access website
Ticket Number: 0000103369	10/15/2004		Work Order Request
Ticket Number: 0000102352	10/01/2004		IP conflict
Ticket Number: 0000102600	10/05/2004		ecs336mac11: change dhcp entry
Ticket Number: 0000102449	10/04/2004		Work Order Request
Ticket Number: 0000102390	10/01/2004		TRC Network Out
	<u>Total:</u>	24	

Create
Date

Short Description

Count of Ticket Number / Create Date

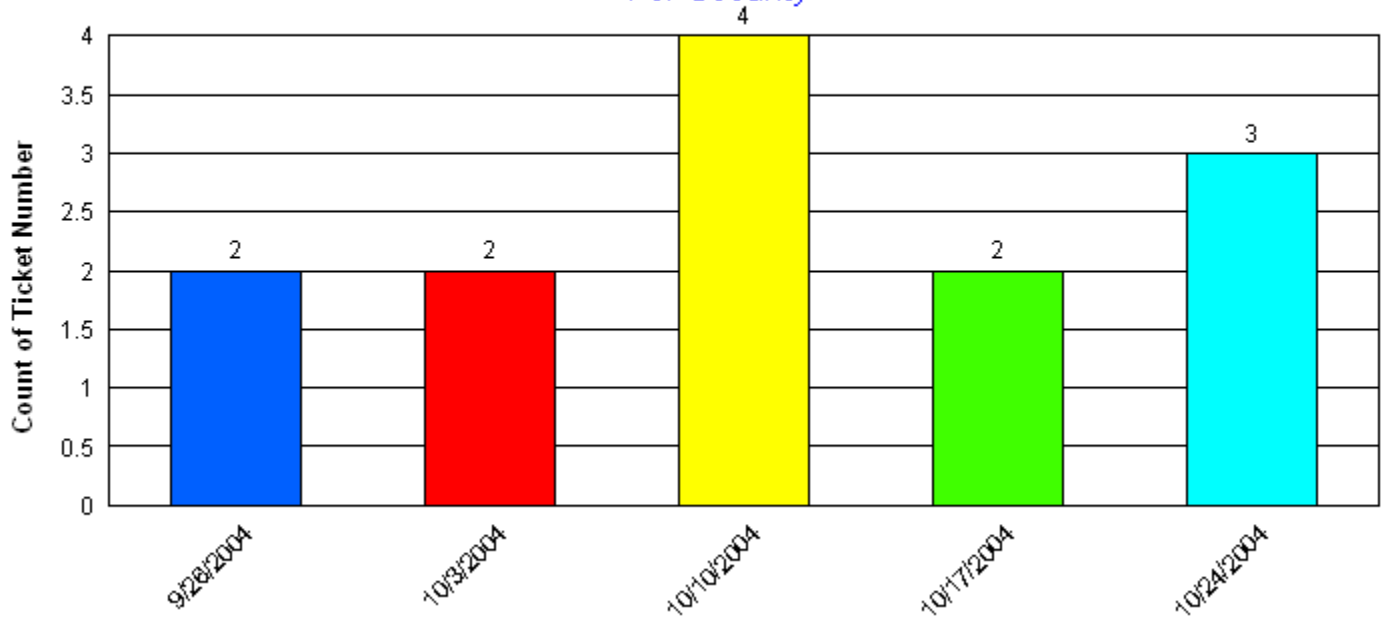
For Physical Networks



Security	Total:	Create Date	Short Description
akhant1	13		
Resolved	Total:	1	
Ticket Number: 0000103434		10/18/2004	ECS 114 , problem with a user
Closed	Total:	12	
Ticket Number: 0000104262		10/29/2004	Re: Thank you!
Ticket Number: 0000104321		10/29/2004	Re: Thanks :)
Ticket Number: 0000103673		10/21/2004	Towson Networking Lunch
Ticket Number: 0000103889		10/25/2004	Amtel Dealer Newsletter - September 2004
Ticket Number: 0000103310		10/14/2004	Re [1]
Ticket Number: 0000103146		10/12/2004	re[3]
Ticket Number: 0000103046		10/11/2004	re[7]
Ticket Number: 0000102417		10/02/2004	Financial Networking
Ticket Number: 0000102418		10/02/2004	Financial Networking
Ticket Number: 0000102620		10/05/2004	Infected programs
Ticket Number: 0000102544		10/04/2004	Reporting incidents
Ticket Number: 0000103386		10/16/2004	A Recommendation from One of Your Friends. (Ref: OA26SVX6NEB

Count of Ticket Number / Create Date

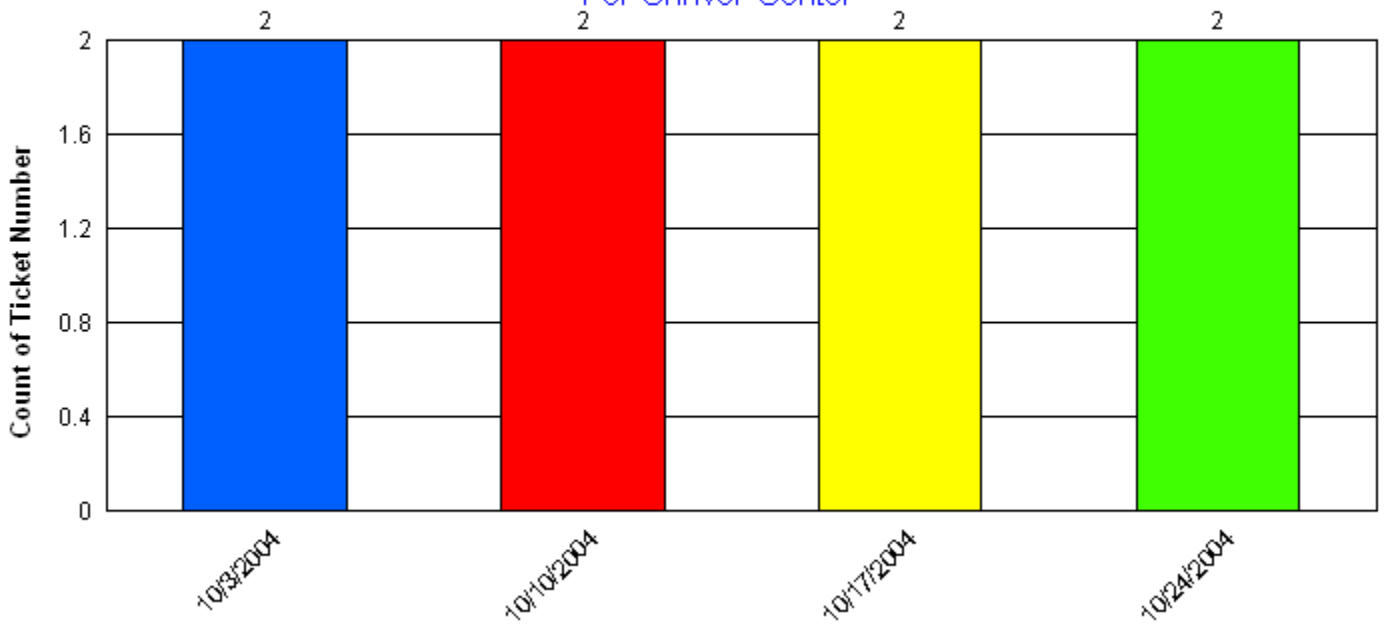
For Security



Shriver Center		<u>Create</u>	<u>Short Description</u>
pscott		<u>Date</u>	
Total:		8	
Closed		Total:	8
Ticket Number:	0000103200	10/13/2004	Email account creation - Choice BC
Ticket Number:	0000103456	10/18/2004	Montgomery County Choice Network Problems
Ticket Number:	0000102657	10/06/2004	Infected PC - Choice NC
Ticket Number:	0000102659	10/06/2004	Rebuild caseworker PCs
Ticket Number:	0000103137	10/12/2004	Fw: Baltimore county computer problems
Ticket Number:	0000103606	10/20/2004	Wipe computers - Choice AA, CH, WC
Ticket Number:	0000103932	10/25/2004	Rebuild & Network PCs - Choice BC
Ticket Number:	0000104199	10/28/2004	Deliver & Install Dell - Choice WC

Count of Ticket Number / Create Date

For Shriver Center



SysCore	Total:	<u>Create</u> <u>Date</u>	<u>Short Description</u>
	196		
banz		<u>Total:</u> 15	
Closed		<u>Total:</u> 15	
Ticket Number: 0000103906		10/25/2004	webpage does not appear in the gl userpages userindex
Ticket Number: 0000103971		10/25/2004	Linux servers are CRITICAL (hfs9 is now down)
Ticket Number: 0000102815		10/07/2004	Student Activities Website
Ticket Number: 0000102876		10/08/2004	[Fwd: Alumni Needs Password Reset Ticket number 919104]
Ticket Number: 0000102424		10/02/2004	Miss Directed E-mails
Ticket Number: 0000102367		10/01/2004	timezone on research.umbc.edu
Ticket Number: 0000102591		10/05/2004	Email Restore for kent1
Ticket Number: 0000102442		10/03/2004	User is getting constant core dumps in account
Ticket Number: 0000103207		10/13/2004	User randomly gets unknown username or password when he tries lo
Ticket Number: 0000103481		10/18/2004	User graduated and account has been deactivated. User requests their f
Ticket Number: 0000103558		10/19/2004	Need "FinancialServices@umbc.edu" to be redirected.
Ticket Number: 0000103592		10/20/2004	Lorine Dabeck from OIA requests this user: "fgibbs" account be dele
Ticket Number: 0000103589		10/20/2004	Email Restore
Ticket Number: 0000103531		10/19/2004	Problems receiving email; not over quota
Ticket Number: 0000103247		10/14/2004	Lost access to accounts admin/helpdesk functions
daleg		<u>Total:</u> 4	
Closed		<u>Total:</u> 4	
Ticket Number: 0000102739		10/06/2004	Hercules is not accessible
Ticket Number: 0000102636		10/05/2004	Matlab R14 Service Pack
Ticket Number: 0000103638		10/20/2004	Add AT&T Paging to Paged
Ticket Number: 0000104013		10/26/2004	Question about mySQL
dave		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number: 0000103345		10/15/2004	UMBC2

		<u>Create</u>	
		<u>Date</u>	
je griego		<u>Total:</u>	28
Closed		<u>Total:</u>	28
Ticket Number:	0000103309	10/14/2004	Account marked as deactivated
Ticket Number:	0000103569	10/19/2004	Work Order Request
Ticket Number:	0000103505	10/19/2004	Create Corporate Calendar Account for srajan1
Ticket Number:	0000103420	10/18/2004	Disable the Bb auto-enrollment for FA2004
Ticket Number:	0000103472	10/18/2004	Calendar Accounts
Ticket Number:	0000104001	10/26/2004	Need calendar pw reset
Ticket Number:	0000103978	10/26/2004	User would like Calendar display name changed
Ticket Number:	0000103920	10/25/2004	Work Order Request-Reset remedy password
Ticket Number:	0000103762	10/21/2004	Work Order Request
Ticket Number:	0000103760	10/21/2004	Connecting to oracle at umbc from off campus
Ticket Number:	0000103613	10/20/2004	Do not have write access to Remedy
Ticket Number:	0000103644	10/20/2004	Please create remedy accounts for users: stevens3 and pmcneel1 who a
Ticket Number:	0000103640	10/20/2004	User: gweiss requires a novell account for CSEE dept. x52713
Ticket Number:	0000102338	10/01/2004	Sending Error In Webmail
Ticket Number:	0000102490	10/04/2004	Account Access to TPS
Ticket Number:	0000102378	10/01/2004	Work Order Request
Ticket Number:	0000102529	10/04/2004	Customer vacation message not working
Ticket Number:	0000102607	10/05/2004	[Fwd: e-mail listing for survey]
Ticket Number:	0000103407	10/17/2004	Need to add a user to the Oracle GL Database
Ticket Number:	0000102365	10/01/2004	User requests that account be reactivated temporarily so he can downlo
Ticket Number:	0000102359	10/01/2004	Accounts: Radius Group Management
Ticket Number:	0000102488	10/04/2004	Bobby Waddail - Campus Ministry Council
Ticket Number:	0000104290	10/29/2004	Re: UMBC Account Maintenance Notification
Ticket Number:	0000102845	10/07/2004	ARERR 1584 on trying to do search by assignee
Ticket Number:	0000103197	10/13/2004	Oracle.pm module
Ticket Number:	0000102912	10/08/2004	Password reset
Ticket Number:	0000103104	10/12/2004	[Fwd: Re: Fw: Access to UMBC directory information]
Ticket Number:	0000103036	10/11/2004	[Fwd: Re: [Fwd: Fwd: faculty email list]]

sbrown7

Create

Date

Total: 148

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		148	
Ticket Number: 0000102689	10/06/2004		(backupbeyondbaltimore)Web List Request
Ticket Number: 0000102697	10/06/2004		VART space request for dyer
Ticket Number: 0000102781	10/07/2004		Customer able to login into myUMBC, but email doesn't work
Ticket Number: 0000102832	10/07/2004		Storage increase
Ticket Number: 0000103156	10/13/2004		Calendar account needed
Ticket Number: 0000103155	10/13/2004		(prc)Web List Request
Ticket Number: 0000103147	10/12/2004		(gtu)Web List Request
Ticket Number: 0000103130	10/12/2004		listproc question
Ticket Number: 0000103126	10/12/2004		Requests list for geography dept. "gtu" as list name. x27713
Ticket Number: 0000103115	10/12/2004		my list is not coming up when I log in
Ticket Number: 0000103061	10/12/2004		Messages not going out through payroll-preparers
Ticket Number: 0000103015	10/11/2004		(rsaexecboard)Web List Request
Ticket Number: 0000103001	10/11/2004		Email folder restore - user mperi
Ticket Number: 0000103089	10/12/2004		Customer whitelist not functioning
Ticket Number: 0000102969	10/10/2004		Change in Listproc Owner
Ticket Number: 0000102967	10/10/2004		List Deletion Request: STEP_TEAM
Ticket Number: 0000102961	10/10/2004		Work Order Request
Ticket Number: 0000102938	10/08/2004		Please delete this address (fwd)
Ticket Number: 0000102929	10/08/2004		(nowchapter'sofficerlistproc)Web List Request
Ticket Number: 0000103110	10/12/2004		help!!
Ticket Number: 0000103099	10/12/2004		list no longer accessible
Ticket Number: 0000103129	10/12/2004		problem with email account
Ticket Number: 0000103095	10/12/2004		Customer can't send messages from own list
Ticket Number: 0000103073	10/12/2004		Listproc maintenance problem
Ticket Number: 0000103591	10/20/2004		Question
Ticket Number: 0000102919	10/08/2004		(deptchairs)Web List Request
Ticket Number: 0000102905	10/08/2004		Please activate AFS website volume
Ticket Number: 0000102890	10/08/2004		list proc owner
Ticket Number: 0000102880	10/08/2004		Hi,
Ticket Number: 0000102860	10/07/2004		Email Problem
Ticket Number: 0000102848	10/07/2004		Calendar account request
Ticket Number: 0000102833	10/07/2004		Website Re-Direct
Ticket Number: 0000103053	10/12/2004		(umbcchildcare)Web List Request
Ticket Number: 0000103063	10/12/2004		Listproc messages not going out, 3 separate lists
Ticket Number: 0000103050	10/11/2004		Tau Beta Pi Listproc
Ticket Number: 0000103368	10/15/2004		Re: No requests found
Ticket Number: 0000102830	10/07/2004		antigone burp
Ticket Number: 0000102814	10/07/2004		cannot connect to hercules.rs.umbc.edu again
Ticket Number: 0000102773	10/07/2004		Permissions needed for transit site
Ticket Number: 0000102754	10/07/2004		have u seen this car?
Ticket Number: 0000103470	10/18/2004		(reslifefamilies)Web List Request
Ticket Number: 0000103403	10/17/2004		IpUMBC Feedback: Other
Ticket Number: 0000103392	10/17/2004		Re: Excel file
Ticket Number: 0000103669	10/20/2004		User is unable to load Linux in labs, due to resolution prob
Ticket Number: 0000103381	10/15/2004		No subject
Ticket Number: 0000103348	10/15/2004		(onevoice)Web List Request
Ticket Number: 0000103346	10/15/2004		Customer is unable to log in
Ticket Number: 0000103280	10/14/2004		Faculty customer requests AFS quota increase for website
Ticket Number: 0000103271	10/14/2004		(internationalsymposium)Web List Request
Ticket Number: 0000103266	10/14/2004		User requests mailing list for CWIT dept. List name: internationalsy
Ticket Number: 0000103258	10/14/2004		SWAT-STUDENTS listproc
Ticket Number: 0000103257	10/14/2004		Request for Website Quota Increase
Ticket Number: 0000103239	10/14/2004		Connection dropped by IMAP Server
Ticket Number: 0000103231	10/13/2004		talmud list

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000103225	10/13/2004	Listproc setup
Ticket Number:	0000103210	10/13/2004	user is requesting a name be added to the list
Ticket Number:	0000103173	10/13/2004	Photoshop Video Course
Ticket Number:	0000103342	10/15/2004	NOW listprocs
Ticket Number:	0000103329	10/15/2004	Work Order Request-Problem w/csee acct
Ticket Number:	0000103187	10/13/2004	(policyforum)Web List Request
Ticket Number:	0000103359	10/15/2004	Submit For CMSC484
Ticket Number:	0000103191	10/13/2004	User requests seperate email account for campus organization society o
Ticket Number:	0000103183	10/13/2004	/vart/pub/dyer space needed.
Ticket Number:	0000104184	10/28/2004	Linux3 out of processes
Ticket Number:	0000104173	10/28/2004	Please add staff member to email alias
Ticket Number:	0000104127	10/27/2004	MANPATH: Undefined Variable error
Ticket Number:	0000104217	10/28/2004	subscribe
Ticket Number:	0000104220	10/28/2004	vhdl program
Ticket Number:	0000104271	10/29/2004	(cbcom_fundad)Web List Request
Ticket Number:	0000104277	10/29/2004	failure notice (fwd)
Ticket Number:	0000104393	10/31/2004	2nd request for assistance
Ticket Number:	0000104392	10/31/2004	Work Order Request
Ticket Number:	0000104379	10/31/2004	Want to enlarge your penis up to 5 inches? HRs8
Ticket Number:	0000104365	10/30/2004	Re: [Fwd: No longer at UMBC]
Ticket Number:	0000104305	10/29/2004	If you think these won't make her happy, your dumb!
Ticket Number:	0000104295	10/29/2004	She will love you for this.
Ticket Number:	0000104288	10/29/2004	Thinking these won't help your relationship is crazy!
Ticket Number:	0000104272	10/29/2004	(cbcom_lectout)Web List Request
Ticket Number:	0000104269	10/29/2004	(oksanet)Web List Request
Ticket Number:	0000104214	10/28/2004	cmscgrad@csee.umbc.edu times out when trying to connect to it thro
Ticket Number:	0000104200	10/28/2004	Create myUMBC "test" Accounts for Portal Development
Ticket Number:	0000104154	10/28/2004	CS 104 submit command not working properly
Ticket Number:	0000103802	10/22/2004	(oldkolentestudents'association(oksas))Web List Request
Ticket Number:	0000102630	10/05/2004	(step_team)Web List Request
Ticket Number:	0000102624	10/05/2004	(retrieveralum)Web List Request
Ticket Number:	0000102928	10/08/2004	(nowmembers)Web List Request
Ticket Number:	0000102619	10/05/2004	(fallgradorientation-l)Web List Request
Ticket Number:	0000102611	10/05/2004	(blackhistorymonthcommittee)Web List Request
Ticket Number:	0000102602	10/05/2004	104a - SGI machines non-responsive
Ticket Number:	0000103091	10/12/2004	listproc problem
Ticket Number:	0000102596	10/05/2004	(aacps_hsm04)Web List Request
Ticket Number:	0000102542	10/04/2004	User needs proj1.c restored
Ticket Number:	0000102727	10/06/2004	request
Ticket Number:	0000102672	10/06/2004	Calendar Account Creation
Ticket Number:	0000102662	10/06/2004	(alaconfirm)Web List Request
Ticket Number:	0000102661	10/06/2004	Need USER ID changed - do not want CHERYNE
Ticket Number:	0000102660	10/06/2004	Need write permissions on CWIT website
Ticket Number:	0000102656	10/06/2004	(ala)Web List Request
Ticket Number:	0000102654	10/06/2004	Copy Inbox and Related Folders
Ticket Number:	0000102648	10/06/2004	List Deletion Request: FYC-ANNOUNCE
Ticket Number:	0000102643	10/06/2004	save on ink
Ticket Number:	0000102633	10/05/2004	IpUMBC Feedback: Comments
Ticket Number:	0000103485	10/18/2004	(megsa)Web List Request
Ticket Number:	0000102508	10/04/2004	Need Email alias
Ticket Number:	0000102506	10/04/2004	/afs/umbc.edu/users/e/m/emurian/pub/research_data
Ticket Number:	0000102493	10/04/2004	Calendar account creation (2 users)
Ticket Number:	0000102492	10/04/2004	(meditation)Web List Request
Ticket Number:	0000102470	10/04/2004	(wiseofficers)Web List Request
Ticket Number:	0000102377	10/01/2004	Need assistance

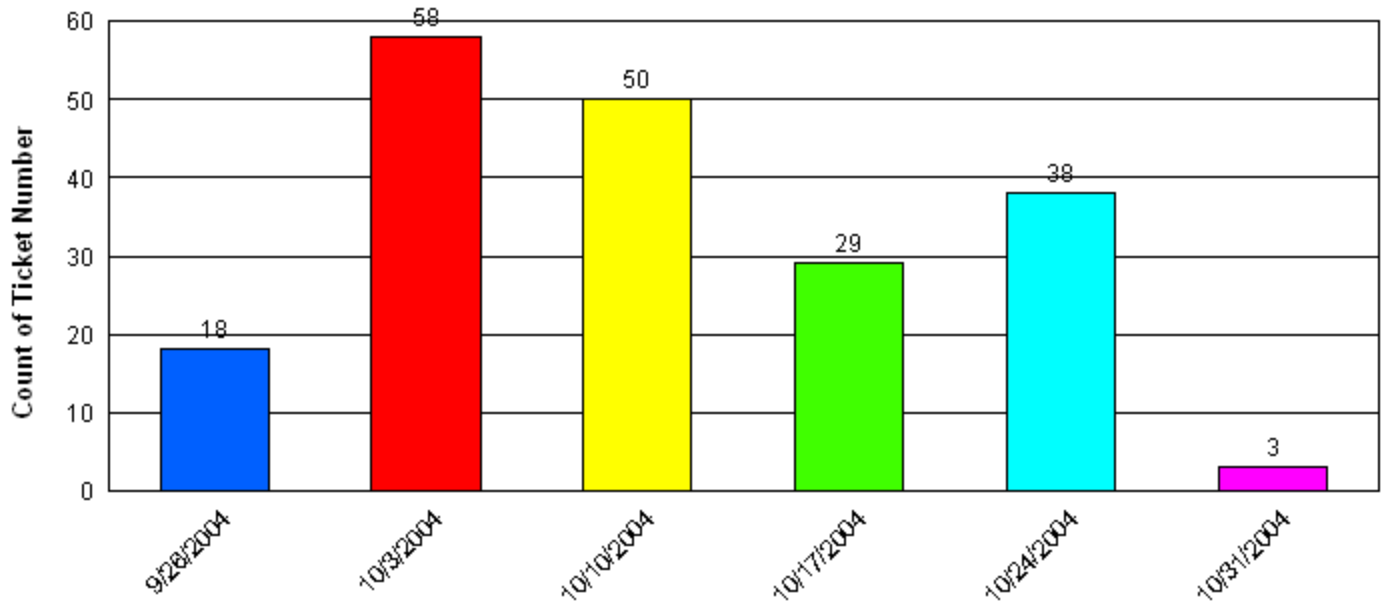
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000102407	10/01/2004	Customer unable to change shell from bash
Ticket Number:	0000102370	10/01/2004	While user was in pine typing a msg. A notice came up saying "unexp
Ticket Number:	0000102368	10/01/2004	(uraawardees)Web List Request
Ticket Number:	0000102361	10/01/2004	User needs a CS account to use on sun server1. contact# 301-275-978
Ticket Number:	0000102391	10/01/2004	(activatc)Web List Request
Ticket Number:	0000102333	10/01/2004	Account
Ticket Number:	0000102319	10/01/2004	Canceled Account
Ticket Number:	0000102311	10/01/2004	(fat)Web List Request
Ticket Number:	0000103334	10/15/2004	Need testing account
Ticket Number:	0000102530	10/04/2004	Work Order Request-Need access to UMBC adv prog
Ticket Number:	0000102416	10/02/2004	(nowexec)Web List Request
Ticket Number:	0000102395	10/01/2004	(activate)Web List Request
Ticket Number:	0000102603	10/05/2004	a problem I am having[Fwd: Returned mail: User unknown]
Ticket Number:	0000102400	10/01/2004	Wrong name for employee
Ticket Number:	0000102622	10/05/2004	hOW TO STOP Mail Error NotificationS???
Ticket Number:	0000102882	10/08/2004	Account Deletion
Ticket Number:	0000103931	10/25/2004	User wants name in system changed from Cheryn Brown, which she d
Ticket Number:	0000102462	10/04/2004	Mail is gone
Ticket Number:	0000102577	10/05/2004	List owner change
Ticket Number:	0000103455	10/18/2004	(chemistrytutors)Web List Request
Ticket Number:	0000103597	10/20/2004	listproc digests - how do they work
Ticket Number:	0000103668	10/20/2004	Lafayette Ultimate Frisbee tournament
Ticket Number:	0000103687	10/21/2004	Space increase - pls expedite
Ticket Number:	0000103761	10/21/2004	submit access
Ticket Number:	0000104084	10/27/2004	Trash folder disappeared
Ticket Number:	0000104060	10/26/2004	(umbcnrhh)Web List Request
Ticket Number:	0000104054	10/26/2004	WHAT AM I DOING WRONG?
Ticket Number:	0000104039	10/26/2004	calendar accounts needed
Ticket Number:	0000104059	10/26/2004	ssh Error message when logging into cadence; host key verification
Ticket Number:	0000103984	10/26/2004	Re; Can I get a Green Card?
Ticket Number:	0000103968	10/25/2004	User would like account to "autosave" pine compositions
Ticket Number:	0000103963	10/25/2004	Listproc questions
Ticket Number:	0000103958	10/25/2004	Listproc Questions
Ticket Number:	0000103938	10/25/2004	Please give calendar accounts to stevens3 (William Stevenson), and p
Ticket Number:	0000103872	10/24/2004	Account Created for calendar
Ticket Number:	0000103867	10/24/2004	(umbc-modem-users)Web List Request
Ticket Number:	0000103921	10/25/2004	User accidentally deleted "inbox" please restore.
Ticket Number:	0000104219	10/28/2004	error with make
Ticket Number:	0000103636	10/20/2004	(ceoclub)Web List Request

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysCore



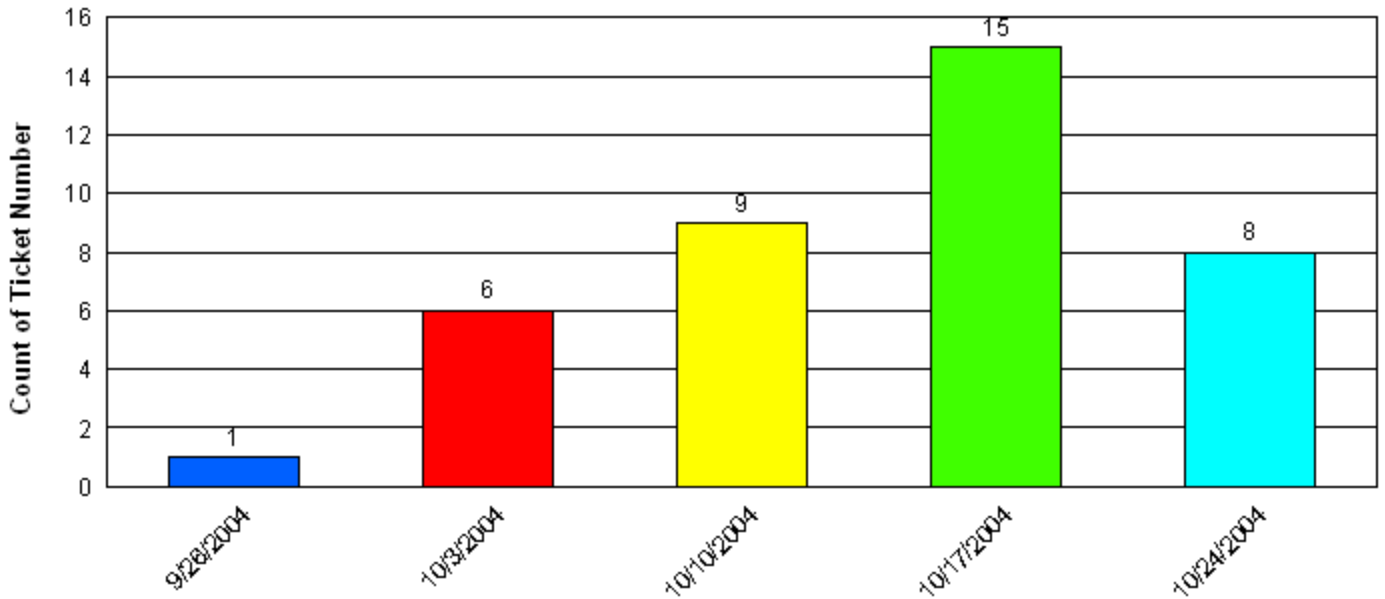
<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
champ	39		
Closed	Total: 16		
Ticket Number: 0000103660	10/20/2004	Printer	
Ticket Number: 0000103721	10/21/2004	purchase of monitor	
Ticket Number: 0000103754	10/21/2004	Admin Privileges in bwood lab	
Ticket Number: 0000102327	10/01/2004	Problem	
Ticket Number: 0000102537	10/04/2004	Updated Graduate Handbook	
Ticket Number: 0000102479	10/04/2004	printer setup	
Ticket Number: 0000102496	10/04/2004	[Fwd: Help]	
Ticket Number: 0000102497	10/04/2004	[Fwd: Re: Fluent account]	
Ticket Number: 0000103013	10/11/2004	Cant get AFS drives	
Ticket Number: 0000103037	10/11/2004	help for creating pdf file from microsoft word	
Ticket Number: 0000102784	10/07/2004	ECS 105 - Computer upgrade to XP	
Ticket Number: 0000102959	10/10/2004	File Access	
Ticket Number: 0000104183	10/28/2004	CFDRC installation	
Ticket Number: 0000104283	10/29/2004	office computer	
Ticket Number: 0000104294	10/29/2004	No subject	
Ticket Number: 0000103522	10/19/2004	Laptop for Friday	
laura	Total: 13		
Closed	Total: 13		
Ticket Number: 0000103172	10/13/2004	New accounts groupG	
Ticket Number: 0000103548	10/19/2004	kali.math node008 and node010 having problems	
Ticket Number: 0000103401	10/17/2004	Tape changes for 10/17/04	
Ticket Number: 0000103471	10/18/2004	10/18/2004: tape change	
Ticket Number: 0000103496	10/19/2004	need 8mm to restore data on model	
Ticket Number: 0000103547	10/19/2004	update openssh from Rob's stuff dept SGIs	
Ticket Number: 0000104374	10/30/2004	Tape changes 10/30/04	
Ticket Number: 0000102746	10/06/2004	All tapes changed for 10/6	
Ticket Number: 0000102981	10/11/2004	Disk down on model	
Ticket Number: 0000102983	10/11/2004	Problems with model.chem	
Ticket Number: 0000103767	10/22/2004	felix 980 on model.chem	
Ticket Number: 0000103771	10/22/2004	kiosks in Commons (linux short term solution)	
Ticket Number: 0000104072	10/27/2004	model ssh from outside issue	
randy	Total: 10		
Closed	Total: 10		
Ticket Number: 0000103628	10/20/2004	Jobs Failing to terminate correctly on Kali	
Ticket Number: 0000103656	10/20/2004	storage1 passwd kali.math	
Ticket Number: 0000104085	10/27/2004	Gandalf and Iridium (hhmi) down	
Ticket Number: 0000104142	10/28/2004	Dell GX270 bad system disk1	
Ticket Number: 0000103136	10/12/2004	UMBC RH 3.0 registration number	
Ticket Number: 0000104179	10/28/2004	umbc redhat install program	
Ticket Number: 0000103303	10/14/2004	kali.math node008 and node010 having problems	
Ticket Number: 0000103301	10/14/2004	Disk Failure at JCET South Campus	
Ticket Number: 0000103583	10/20/2004	Matlab R14 on kali	
Ticket Number: 0000103543	10/19/2004	fix up kali's amanda rotation from the weekend problem of no tapes	

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysDept



Total Remedy Tickets Closed or Resolved between 10/01/2004 and 10/31/2004 : 1915

Count of Ticket Number / Create Date & HD Department Section

