

Closed/Resolved Tickets by OIT Section

Tickets Created Between 09/01/2003 and 09/30/2003

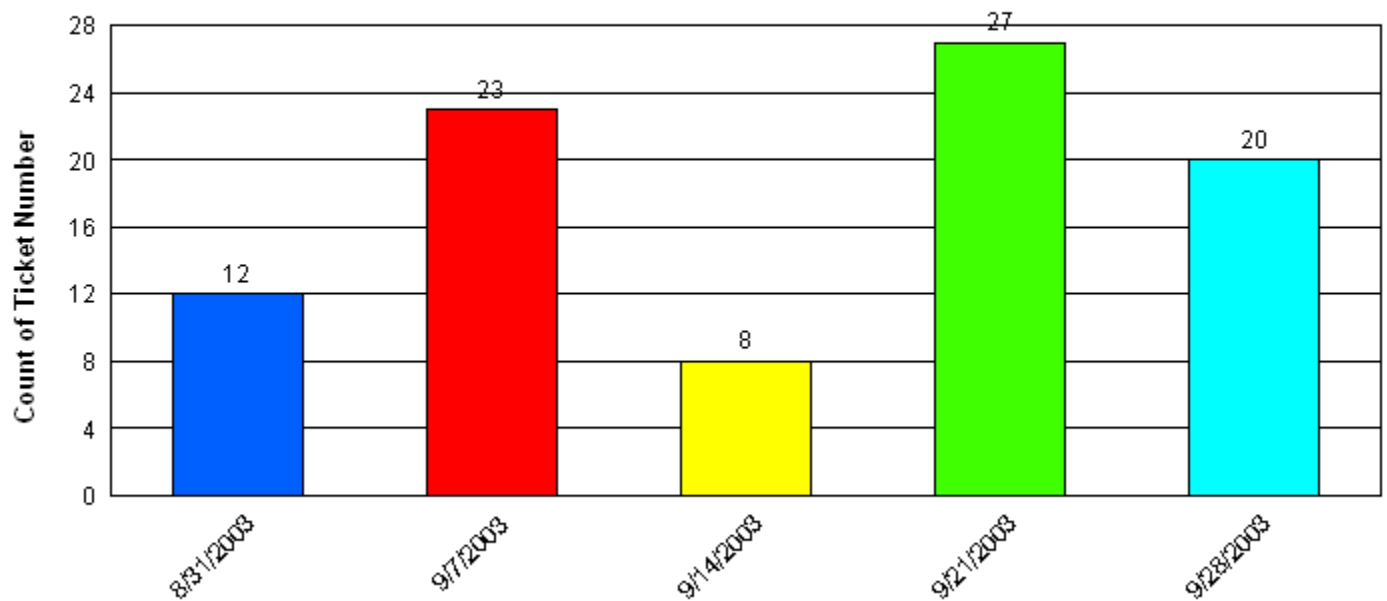
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Business Systems	Total: 90	
BSG:Budget_Office	Total: 3	
Closed	Total: 3	
Ticket Number: 0000071303	09/05/2003	A Budget File was sent up from Central and needs to be redirected
Ticket Number: 0000071586	09/09/2003	A budget file needed to be redirected for the budget office
Ticket Number: 0000071737	09/10/2003	Another budget file from central to be redirected to brq
BSG:Operational_Support	Total: 6	
Closed	Total: 6	
Ticket Number: 0000071800	09/10/2003	Password reset for eelbou1
Ticket Number: 0000072352	09/17/2003	psyc 210/201 exam
Ticket Number: 0000072353	09/17/2003	psyc 320/101 exam
Ticket Number: 0000072856	09/25/2003	Only have 3 items on HP menu
Ticket Number: 0000072857	09/25/2003	In online app - I have nothing on menu
Ticket Number: 0000072858	09/25/2003	Need to have access to part of payroll reports
BSG:Web_Infrastructure	Total: 29	
Closed	Total: 29	
Ticket Number: 0000072859	09/25/2003	Exam - Biology442
Ticket Number: 0000072904	09/25/2003	Econ exam for Cohen
Ticket Number: 0000072903	09/25/2003	Biol302 exam
Ticket Number: 0000072860	09/25/2003	Psyc200 exam
Ticket Number: 0000072861	09/25/2003	Biol302 exam
Ticket Number: 0000072905	09/25/2003	Psyc exam for Sonnenschein
Ticket Number: 0000072993	09/26/2003	Biol301 - Omland/corrections
Ticket Number: 0000072967	09/26/2003	Biology exam for Fleischmann
Ticket Number: 0000072966	09/26/2003	Biology exam for Blumberg
Ticket Number: 0000072908	09/25/2003	Exam for O'Brien
Ticket Number: 0000072907	09/25/2003	chem123 exam
Ticket Number: 0000072906	09/25/2003	Exam for KaiKai
Ticket Number: 0000072915	09/25/2003	Correction for psyc335
Ticket Number: 0000072914	09/25/2003	Exam corrections for Psyc370
Ticket Number: 0000073377	09/29/2003	CHEM351 exam / Perks
Ticket Number: 0000073378	09/29/2003	SOCY/WMST 332 exam - Lottes
Ticket Number: 0000073380	09/29/2003	PHYS111 - Dymski
Ticket Number: 0000073527	09/30/2003	GEOG110 exam / Dubois
Ticket Number: 0000073528	09/30/2003	ECON101 1701 / ng
Ticket Number: 0000073526	09/30/2003	CHEM102L exam / Brothers
Ticket Number: 0000073379	09/29/2003	PSYC200 0101 - Hussey-Gardner
Ticket Number: 0000073529	09/30/2003	ECON101 1801 - ng
Ticket Number: 0000073531	09/30/2003	BIOL304 exam / Miller
Ticket Number: 0000073574	09/30/2003	Psyc285 - parker
Ticket Number: 0000073572	09/30/2003	Psyc200 - schultz
Ticket Number: 0000073571	09/30/2003	Biol100/Biol100H / Sokolove
Ticket Number: 0000073538	09/30/2003	EHS302 / Lebowitz
Ticket Number: 0000073532	09/30/2003	SOCY101 / Kleinberg
Ticket Number: 0000073530	09/30/2003	psyc285 / freiberg
blanchet	Total: 8	
Closed	Total: 8	
Ticket Number: 0000073546	09/30/2003	Motor Vehicles 'issues' with job from 9/17
Ticket Number: 0000073547	09/30/2003	Research into billing questions from Accounting
Ticket Number: 0000071587	09/09/2003	RLBR4340 requires some research
Ticket Number: 0000070703	09/02/2003	Delete 'FAS' reports from the scheduler
Ticket Number: 0000072312	09/17/2003	ARBM3919 ABORTED JMS#1688/job#4854
Ticket Number: 0000072313	09/17/2003	FABM3224 ABORTED JMS#1679/JOB#4878
Ticket Number: 0000072479	09/22/2003	1813 ARBM4438 ABORT 8/5 54 CS B10 #J4985 8364 WED 9
Ticket Number: 0000071975	09/12/2003	Another Budget file needed to be redirected for the Budget Office

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
dina	<u>Total:</u> 5	
Closed	<u>Total:</u> 5	
Ticket Number: 0000072209	09/16/2003	GABM1816 Aborts
Ticket Number: 0000072535	09/22/2003	Work Order Request
Ticket Number: 0000072601	09/23/2003	Add New Counselor Codes
Ticket Number: 0000072647	09/23/2003	Resubmit the Summer Graduates to NSLC
Ticket Number: 0000070741	09/02/2003	Layout for Student Search Service data
jpatna1	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000070634	09/02/2003	TimeTrax Military Leave Report
kirby	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000072697	09/23/2003	Need Printer Added to HP.
paulr	<u>Total:</u> 9	
Closed	<u>Total:</u> 9	
Ticket Number: 0000072713	09/23/2003	class lists from myUMBC
Ticket Number: 0000072896	09/25/2003	name wrong in myUMBC
Ticket Number: 0000071556	09/08/2003	bug in myUMBC regarding class sections
Ticket Number: 0000071699	09/09/2003	Needs Faculty options
Ticket Number: 0000071807	09/10/2003	Faculty doesn't have faculty privileges myUMBC
Ticket Number: 0000070921	09/03/2003	Authorizations not showing up
Ticket Number: 0000071076	09/04/2003	Give User Access to myUMBC Link Admin Tool
Ticket Number: 0000071222	09/05/2003	Faculty has student permissions in myUMBC
Ticket Number: 0000071252	09/05/2003	Faculty Access to myUMBC
psimon	<u>Total:</u> 11	
Closed	<u>Total:</u> 11	
Ticket Number: 0000071271	09/05/2003	Configuring Resource25
Ticket Number: 0000071483	09/08/2003	Install R25 for LRC
Ticket Number: 0000071605	09/09/2003	R25 - Upgrading from 3.1 to 3.2
Ticket Number: 0000071601	09/09/2003	R25 - Create Security Group for AV/Services & Nick Yeates
Ticket Number: 0000071600	09/09/2003	DN Change UPR to check for '*' in eighth position
Ticket Number: 0000071607	09/09/2003	R25 - research costs of unlimited licensing
Ticket Number: 0000071615	09/09/2003	R25 - Print out list of reports and send them to IR
Ticket Number: 0000071611	09/09/2003	R25 - upgrade Webviewer from 3.1 to 3.2
Ticket Number: 0000071484	09/08/2003	Cannot configure Marita's computer
Ticket Number: 0000073570	09/30/2003	Crystal Reports for Old Transcripts
Ticket Number: 0000073573	09/30/2003	R25 - DPET has asked to have the winter class uploaded for 2004

<u>putro</u>	<u>Created</u>	<u>Short Description</u>
	Total: 17	
	Total: 17	
Ticket Number: 0000073552	09/30/2003	GABR1807 didn't produce output
Ticket Number: 0000072531	09/22/2003	Jennifer can't get logged on.
Ticket Number: 0000070729	09/02/2003	User support for scheduling jobs
Ticket Number: 0000072361	09/17/2003	Advising Codes don't seem to be populating properly
Ticket Number: 0000072755	09/24/2003	Labels printing for wrong semester
Ticket Number: 0000071703	09/09/2003	fsaAtlas Menu requirements
Ticket Number: 0000071770	09/10/2003	Print Media degree cannot be awarded
Ticket Number: 0000071749	09/10/2003	Registration Downloads not including all students
Ticket Number: 0000070906	09/03/2003	TOEFL edits change in GAOM9200
Ticket Number: 0000071276	09/05/2003	myumbc problem -- see worklog
Ticket Number: 0000072996	09/26/2003	SEVIS Interface Issues
Ticket Number: 0000071904	09/11/2003	fsaAtlas support
Ticket Number: 0000072244	09/16/2003	Fix gabm1816 error report open
Ticket Number: 0000071974	09/12/2003	JMS#1105 IRBR3019 Aborted
Ticket Number: 0000072288	09/16/2003	fsaAtlas questions from Jennifer Jantos
Ticket Number: 0000071906	09/11/2003	irbr3052 problem
Ticket Number: 0000071931	09/11/2003	Authorization codes for registration for health services and Pyramed d

Count of Ticket Number / Create Date

For Business Systems



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Desktop Support	Total:	316	
Desktop		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000072654	09/23/2003	FA 439a: monitor display has orange LED light
HD:PPP		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000071184	09/04/2003	Student cannot connect to UMBC via modem
afort1		<u>Total:</u>	11
Closed		<u>Total:</u>	11
Ticket Number:	0000071471	09/08/2003	Problems
Ticket Number:	0000071892	09/11/2003	Problem with Login
Ticket Number:	0000072036	09/12/2003	Connect Mouse to PC; Chem 109
Ticket Number:	0000071953	09/11/2003	Account investigation/Computer is being tracked
Ticket Number:	0000072014	09/12/2003	Computer Printer Error
Ticket Number:	0000071999	09/12/2003	Failed printing from Netscape; ACIV 215
Ticket Number:	0000072833	09/24/2003	Resnet login not loading; Patapsco 065
Ticket Number:	0000072392	09/17/2003	PPP setup; new modem; Helpdesk
Ticket Number:	0000072702	09/23/2003	westhill chester 242c ; can't get an ip
Ticket Number:	0000070661	09/02/2003	Casselman 731: getting IP, correct cookie config, still not loading res
Ticket Number:	0000070809	09/02/2003	Resnet Setup
chrism		<u>Total:</u>	7
Closed		<u>Total:</u>	7
Ticket Number:	0000070801	09/02/2003	Asset Security Alert
Ticket Number:	0000072341	09/17/2003	Local Workstation Account Creation
Ticket Number:	0000072362	09/17/2003	Asset Security Alert
Ticket Number:	0000072795	09/24/2003	ITE 317, need win xp installed over win 2000 partition
Ticket Number:	0000071972	09/12/2003	w32 virus found on customer PC; ECS 201
Ticket Number:	0000071534	09/08/2003	Odd modem problems.
Ticket Number:	0000071724	09/09/2003	Accessing smtp.comcast.net

edortiz

Create

Date

Total: 87

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		87	
Ticket Number: 0000072023	09/12/2003		Work Request/Trouble Ticket: Novell Printing & Network hookup f
Ticket Number: 0000071479	09/08/2003		Novell Client Install
Ticket Number: 0000071519	09/08/2003		FA 544: Netscape personal addressbook list
Ticket Number: 0000071588	09/09/2003		AD918; Word as email editor will not initialize in Outlook
Ticket Number: 0000071816	09/10/2003		PC Win98 network problem. Admin 528
Ticket Number: 0000071750	09/10/2003		Unable to Send from Word
Ticket Number: 0000071695	09/09/2003		Fine Arts Bldg. -Rm. 446 ;outlook express sending and recieving email
Ticket Number: 0000071677	09/09/2003		FA111: doesn't allow printing from Quicken
Ticket Number: 0000071673	09/09/2003		SocSciences 403 ; 2 machines: 1 mouse doesnt work correctly; anoth
Ticket Number: 0000071657	09/09/2003		computer programs need reinstalled
Ticket Number: 0000071632	09/09/2003		machine infected with SoBig
Ticket Number: 0000071536	09/08/2003		Copy NS 4.7 Bookmarks to NS 7.1
Ticket Number: 0000071525	09/08/2003		Lib216H; workstation account
Ticket Number: 0000070943	09/03/2003		Printer jammed
Ticket Number: 0000070970	09/03/2003		Academic IV Rm 346 - General computing problems
Ticket Number: 0000070986	09/03/2003		Admin Bld Rm 911, Need to reinstall McAfee VirusScan
Ticket Number: 0000071499	09/08/2003		Computer Install.
Ticket Number: 0000071119	09/04/2003		Work Request9
Ticket Number: 0000071283	09/05/2003		Wants to set up 2 machines to print to 1 printer (not on Novell)
Ticket Number: 0000071282	09/05/2003		BrotherHL1440 not printing
Ticket Number: 0000071268	09/05/2003		Work Order Request
Ticket Number: 0000071262	09/05/2003		XP Freezing, No Icons
Ticket Number: 0000071239	09/05/2003		No IP for wireless on Honors College laptop
Ticket Number: 0000071163	09/04/2003		PC Install-Change Dates
Ticket Number: 0000071145	09/04/2003		Word will not Paste
Ticket Number: 0000071177	09/04/2003		Computer crashes after being idle for long time
Ticket Number: 0000071087	09/04/2003		printers down in admin
Ticket Number: 0000071080	09/04/2003		AD619; HP4 won't power on
Ticket Number: 0000071052	09/04/2003		Problems with Netscape 7.1 and Excel attachment
Ticket Number: 0000070946	09/03/2003		No connection, netscape crashing
Ticket Number: 0000071848	09/10/2003		Work Order Request
Ticket Number: 0000071866	09/11/2003		Customer having Issues with Outlook Express
Ticket Number: 0000071902	09/11/2003		BS464: primary EIDE controller issues
Ticket Number: 0000072273	09/16/2003		Work Order Request
Ticket Number: 0000072236	09/16/2003		problems with novel patch
Ticket Number: 0000072232	09/16/2003		unable to log into machine
Ticket Number: 0000072226	09/16/2003		connect computers to printer
Ticket Number: 0000072210	09/16/2003		Erikson 071: machine gets error after Novell update
Ticket Number: 0000072233	09/16/2003		FA455: after Novell update, gets tree or server cannot be found even a
Ticket Number: 0000072137	09/15/2003		User unable to get online
Ticket Number: 0000072016	09/12/2003		Faculty computer installation request
Ticket Number: 0000071998	09/12/2003		Keyboard error on Department Chair's laptop
Ticket Number: 0000072828	09/24/2003		Netscape Lost Settings
Ticket Number: 0000072953	09/26/2003		SS211: machine will not boot up
Ticket Number: 0000072830	09/24/2003		Cannot print
Ticket Number: 0000072895	09/25/2003		computer not finding printer
Ticket Number: 0000072924	09/25/2003		ITE 317 computer unable to install operating system
Ticket Number: 0000072867	09/25/2003		Word 97 won't open, ACIV 215
Ticket Number: 0000073437	09/29/2003		Buzzing monitor, other computer issues
Ticket Number: 0000072324	09/17/2003		Novell Patch Install Prompt wont go away
Ticket Number: 0000072508	09/22/2003		Virus affected all shortcuts, OS files
Ticket Number: 0000072551	09/22/2003		Work Order Request
Ticket Number: 0000072528	09/22/2003		Customer unable to print to networked printer
Ticket Number: 0000072525	09/22/2003		SS 413a: machine needs to be cleaned for virus, needs to reload softw

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000072484	09/22/2003	Work Order Request
Ticket Number:	0000072418	09/18/2003	Desktop issues - bcolleen, Delta Initiative Project, HRMS room
Ticket Number:	0000072518	09/22/2003	Help Desk needs Blaster worm virus CD's
Ticket Number:	0000072390	09/17/2003	Problems with Novell login
Ticket Number:	0000072337	09/17/2003	Win2k; machine running slow
Ticket Number:	0000072327	09/17/2003	FA467C: potential bad drive, need to have Desktop confirm
Ticket Number:	0000072791	09/24/2003	Dr Cohen's can't log in to windows. (New PC)
Ticket Number:	0000072756	09/24/2003	IE Not Displaying Images
Ticket Number:	0000072739	09/24/2003	BIO464; backup correct hard drive
Ticket Number:	0000072683	09/23/2003	Printer problems. Computer cant print. Maybe Computer not setup
Ticket Number:	0000072714	09/23/2003	Computer issues, possible virus
Ticket Number:	0000072670	09/23/2003	Needs PC Installed Requested for Eddie
Ticket Number:	0000072661	09/23/2003	FA448: Brother HL1240 local printer
Ticket Number:	0000072659	09/23/2003	Novell problems
Ticket Number:	0000072641	09/23/2003	FA445; local printer Brother 1240
Ticket Number:	0000072618	09/23/2003	Work Order Request
Ticket Number:	0000072223	09/16/2003	Incomplete printing of E-mail
Ticket Number:	0000071740	09/10/2003	Several odd errors
Ticket Number:	0000072000	09/12/2003	problem
Ticket Number:	0000071734	09/10/2003	Work Order Request
Ticket Number:	0000070792	09/02/2003	Computer restarts often, virus scan removes virus , but it still appears a
Ticket Number:	0000071468	09/08/2003	New computer install
Ticket Number:	0000072877	09/25/2003	FA528: install printers to INDS1 student machine
Ticket Number:	0000070926	09/03/2003	Printer setup
Ticket Number:	0000073342	09/28/2003	Novell Tree Unavailable in Fieldhouse
Ticket Number:	0000073621	09/30/2003	CRI machine needs printers installed
Ticket Number:	0000073611	09/30/2003	commons rm.025 ;Can't log in to webmail, keeps returning to login sc
Ticket Number:	0000073593	09/30/2003	soc sci rm 211h; cannot change directory permissions on machine; can
Ticket Number:	0000073569	09/30/2003	virus
Ticket Number:	0000073442	09/29/2003	Windows will not boot
Ticket Number:	0000073395	09/29/2003	McAfee system scan dies when computer starts up
Ticket Number:	0000073424	09/29/2003	AD809, 810; rolldown setup
Ticket Number:	0000073423	09/29/2003	Can't log into workstation

josh

Create

Date

Total: 57

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		57	
Ticket Number: 0000073432	09/29/2003		afs client
Ticket Number: 0000073559	09/30/2003		Commons 319; Dr. Fey's machine does not power up
Ticket Number: 0000073625	09/30/2003		Mail messages in Sent Items folder need to be restored
Ticket Number: 0000071660	09/09/2003		Dreamweaver re-install
Ticket Number: 0000070648	09/02/2003		Corporatetime install on helpdesk emac.
Ticket Number: 0000072407	09/18/2003		Internet Access
Ticket Number: 0000072340	09/17/2003		WinXP; only boots to black screen with cursor
Ticket Number: 0000072386	09/17/2003		Copier needs to be networked
Ticket Number: 0000072369	09/17/2003		Work Order Request
Ticket Number: 0000072780	09/24/2003		Machine Keeps Dumping Back to Screen Saver
Ticket Number: 0000072773	09/24/2003		Outlook XP Reinstall
Ticket Number: 0000072549	09/22/2003		Admin Blg. Rm 705;install win xp, corptime calendar, netscape 7.0, m
Ticket Number: 0000072639	09/23/2003		Work Order Request
Ticket Number: 0000072747	09/24/2003		Mathmatica 4.1 Stand alone
Ticket Number: 0000072500	09/22/2003		Unable to log on to novell
Ticket Number: 0000072852	09/25/2003		Windows workstation logon failure
Ticket Number: 0000073016	09/26/2003		Customer is unable to print to networked printer and local printer
Ticket Number: 0000073002	09/26/2003		JCET Computer won't boot, ACIV 114
Ticket Number: 0000072884	09/25/2003		Unable to logon to windows workstation, MP 222A
Ticket Number: 0000072875	09/25/2003		HP/Reflections Timing Out
Ticket Number: 0000072855	09/25/2003		MP209: changed Kerberos password but is not accepting in Calendar
Ticket Number: 0000071874	09/11/2003		AFS Client Install Request
Ticket Number: 0000071945	09/11/2003		Xerox Document Center in CWIT
Ticket Number: 0000072265	09/16/2003		Blue Screens on Delta Machines with Novell
Ticket Number: 0000071923	09/11/2003		Jack Activation
Ticket Number: 0000071946	09/11/2003		Recover a lost document
Ticket Number: 0000071984	09/12/2003		New Network Jack Surveys; SS 403
Ticket Number: 0000072157	09/15/2003		Problems with Palm synchronization
Ticket Number: 0000072136	09/15/2003		Office XP & Novell Client Install, RAC 312B
Ticket Number: 0000072125	09/15/2003		New printer needs DHCP setup.
Ticket Number: 0000072119	09/15/2003		Survey for net jack install MP210
Ticket Number: 0000071141	09/04/2003		Setting Appointment with Josh
Ticket Number: 0000070967	09/03/2003		No functioning data jacks in FH223
Ticket Number: 0000071006	09/03/2003		Printer use; MP 330
Ticket Number: 0000071456	09/08/2003		Survey for network jack install
Ticket Number: 0000071149	09/04/2003		Commons 319; no volume on speakers
Ticket Number: 0000071147	09/04/2003		Commons 319: configure machine to sync
Ticket Number: 0000071090	09/04/2003		printer config
Ticket Number: 0000071084	09/04/2003		TRC271: Jack Activation
Ticket Number: 0000071007	09/03/2003		Outlook and Palm Configuration; MP 330
Ticket Number: 0000070993	09/03/2003		jack add
Ticket Number: 0000070979	09/03/2003		PC's rebooting....
Ticket Number: 0000070900	09/03/2003		Corporate time / Outlook connector
Ticket Number: 0000071505	09/08/2003		Customer can access outside websites, but not those in umbc domain
Ticket Number: 0000071297	09/05/2003		Palm Pilot not Hot Syncing...
Ticket Number: 0000072116	09/15/2003		File transfer
Ticket Number: 0000070901	09/03/2003		ITE LH8 instructor machine not hooked up to the network
Ticket Number: 0000071330	09/05/2003		Activate Jack
Ticket Number: 0000071799	09/10/2003		need xp
Ticket Number: 0000071777	09/10/2003		AFS Client Install
Ticket Number: 0000071669	09/09/2003		MP330; setup for connection 9/2 for access, now Outlook says he is n
Ticket Number: 0000071592	09/09/2003		FA021; need a new data jack installed
Ticket Number: 0000071619	09/09/2003		mathematica license
Ticket Number: 0000071701	09/09/2003		G3 Loaner

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000071591	09/09/2003	WinXP machine doesn't boot
Ticket Number: 0000071402	09/07/2003	Ethernet jack activations/installs in Library Basement
Ticket Number: 0000071489	09/08/2003	Survey for Jack Install
kirkley1	<u>Total:</u> 15	
Closed	<u>Total:</u> 15	
Ticket Number: 0000071386	09/06/2003	Jack check (Sus 382)
Ticket Number: 0000071716	09/09/2003	Weird Problems
Ticket Number: 0000071641	09/09/2003	ECS 020; PPP Walkin appt
Ticket Number: 0000071454	09/08/2003	Unable to log-in to dial-up server
Ticket Number: 0000070856	09/02/2003	Windows 2k box problems with dial up
Ticket Number: 0000070975	09/03/2003	Customer unable to log onto network
Ticket Number: 0000071950	09/11/2003	customer cannot get IP in Chem 480
Ticket Number: 0000071951	09/11/2003	having problems with Library full text files
Ticket Number: 0000072165	09/15/2003	westhill choptank Rm 621D, gets local ip, dhcp,dns enabled
Ticket Number: 0000072228	09/16/2003	Harbor Hall 328A; resnet config
Ticket Number: 0000072268	09/16/2003	ECS 020 ; macosx, cannot use dialup, gets disconn. in term window
Ticket Number: 0000072378	09/17/2003	Customer unable to log onto resnet (west hill 513)
Ticket Number: 0000072558	09/22/2003	Resnet jack check.
Ticket Number: 0000072439	09/20/2003	resnet setup
Ticket Number: 0000070708	09/02/2003	PC support request.PLS look up 67610
mhartm1	<u>Total:</u> 19	
Closed	<u>Total:</u> 19	
Ticket Number: 0000072892	09/25/2003	ppp setup
Ticket Number: 0000070824	09/02/2003	sobig virus infected machine, resnet-211-126.resnet.umbc.edu
Ticket Number: 0000070666	09/02/2003	PC problem after network blitz. Harbor Hall 254D
Ticket Number: 0000070821	09/02/2003	Resnet machine with SoBIG, resnet-194-98.resnet.umbc.edu
Ticket Number: 0000070812	09/02/2003	Jack Problem
Ticket Number: 0000071873	09/11/2003	Resnet Customer not getting IP
Ticket Number: 0000072328	09/17/2003	PC Coporatetime setup.
Ticket Number: 0000071009	09/03/2003	Resnet PPP appointment. Choptank 621
Ticket Number: 0000072048	09/12/2003	WinME, Can't logon to resnet
Ticket Number: 0000072359	09/17/2003	ACIV-322B: machine for student work area gets "alert cover has been
Ticket Number: 0000072354	09/17/2003	Novell Client Install for staff
Ticket Number: 0000072242	09/16/2003	pc software installation
Ticket Number: 0000071884	09/11/2003	Resnet user losing connection when idle
Ticket Number: 0000072024	09/12/2003	Resnet Failed Connection; Potomac 279
Ticket Number: 0000071064	09/04/2003	Wireless connection in the Commons and ECS
Ticket Number: 0000072761	09/24/2003	MS Office XP Install
Ticket Number: 0000071131	09/04/2003	Chester 211: not receiving data from resnet jack
Ticket Number: 0000071603	09/09/2003	ECS020 Walkin; PPP Setup
Ticket Number: 0000071813	09/10/2003	Customer unable to log onto resnet

mikec		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
		<u>Total:</u>	13
		<u>Total:</u>	13
Ticket Number:	0000071500	09/08/2003	Re: Approved (spam)
Ticket Number:	0000071156	09/04/2003	Your details
Ticket Number:	0000072229	09/16/2003	Work Order Request
Ticket Number:	0000073206	09/26/2003	09/26/03: THANKS for your Continuous Support.....
Ticket Number:	0000070508	09/01/2003	automated response
Ticket Number:	0000070786	09/02/2003	Re: Approved
Ticket Number:	0000070760	09/02/2003	Thank you!
Ticket Number:	0000070738	09/02/2003	Re: Your details
Ticket Number:	0000070725	09/02/2003	Delivery Status Notification (Failure)
Ticket Number:	0000070756	09/02/2003	Re: That movie
Ticket Number:	0000070668	09/02/2003	Information about Peoplesoft documentations
Ticket Number:	0000073629	09/30/2003	Internal Server Error on resnet login page
Ticket Number:	0000072751	09/24/2003	Re: password fo Mathematica

omarn

Create

Date

Total: **105**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		105	
Ticket Number: 0000072314	09/17/2003		MS Vulnerability Patch keeps trying to install ad221
Ticket Number: 0000072798	09/24/2003		MP201b: machine runs at full capacity but no programs running
Ticket Number: 0000072737	09/24/2003		Lib 008a; needs local workstation account
Ticket Number: 0000072595	09/23/2003		FA539: student assistant still can't access workstation
Ticket Number: 0000072536	09/22/2003		CRI: printer not working fa453
Ticket Number: 0000072515	09/22/2003		Printing error from local lexmark printer. fa437a
Ticket Number: 0000072501	09/22/2003		Win2k; continuously rebooting after patch acad311
Ticket Number: 0000072494	09/22/2003		User can not print from network printer Ext: 2019
Ticket Number: 0000072488	09/22/2003		No Network Connection, Network card not installed Academic Servi
Ticket Number: 0000072485	09/22/2003		Unable logon to Novell/ Windows Workstations fa447b
Ticket Number: 0000072482	09/22/2003		PC Will not boot ad610
Ticket Number: 0000072480	09/22/2003		Customer can not log in to Workstation fa449
Ticket Number: 0000072652	09/23/2003		Alumni House; cannot turn computer on 227a
Ticket Number: 0000072427	09/19/2003		Work Order Request ite452
Ticket Number: 0000072385	09/17/2003		WinXP Netscape problem. ad602
Ticket Number: 0000072373	09/17/2003		Customer unable to print to Networked computer acad313a
Ticket Number: 0000072363	09/17/2003		FA449,FA437-Problems logging into Novell, into computer
Ticket Number: 0000072339	09/17/2003		ACIV-215: HP4050 printer object - printing jobs a day late
Ticket Number: 0000072316	09/17/2003		ms patch keeps installing ad717
Ticket Number: 0000072323	09/17/2003		MP222A: After novell update, machine keeps booting into safemode
Ticket Number: 0000072317	09/17/2003		Mouse cursor has become unusable ad717
Ticket Number: 0000073400	09/29/2003		Work Order Request x52773
Ticket Number: 0000073597	09/30/2003		PC install fh309
Ticket Number: 0000073417	09/29/2003		Customer requests "New" computer setup ACIV B RM337
Ticket Number: 0000073401	09/29/2003		Work Order Request 52773
Ticket Number: 0000071995	09/12/2003		Student assistant has trouble connecting to internet fa539
Ticket Number: 0000070710	09/02/2003		SAS upgrade bs364
Ticket Number: 0000071261	09/05/2003		MP204; has IP but not able to connect to anything
Ticket Number: 0000070791	09/02/2003		Problem ite220
Ticket Number: 0000070704	09/02/2003		Win2k needs local workstation username.ACIV 329
Ticket Number: 0000070718	09/02/2003		Sporadic Network connections dh105
Ticket Number: 0000070688	09/02/2003		IE and Netscape 4.7 having unexplained errors fa509
Ticket Number: 0000070664	09/02/2003		McAfee Error on Login to Windows bs61
Ticket Number: 0000070674	09/02/2003		Win98; illegal operation error on boot up acad215
Ticket Number: 0000071449	09/08/2003		XP rebooting randomly, FA 544
Ticket Number: 0000070714	09/02/2003		computer install fa21
Ticket Number: 0000072112	09/15/2003		Customer needs her computer configured to print from novell ptr ite4
Ticket Number: 0000072358	09/17/2003		Palm Pilot synchronization with Calendar lib25c
Ticket Number: 0000072864	09/25/2003		Win98 machine only boots to safe mode, uc 201
Ticket Number: 0000072978	09/26/2003		Failed Duplex Printing; ACIV 342 Adam
Ticket Number: 0000072971	09/26/2003		Can't send in netscape 7, admin 732
Ticket Number: 0000071865	09/11/2003		PC Win2k problem. SHS Erickson 079
Ticket Number: 0000072292	09/16/2003		Work Order Request comm2b14
Ticket Number: 0000072272	09/16/2003		webmail problem fa448c
Ticket Number: 0000072270	09/16/2003		South Campus 4.025: can't send messages using Outlook
Ticket Number: 0000072258	09/16/2003		problems with machine ad612
Ticket Number: 0000072250	09/16/2003		Need to get old files from old computer to new Computer ad301
Ticket Number: 0000072243	09/16/2003		Need Windows XP comm308 x52773
Ticket Number: 0000072142	09/15/2003		Word Document saves altho feature has been disabled. fa455
Ticket Number: 0000072140	09/15/2003		Work Order Request ecs csee
Ticket Number: 0000072138	09/15/2003		Reformat, Win2000 Install ss004
Ticket Number: 0000072740	09/24/2003		Spooler Error when using Word or Word Perfect fa449
Ticket Number: 0000072128	09/15/2003		Customer unable to log in to Novell HARBOR HALL MAILROOM
Ticket Number: 0000072126	09/15/2003		FA449; need to add printers to local workstation

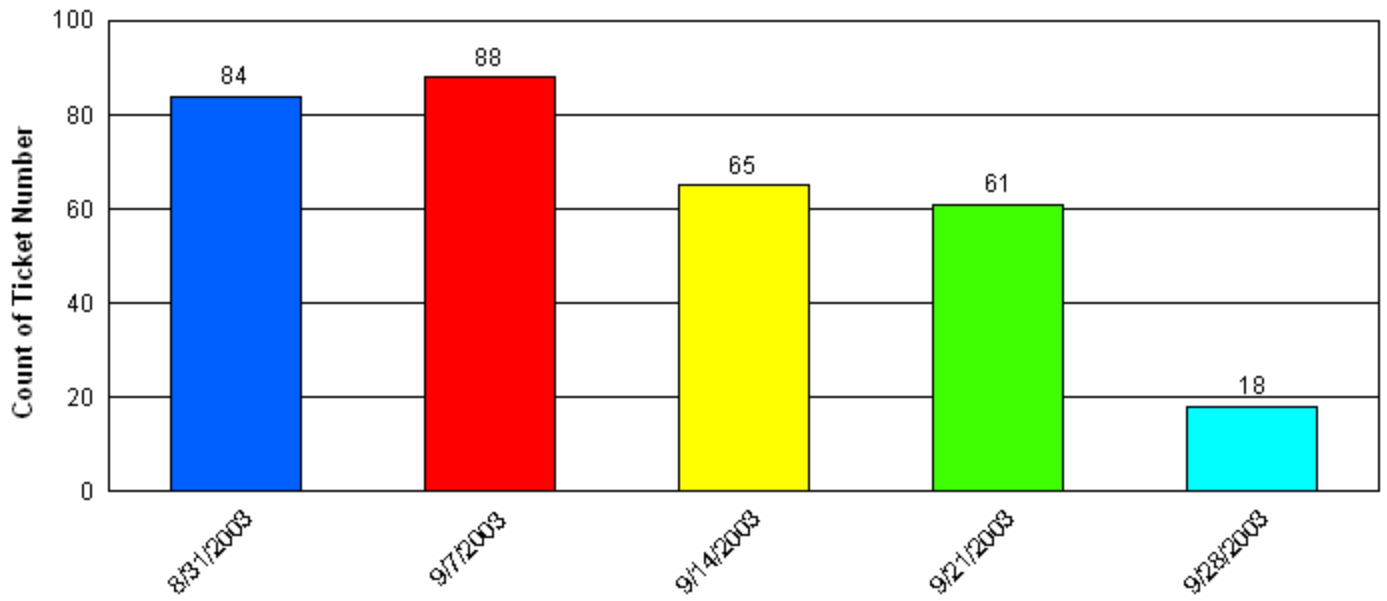
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000072113	09/15/2003	RAC 331; needs local work station account
Ticket Number:	0000072079	09/14/2003	Work Order Request bs108
Ticket Number:	0000072662	09/23/2003	printer networked chem206 109
Ticket Number:	0000072026	09/12/2003	modifying addressbook doesn't save changes acad402
Ticket Number:	0000072006	09/12/2003	Faculty computer running slowly ad824
Ticket Number:	0000072345	09/17/2003	PC WinXP problem. ad308
Ticket Number:	0000071973	09/12/2003	Failed Printing; Financial Aid mp410
Ticket Number:	0000072183	09/15/2003	MS Office XP Install; TRC 222
Ticket Number:	0000072173	09/15/2003	Novell Meyerhoff Scholarship
Ticket Number:	0000072162	09/15/2003	Windows installer failure (Social Science 002D)
Ticket Number:	0000071934	09/11/2003	customer cannot log in to her Windows workstation aluim227a
Ticket Number:	0000071909	09/11/2003	Problem with MSExcel
Ticket Number:	0000071907	09/11/2003	AD923: Addressbook in Netscape 7.1
Ticket Number:	0000071903	09/11/2003	Computer needs to be setup ite452a
Ticket Number:	0000071870	09/11/2003	Format machine; Win XP fa508
Ticket Number:	0000071886	09/11/2003	win2000 system disc!! ecs335
Ticket Number:	0000071879	09/11/2003	PC Problems: Failed Boot/Login; FA 457
Ticket Number:	0000070891	09/03/2003	PC log in problem. acad345
Ticket Number:	0000070902	09/03/2003	SS211; needs local workstation account
Ticket Number:	0000071178	09/04/2003	Netscape Addressbook is Missing ehall 176
Ticket Number:	0000071175	09/04/2003	ITE212; windows install
Ticket Number:	0000071164	09/04/2003	Problems with CDROM mp
Ticket Number:	0000071139	09/04/2003	CIC: laptops on loan uc? comm335 51000
Ticket Number:	0000071126	09/04/2003	AD619 computer lab
Ticket Number:	0000071113	09/04/2003	ITE 220; need to upgrade to 7.1 Netscape
Ticket Number:	0000071091	09/04/2003	Floppy Stuck in Drive, Can't Boot acad347
Ticket Number:	0000071001	09/03/2003	MP 301B 4 comp in the lab problem.
Ticket Number:	0000071307	09/05/2003	add new printer to novell - need hard ip ss513
Ticket Number:	0000071295	09/05/2003	New Jack install in Bio 103 (backroom)
Ticket Number:	0000071507	09/08/2003	Univ Center Rm.201 - Prevent cover pages from being printed for eve
Ticket Number:	0000071290	09/05/2003	Novell client install. chem202b
Ticket Number:	0000071284	09/05/2003	Reflections install (commons suite 336 and 346)
Ticket Number:	0000071278	09/05/2003	Laptop Setup acad346
Ticket Number:	0000071240	09/05/2003	Failed Mail Send; MP 216
Ticket Number:	0000070954	09/03/2003	PC Setup fa521 instal novell
Ticket Number:	0000070933	09/03/2003	Dead Jack BS118 - Jack #118A-3
Ticket Number:	0000071346	09/05/2003	virus infected pc admin619pc-05.umbc.edu as619
Ticket Number:	0000071512	09/08/2003	PC support request (Academic IV bwing 325)
Ticket Number:	0000071589	09/09/2003	Chem 106; upgrade 98 to 2k
Ticket Number:	0000071645	09/09/2003	Reinstall Netscape 7.1 ad602
Ticket Number:	0000071787	09/10/2003	Printing problems ss403
Ticket Number:	0000071761	09/10/2003	IE crashes when Printing acad427
Ticket Number:	0000071756	09/10/2003	Enter key not working in Reflections uc112
Ticket Number:	0000071680	09/09/2003	Alumni House; getting same symptoms from Internet Worm Virus
Ticket Number:	0000071674	09/09/2003	scanner installation ite452a
Ticket Number:	0000071613	09/09/2003	Chem109: create local workstation
Ticket Number:	0000072115	09/15/2003	Windows XP keeps rebooting ehall 178
Ticket Number:	0000071545	09/08/2003	Memory Errors with Outlook Express; Admin 717
Ticket Number:	0000071959	09/11/2003	Computer Log In problems fa457
Ticket Number:	0000071488	09/08/2003	ITE452: Computer install
Ticket Number:	0000071859	09/11/2003	FA457: Freedom Internet Security software runs and freezes machine

Create
Date

Short Description

Count of Ticket Number / Create Date

For Desktop Support



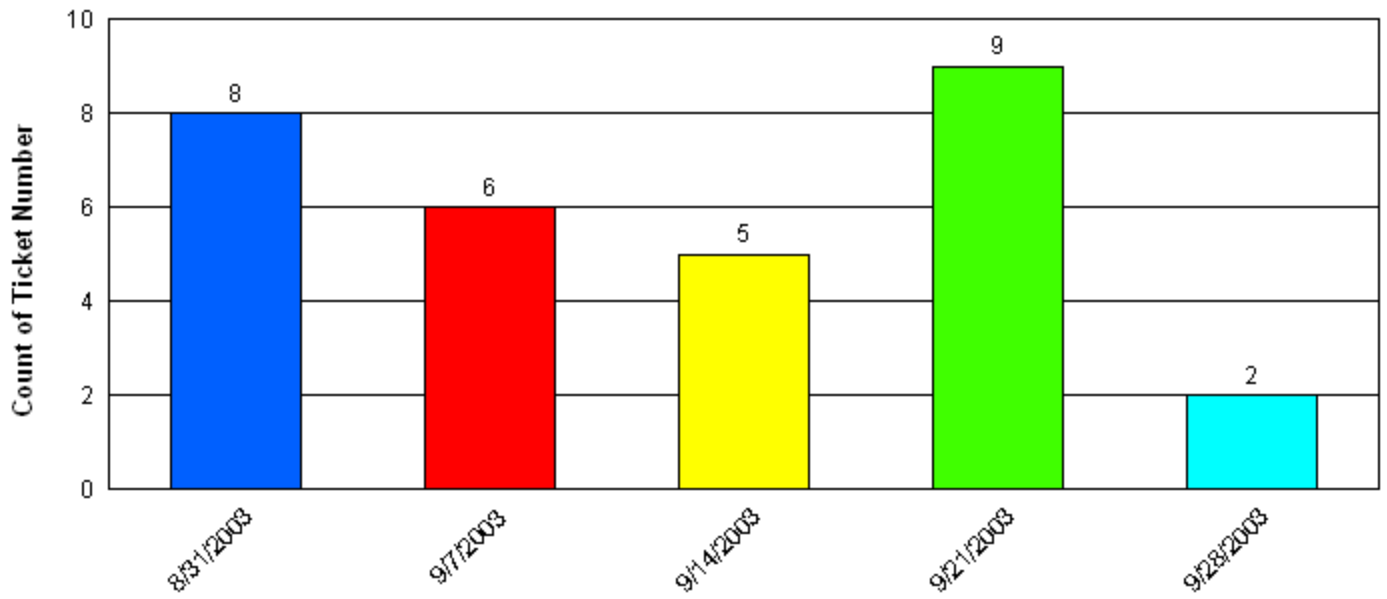
		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
Financial Services	Total:	30	
Financial_Services:PeopleSoft	Total:	1	
Closed	Total:	1	
Ticket Number: 0000070948		09/03/2003	Create PS/FS accounts
weller	Total:	29	
Closed	Total:	29	
Ticket Number: 0000071451		09/08/2003	Grant Reports
Ticket Number: 0000071317		09/05/2003	Is system down?
Ticket Number: 0000071320		09/05/2003	Subcode Mapping to PeopleSoft Account Codes
Ticket Number: 0000071265		09/05/2003	PCard Fetch not working for status = Approved
Ticket Number: 0000071259		09/05/2003	(no subject)
Ticket Number: 0000071224		09/05/2003	P-Card Expenses
Ticket Number: 0000071200		09/04/2003	FW: Need value changed on voucher table
Ticket Number: 0000071670		09/09/2003	p-card
Ticket Number: 0000071783		09/10/2003	Peoplesoft reports
Ticket Number: 0000071863		09/11/2003	Read/Approve Grant Proposals
Ticket Number: 0000072256		09/16/2003	error message in Retriever
Ticket Number: 0000072211		09/16/2003	problems reconciling in Retriever
Ticket Number: 0000072176		09/15/2003	Project 00000325
Ticket Number: 0000072135		09/15/2003	Printing error with Crystal Report.
Ticket Number: 0000071980		09/12/2003	Retriever
Ticket Number: 0000071977		09/12/2003	Unable to enter a receipt for a PO
Ticket Number: 0000072853		09/25/2003	Server Error
Ticket Number: 0000072863		09/25/2003	PCard Reports to be added to security roles
Ticket Number: 0000070759		09/02/2003	Security Portal Synch Request
Ticket Number: 0000073470		09/29/2003	Access Needed
Ticket Number: 0000073566		09/30/2003	Help!
Ticket Number: 0000072349		09/17/2003	Dr. Anthony Johnson
Ticket Number: 0000072671		09/23/2003	not entered as PI in Grants
Ticket Number: 0000072800		09/24/2003	Pi can't approve proposals
Ticket Number: 0000072803		09/24/2003	[Fwd: error message in Retriever]
Ticket Number: 0000072810		09/24/2003	access to sbx
Ticket Number: 0000072789		09/24/2003	Another Question/Problem with a PO
Ticket Number: 0000072788		09/24/2003	Maintaining Receipts and Line Numbers
Ticket Number: 0000072682		09/23/2003	Retriever

Create
Date

Short Description

Count of Ticket Number / Create Date

For Financial Services



Helpdesk	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
HD:LabCheck	1241		
Closed		<u>Total:</u>	3
Ticket Number: 0000072725		09/23/2003	Lab Check 21.00 9-23
Ticket Number: 0000073635		09/30/2003	9-30 18.00
Ticket Number: 0000072287		09/16/2003	Lab Check 9-16 @18.00
HD:PeopleSoft		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number: 0000072592		09/23/2003	Create PS/FS accounts
HD:Tape_Changes		<u>Total:</u>	3
Closed		<u>Total:</u>	3
Ticket Number: 0000072792		09/24/2003	Tape Changes 9/24/03
Ticket Number: 0000071811		09/10/2003	tape changes 9/10/03
Ticket Number: 0000070961		09/03/2003	Tape changes 9/3/03

HelpDesk

Create

Date

Total: 56

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		56	
Ticket Number: 0000070962	09/03/2003		Password reset request
Ticket Number: 0000071738	09/10/2003		add print to Netscape 7.1 mail
Ticket Number: 0000071300	09/05/2003		Password reset request
Ticket Number: 0000071308	09/05/2003		Password reset request
Ticket Number: 0000071374	09/06/2003		Customer unable to dial in remotely
Ticket Number: 0000072290	09/16/2003		Creating a myUMBC account
Ticket Number: 0000071801	09/10/2003		Password reset for lubirru1
Ticket Number: 0000071781	09/10/2003		new staff member needing an account created
Ticket Number: 0000071771	09/10/2003		Password Reset for worchesk
Ticket Number: 0000072262	09/16/2003		Dial up Problems
Ticket Number: 0000071649	09/09/2003		password reset
Ticket Number: 0000071704	09/09/2003		reset password
Ticket Number: 0000071623	09/09/2003		cleaning out account
Ticket Number: 0000071621	09/09/2003		password reset
Ticket Number: 0000071614	09/09/2003		clean out account
Ticket Number: 0000071533	09/08/2003		password reset
Ticket Number: 0000071518	09/08/2003		password reset
Ticket Number: 0000071516	09/08/2003		Password reset request
Ticket Number: 0000071955	09/11/2003		Student Account password change
Ticket Number: 0000072019	09/12/2003		Password reset Request
Ticket Number: 0000072147	09/15/2003		Password reset for kweiss1
Ticket Number: 0000072304	09/16/2003		chaged password
Ticket Number: 0000072230	09/16/2003		account creation
Ticket Number: 0000072218	09/16/2003		accessing myUMBC
Ticket Number: 0000072882	09/25/2003		customer still at 95% but doesn't know what files to delete
Ticket Number: 0000072175	09/15/2003		Faculty needs help burning CD
Ticket Number: 0000072134	09/15/2003		trying to dial in but unsuccessful
Ticket Number: 0000072163	09/15/2003		Password Reset for madden2
Ticket Number: 0000071956	09/11/2003		Student Password reset request
Ticket Number: 0000072910	09/25/2003		can't login to Linux on campus
Ticket Number: 0000072955	09/26/2003		cleaned up account but still at 77%
Ticket Number: 0000072983	09/26/2003		create account for Hannelore Bayerl
Ticket Number: 0000072980	09/26/2003		contact person called for customer
Ticket Number: 0000072951	09/26/2003		levels of ink in deskjet 920c
Ticket Number: 0000072913	09/25/2003		reset Remedy password
Ticket Number: 0000072356	09/17/2003		Password reset for tarnqu1 tarnqu1
Ticket Number: 0000072542	09/22/2003		Password reset request for 'giving'
Ticket Number: 0000072541	09/22/2003		Password reset for jb7
Ticket Number: 0000072540	09/22/2003		Password reset for dt2
Ticket Number: 0000072590	09/23/2003		increase quota
Ticket Number: 0000072643	09/23/2003		Password Reset
Ticket Number: 0000072797	09/24/2003		Password reset for jheaney1
Ticket Number: 0000072769	09/24/2003		customer called for quota increase
Ticket Number: 0000072706	09/23/2003		Quota Increases
Ticket Number: 0000072673	09/23/2003		create personal addressbook in NS 7.0
Ticket Number: 0000072665	09/23/2003		logging into Novell account
Ticket Number: 0000073428	09/29/2003		getting timed out on email
Ticket Number: 0000073575	09/30/2003		quota increase
Ticket Number: 0000073633	09/30/2003		Changed Password
Ticket Number: 0000073594	09/30/2003		needed pass reset
Ticket Number: 0000071772	09/10/2003		Password reset for jadams2
Ticket Number: 0000070805	09/02/2003		Created account
Ticket Number: 0000070748	09/02/2003		no matching user record found error
Ticket Number: 0000070672	09/02/2003		account creation

		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000070675	09/02/2003	password reset
Ticket Number:	0000071735	09/10/2003	received fax for password reset

akhant1

Create

Date

Total: **65**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		65	
Ticket Number: 0000072002	09/12/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000071478	09/08/2003		Signon to WebMail fails (fwd)
Ticket Number: 0000071739	09/10/2003		Newsgroups
Ticket Number: 0000070752	09/02/2003		matlab,sas due 9/03 @ 2:30
Ticket Number: 0000070514	09/01/2003		Pop up ad help!
Ticket Number: 0000070697	09/02/2003		customer borrowing matlab
Ticket Number: 0000073390	09/29/2003		09/29 Tape Change.
Ticket Number: 0000073553	09/30/2003		macafee loan
Ticket Number: 0000072973	09/26/2003		SAS 8.1 CD
Ticket Number: 0000072360	09/17/2003		Quota increase request for jbryson1
Ticket Number: 0000072443	09/20/2003		Disk quota
Ticket Number: 0000072503	09/22/2003		09/22 Tape Change.
Ticket Number: 0000072735	09/24/2003		Lab Check 9.24.2003 6:30a
Ticket Number: 0000072666	09/23/2003		1 cd loaned out: Microsoft Office XP disc 1 of 2
Ticket Number: 0000072664	09/23/2003		Mathmatica disc 1of 1
Ticket Number: 0000072412	09/18/2003		i just turned 18 :)
Ticket Number: 0000072401	09/17/2003		17 Sep 9PM Lab check
Ticket Number: 0000072410	09/18/2003		No subject
Ticket Number: 0000072834	09/24/2003		24 Sep 9PM Lab check
Ticket Number: 0000072840	09/25/2003		12am Lab Check 9/25/2003
Ticket Number: 0000072925	09/25/2003		Lab Check 09/25/2003 6pm
Ticket Number: 0000072931	09/25/2003		No subject
Ticket Number: 0000072935	09/25/2003		hopepage
Ticket Number: 0000072938	09/25/2003		small quota increase
Ticket Number: 0000072941	09/25/2003		labcheck 9/25/2003, 9pm
Ticket Number: 0000072933	09/25/2003		Re: T#72580
Ticket Number: 0000072929	09/25/2003		Account Quota Increase Request
Ticket Number: 0000072854	09/25/2003		Work Order Request
Ticket Number: 0000072843	09/25/2003		lab check 9/25/2003, 3:30am
Ticket Number: 0000071898	09/11/2003		Needs quota increase about 10MB
Ticket Number: 0000071922	09/11/2003		Quota increase
Ticket Number: 0000071652	09/09/2003		Re: Disk usage quota
Ticket Number: 0000072279	09/16/2003		Aging for the Southern Region
Ticket Number: 0000072255	09/16/2003		Office XP Pro
Ticket Number: 0000072249	09/16/2003		Mail problem on Netscape 4.76
Ticket Number: 0000072241	09/16/2003		Borrowed Office XP CD.
Ticket Number: 0000072180	09/15/2003		Resnet Page will not load; Erickson 248A
Ticket Number: 0000072177	09/15/2003		Account creation request.
Ticket Number: 0000072155	09/15/2003		Configuring outlook
Ticket Number: 0000072260	09/16/2003		name change
Ticket Number: 0000072124	09/15/2003		09/15 Tape Change.
Ticket Number: 0000072057	09/13/2003		[Fwd: Computer Security Announcement - 9/12/03]
Ticket Number: 0000071477	09/08/2003		Fwd: QUOTA WARNING for your myUMBC account
Ticket Number: 0000071958	09/11/2003		Please extend my quota
Ticket Number: 0000071967	09/11/2003		Please increase quota temp.
Ticket Number: 0000071926	09/11/2003		Work Order Request
Ticket Number: 0000071943	09/11/2003		CMSC tapes
Ticket Number: 0000071447	09/08/2003		junk email
Ticket Number: 0000071502	09/08/2003		disk usage
Ticket Number: 0000071462	09/08/2003		full disk space
Ticket Number: 0000071527	09/08/2003		SPSS CD loan
Ticket Number: 0000071570	09/09/2003		Lab Check
Ticket Number: 0000071751	09/10/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000071746	09/10/2003		please reply

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000071733	09/10/2003	creating groups
Ticket Number:	0000071692	09/09/2003	quota increase
Ticket Number:	0000071554	09/08/2003	Dialup Modem failed connection issues
Ticket Number:	0000071531	09/08/2003	Tape changes for 9/8/03
Ticket Number:	0000071526	09/08/2003	Can I play Star Wars Galaxies on Resnet?
Ticket Number:	0000071437	09/08/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000070978	09/03/2003	Borrowed Office 2001 for Mac.
Ticket Number:	0000071083	09/04/2003	web cam
Ticket Number:	0000071104	09/04/2003	strange messages
Ticket Number:	0000071965	09/11/2003	[Fwd: Virus Detected In Mail Sent To You!]
Ticket Number:	0000070987	09/03/2003	Internet Connection

		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
anna		<u>Total:</u>	591
	Resolved	<u>Total:</u>	2
Ticket Number:	0000072950	09/26/2003	6.30 9-26
Ticket Number:	0000072949	09/26/2003	2.30 9-26

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		589	
Ticket Number: 0000073323	09/28/2003		emails not being received.
Ticket Number: 0000073334	09/28/2003		Lab Check 6:00pm 9/28/03
Ticket Number: 0000071849	09/10/2003		No subject
Ticket Number: 0000073345	09/28/2003		28 Sep 9PM Lab check
Ticket Number: 0000073626	09/30/2003		SAS LOAN
Ticket Number: 0000073612	09/30/2003		cannot install mathematica, license info from myUMBC not working, c
Ticket Number: 0000073606	09/30/2003		cannot create an account
Ticket Number: 0000073544	09/30/2003		No subject
Ticket Number: 0000073493	09/29/2003		Email Receipt Problems
Ticket Number: 0000073487	09/29/2003		Work Order Request
Ticket Number: 0000073477	09/29/2003		umbc redhat 1.1 i386, 1 disc borrowed
Ticket Number: 0000073451	09/29/2003		Work Order Request
Ticket Number: 0000073431	09/29/2003		remedy client
Ticket Number: 0000073430	09/29/2003		Problems with home directory
Ticket Number: 0000073422	09/29/2003		Work Order Request
Ticket Number: 0000073419	09/29/2003		No subject
Ticket Number: 0000073418	09/29/2003		WEBMAIL questions regarding access and export
Ticket Number: 0000073413	09/29/2003		Faculty not listed as active fac/staff
Ticket Number: 0000073411	09/29/2003		new remedy users (fwd)
Ticket Number: 0000073403	09/29/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000073399	09/29/2003		UMBC Account
Ticket Number: 0000073338	09/28/2003		Can't access ERIC-EBSCO library research link
Ticket Number: 0000073360	09/29/2003		Work Order Request
Ticket Number: 0000072865	09/25/2003		quota increase request
Ticket Number: 0000072734	09/24/2003		lab check 9.24.2003 2am
Ticket Number: 0000070917	09/03/2003		virus?
Ticket Number: 0000071708	09/09/2003		Lexis-Nexis
Ticket Number: 0000070485	09/01/2003		Re: Your application
Ticket Number: 0000071486	09/08/2003		Office XP CD Loan
Ticket Number: 0000070468	09/01/2003		Thank you!
Ticket Number: 0000070467	09/01/2003		Re: Re: My details
Ticket Number: 0000070466	09/01/2003		Re: That movie
Ticket Number: 0000070465	09/01/2003		Re: That movie
Ticket Number: 0000070464	09/01/2003		Re: Thank you!
Ticket Number: 0000070463	09/01/2003		Re: Thank you!
Ticket Number: 0000070462	09/01/2003		Re: Re: My details
Ticket Number: 0000070461	09/01/2003		Re: Thank you!
Ticket Number: 0000070460	09/01/2003		Re: That movie
Ticket Number: 0000070637	09/02/2003		Re: Approved
Ticket Number: 0000070475	09/01/2003		Re: That movie
Ticket Number: 0000070474	09/01/2003		Your details
Ticket Number: 0000070638	09/02/2003		Re: That movie
Ticket Number: 0000070473	09/01/2003		Re: Thank you!
Ticket Number: 0000070472	09/01/2003		Re: Wicked screensaver
Ticket Number: 0000070471	09/01/2003		Thank you!
Ticket Number: 0000070470	09/01/2003		Re: That movie
Ticket Number: 0000070469	09/01/2003		Re: That movie
Ticket Number: 0000070459	09/01/2003		Re: Approved
Ticket Number: 0000070458	09/01/2003		Re: Your application
Ticket Number: 0000070457	09/01/2003		Re: Re: My details
Ticket Number: 0000070456	09/01/2003		Re: Approved
Ticket Number: 0000070455	09/01/2003		Re: Approved
Ticket Number: 0000070454	09/01/2003		Re: Your application
Ticket Number: 0000070453	09/01/2003		Re: Wicked screensaver

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000071850	09/10/2003	Backboard removal
Ticket Number:	0000070687	09/02/2003	ECS 019 HP8000 printer
Ticket Number:	0000071469	09/08/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000070686	09/02/2003	Re: Details
Ticket Number:	0000071050	09/04/2003	Help!
Ticket Number:	0000070715	09/02/2003	email problem
Ticket Number:	0000071049	09/04/2003	Content violation
Ticket Number:	0000070877	09/03/2003	Re: Thank you!
Ticket Number:	0000070707	09/02/2003	Virus everywhere
Ticket Number:	0000070481	09/01/2003	Re: Your application
Ticket Number:	0000070677	09/02/2003	Re: Thank you!
Ticket Number:	0000070480	09/01/2003	Re: Re: My details
Ticket Number:	0000070678	09/02/2003	Re: Thank you!
Ticket Number:	0000070479	09/01/2003	Re: Approved
Ticket Number:	0000070478	09/01/2003	Re: Your application
Ticket Number:	0000070635	09/02/2003	Your details
Ticket Number:	0000070477	09/01/2003	Thank you!
Ticket Number:	0000070476	09/01/2003	Re: Re: My details
Ticket Number:	0000070611	09/02/2003	Re: Approved
Ticket Number:	0000070610	09/02/2003	Re: Your application
Ticket Number:	0000070609	09/02/2003	Re: That movie
Ticket Number:	0000070608	09/02/2003	Re: That movie
Ticket Number:	0000070607	09/02/2003	Your details
Ticket Number:	0000070606	09/02/2003	Re: Approved
Ticket Number:	0000070604	09/02/2003	Your details
Ticket Number:	0000070603	09/02/2003	Re: Details
Ticket Number:	0000070602	09/02/2003	Re: Approved
Ticket Number:	0000070601	09/02/2003	Delivery Status Notification (Failure)
Ticket Number:	0000070600	09/02/2003	Re: Details
Ticket Number:	0000070599	09/02/2003	Re: Re: My details
Ticket Number:	0000070598	09/02/2003	Re: Details
Ticket Number:	0000070597	09/02/2003	Re: Wicked screensaver
Ticket Number:	0000070596	09/02/2003	Missing course on Blackboard
Ticket Number:	0000070595	09/02/2003	Re: Thank you!
Ticket Number:	0000070594	09/02/2003	Re: That movie
Ticket Number:	0000070593	09/02/2003	Re: That movie
Ticket Number:	0000070592	09/02/2003	Re: Details
Ticket Number:	0000070591	09/01/2003	Your details
Ticket Number:	0000070590	09/01/2003	Re: Your application
Ticket Number:	0000070589	09/01/2003	Your details
Ticket Number:	0000070588	09/01/2003	Re: Your application
Ticket Number:	0000070587	09/01/2003	Thank you!
Ticket Number:	0000070586	09/01/2003	Re: Thank you!
Ticket Number:	0000070584	09/01/2003	Re: Re: My details
Ticket Number:	0000070583	09/01/2003	Thank you!
Ticket Number:	0000070581	09/01/2003	Re: Thank you!
Ticket Number:	0000070580	09/01/2003	Re: That movie
Ticket Number:	0000070579	09/01/2003	Re: Details
Ticket Number:	0000070577	09/01/2003	Re: Re: My details
Ticket Number:	0000070576	09/01/2003	Re: Details
Ticket Number:	0000070575	09/01/2003	Re: Approved
Ticket Number:	0000070574	09/01/2003	Re: Re: My details
Ticket Number:	0000070573	09/01/2003	Re: Re: My details
Ticket Number:	0000070572	09/01/2003	Blackboard user list for HIST 493/715
Ticket Number:	0000070571	09/01/2003	Re: Thank you!

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000070570	09/01/2003	Your details
Ticket Number:	0000070569	09/01/2003	Re: Details
Ticket Number:	0000070568	09/01/2003	Re: Re: My details
Ticket Number:	0000070567	09/01/2003	Blackboark
Ticket Number:	0000070566	09/01/2003	Re: Wicked screensaver
Ticket Number:	0000070565	09/01/2003	Re: That movie
Ticket Number:	0000070564	09/01/2003	Re: Approved
Ticket Number:	0000070701	09/02/2003	[Fwd: Virus Warning]
Ticket Number:	0000070563	09/01/2003	Re: Re: My details
Ticket Number:	0000070562	09/01/2003	Your details
Ticket Number:	0000070561	09/01/2003	Your details
Ticket Number:	0000070560	09/01/2003	Thank you!
Ticket Number:	0000070559	09/01/2003	Re: Details
Ticket Number:	0000070558	09/01/2003	Your details
Ticket Number:	0000070557	09/01/2003	Thank you!
Ticket Number:	0000070556	09/01/2003	Re: Re: My details
Ticket Number:	0000070555	09/01/2003	Unable to deliver your message
Ticket Number:	0000070554	09/01/2003	Re: Your application
Ticket Number:	0000070553	09/01/2003	Your details
Ticket Number:	0000070552	09/01/2003	Thank you!
Ticket Number:	0000070551	09/01/2003	Re: Your application
Ticket Number:	0000070550	09/01/2003	Re: Approved
Ticket Number:	0000070549	09/01/2003	Re: Re: My details
Ticket Number:	0000070632	09/02/2003	Re: Wicked screensaver
Ticket Number:	0000070548	09/01/2003	Re: Wicked screensaver
Ticket Number:	0000070633	09/02/2003	Re: Re: My details
Ticket Number:	0000070547	09/01/2003	Re: Approved
Ticket Number:	0000070546	09/01/2003	Re: Wicked screensaver
Ticket Number:	0000070545	09/01/2003	Your details
Ticket Number:	0000070544	09/01/2003	Re: That movie
Ticket Number:	0000070542	09/01/2003	UNIX Submit Setup
Ticket Number:	0000070540	09/01/2003	Re: Approved
Ticket Number:	0000070537	09/01/2003	Your details
Ticket Number:	0000070536	09/01/2003	Re: Thank you!
Ticket Number:	0000070535	09/01/2003	Thank you!
Ticket Number:	0000070533	09/01/2003	Your details
Ticket Number:	0000070883	09/03/2003	Returned mail: see transcript for details
Ticket Number:	0000070833	09/02/2003	your account ieoieaee
Ticket Number:	0000070844	09/02/2003	Wireless Card Question
Ticket Number:	0000070859	09/02/2003	Re: Your application
Ticket Number:	0000070826	09/02/2003	Fw: Returned mail: User unknown
Ticket Number:	0000070818	09/02/2003	Re: Re: My details
Ticket Number:	0000070802	09/02/2003	Virus Warning (fwd)
Ticket Number:	0000070797	09/02/2003	blackboard
Ticket Number:	0000070777	09/02/2003	Fw: Undeliverable mail: Re: Your application
Ticket Number:	0000070895	09/03/2003	Majordomo results: Thank you!
Ticket Number:	0000070766	09/02/2003	OITCLEANER
Ticket Number:	0000070754	09/02/2003	Re: hey
Ticket Number:	0000070750	09/02/2003	Removing a Blackboard Course
Ticket Number:	0000071899	09/11/2003	Reset PIN
Ticket Number:	0000070643	09/02/2003	Thank you!
Ticket Number:	0000070630	09/02/2003	Re: Wicked screensaver
Ticket Number:	0000070690	09/02/2003	remove from my blackboard
Ticket Number:	0000070629	09/02/2003	Re: Re: My details
Ticket Number:	0000070628	09/02/2003	Re: Thank you!

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000070631	09/02/2003	Thank you!
Ticket Number:	0000070627	09/02/2003	Re: Thank you!
Ticket Number:	0000070626	09/02/2003	Re: Details
Ticket Number:	0000070719	09/02/2003	Blackboard Course Removal
Ticket Number:	0000070625	09/02/2003	Re: Re: My details
Ticket Number:	0000070624	09/02/2003	Re: Details
Ticket Number:	0000070623	09/02/2003	Your details
Ticket Number:	0000070622	09/02/2003	Re: That movie
Ticket Number:	0000070621	09/02/2003	Re: Approved
Ticket Number:	0000070620	09/02/2003	Re: Approved
Ticket Number:	0000070619	09/02/2003	Re: Wicked screensaver
Ticket Number:	0000070618	09/02/2003	Re: Details
Ticket Number:	0000070617	09/02/2003	Re: Thank you!
Ticket Number:	0000070616	09/02/2003	Your details
Ticket Number:	0000070615	09/02/2003	Your details
Ticket Number:	0000070614	09/02/2003	Delivery Status Notification (Failure)
Ticket Number:	0000070613	09/02/2003	Re: Thank you!
Ticket Number:	0000070612	09/02/2003	Re: That movie
Ticket Number:	0000070532	09/01/2003	Re: Re: My details
Ticket Number:	0000070531	09/01/2003	Thank you!
Ticket Number:	0000070530	09/01/2003	Re: Thank you!
Ticket Number:	0000070529	09/01/2003	Re: Thank you!
Ticket Number:	0000070528	09/01/2003	Thank you!
Ticket Number:	0000070527	09/01/2003	Re: Thank you!
Ticket Number:	0000070526	09/01/2003	Re: Wicked screensaver
Ticket Number:	0000070525	09/01/2003	Re: That movie
Ticket Number:	0000070524	09/01/2003	Re: Details
Ticket Number:	0000070523	09/01/2003	Re: That movie
Ticket Number:	0000070522	09/01/2003	Your details
Ticket Number:	0000070521	09/01/2003	Re: That movie
Ticket Number:	0000070520	09/01/2003	Re: That movie
Ticket Number:	0000070519	09/01/2003	Re: Re: My details
Ticket Number:	0000070518	09/01/2003	Your details
Ticket Number:	0000070658	09/02/2003	Deleting Old Courses
Ticket Number:	0000070516	09/01/2003	Your details
Ticket Number:	0000070513	09/01/2003	Re: Approved
Ticket Number:	0000070511	09/01/2003	Thank you!
Ticket Number:	0000070510	09/01/2003	Unsubscribe successful
Ticket Number:	0000070509	09/01/2003	Your details
Ticket Number:	0000070507	09/01/2003	Re: Your application
Ticket Number:	0000070654	09/02/2003	Re: Wicked screensaver
Ticket Number:	0000070506	09/01/2003	Your details
Ticket Number:	0000070505	09/01/2003	Re: Wicked screensaver
Ticket Number:	0000070504	09/01/2003	Thank you!
Ticket Number:	0000070503	09/01/2003	Re: Details
Ticket Number:	0000070657	09/02/2003	Delivery Status Notification (Failure)
Ticket Number:	0000070502	09/01/2003	Re: Approved
Ticket Number:	0000070501	09/01/2003	Re: Thank you!
Ticket Number:	0000070659	09/02/2003	Re: That movie
Ticket Number:	0000070500	09/01/2003	Re: Wicked screensaver
Ticket Number:	0000070499	09/01/2003	Thank you!
Ticket Number:	0000070498	09/01/2003	Re: Thank you!
Ticket Number:	0000070663	09/02/2003	Re: Details
Ticket Number:	0000070497	09/01/2003	Re: Your application
Ticket Number:	0000070496	09/01/2003	Re: Approved

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000070495	09/01/2003	Re: Details
Ticket Number:	0000070494	09/01/2003	Re: Re: My details
Ticket Number:	0000070493	09/01/2003	Re: Your application
Ticket Number:	0000070492	09/01/2003	Re: That movie
Ticket Number:	0000070491	09/01/2003	Re: That movie
Ticket Number:	0000070490	09/01/2003	Re: Re: My details
Ticket Number:	0000070667	09/02/2003	Re: Wicked screensaver
Ticket Number:	0000070489	09/01/2003	Your details
Ticket Number:	0000070488	09/01/2003	Re: Wicked screensaver
Ticket Number:	0000070483	09/01/2003	Thank you!
Ticket Number:	0000070482	09/01/2003	Re: Re: My details
Ticket Number:	0000071960	09/11/2003	Generic Meds at Discount Prices! Valium, Xanax, Viagra and more. F
Ticket Number:	0000070669	09/02/2003	Re: Wicked screensaver
Ticket Number:	0000070487	09/01/2003	Re: Your application
Ticket Number:	0000070484	09/01/2003	Re: Thank you!
Ticket Number:	0000071448	09/08/2003	Migration
Ticket Number:	0000070486	09/01/2003	Your details
Ticket Number:	0000072333	09/17/2003	Group Modification
Ticket Number:	0000072817	09/24/2003	For All School Staff and Personnel
Ticket Number:	0000072816	09/24/2003	senders getting email bounce backs, can't receive mail intermittently
Ticket Number:	0000072813	09/24/2003	drop class on blackboard
Ticket Number:	0000072812	09/24/2003	Work Order Request
Ticket Number:	0000072807	09/24/2003	Perl Question
Ticket Number:	0000072806	09/24/2003	Work Order Request
Ticket Number:	0000072805	09/24/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000072793	09/24/2003	removal of old course from blackboard
Ticket Number:	0000072785	09/24/2003	TO DELETE A BLACKBOARD COURSE
Ticket Number:	0000072776	09/24/2003	blackboard course
Ticket Number:	0000072768	09/24/2003	quota increase
Ticket Number:	0000072767	09/24/2003	quota problems
Ticket Number:	0000072754	09/24/2003	No subject
Ticket Number:	0000072752	09/24/2003	Aging
Ticket Number:	0000072703	09/23/2003	Microsoft Spamming
Ticket Number:	0000072729	09/23/2003	quota increase
Ticket Number:	0000072613	09/23/2003	No subject
Ticket Number:	0000072686	09/23/2003	Disk Usage
Ticket Number:	0000072698	09/23/2003	McAfee Antivirus CD Borrowed
Ticket Number:	0000072733	09/24/2003	Lab Check 9/24/03 12:00am
Ticket Number:	0000072732	09/24/2003	Work Order Request
Ticket Number:	0000072838	09/24/2003	=?GB2312?B?vsXUwrn6vMq5+sTau/rGsbzbuPE=?=
Ticket Number:	0000072721	09/23/2003	New tracker from IMchaos
Ticket Number:	0000072719	09/23/2003	Work Order Request
Ticket Number:	0000072718	09/23/2003	account set-up
Ticket Number:	0000072717	09/23/2003	Work Order Request
Ticket Number:	0000072704	09/23/2003	CD: McAfee Virus 4.5.1SP1
Ticket Number:	0000072701	09/23/2003	=?GB2312?B?vsXUwrn6vMq5+sTau/rGsbzbuPE=?=
Ticket Number:	0000072694	09/23/2003	Network Jack
Ticket Number:	0000072684	09/23/2003	problems importing a table in ms access xp
Ticket Number:	0000072681	09/23/2003	Fw: Sigma Plot
Ticket Number:	0000072672	09/23/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000072669	09/23/2003	Blackboard Course Removal
Ticket Number:	0000072629	09/23/2003	Course Deletion Request
Ticket Number:	0000072691	09/23/2003	activate PT instructor's account
Ticket Number:	0000072627	09/23/2003	No subject
Ticket Number:	0000072620	09/23/2003	2 questions about Squirrelmail

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000072617	09/23/2003	Mailing list
Ticket Number:	0000072603	09/23/2003	[Fwd: Re: New Internet Worm Discovered Thursday, September 18, 2
Ticket Number:	0000072598	09/23/2003	Re: submit
Ticket Number:	0000072597	09/23/2003	southcampus-gw outage
Ticket Number:	0000072587	09/23/2003	No subject
Ticket Number:	0000072653	09/23/2003	remedy account request
Ticket Number:	0000072646	09/23/2003	this email
Ticket Number:	0000072632	09/23/2003	Software Problem
Ticket Number:	0000072586	09/23/2003	=?GB2312?B?vsXUwrn6vMq5+sTau/rGsbzbuPE=?=
Ticket Number:	0000072584	09/23/2003	Lab Check 9/23/03 12:00am
Ticket Number:	0000072580	09/22/2003	please create UMBC accounts
Ticket Number:	0000072577	09/22/2003	22 Sep 9PM Lab check
Ticket Number:	0000072571	09/22/2003	Removal of Blackboard Courses
Ticket Number:	0000072568	09/22/2003	McAfee CD loan
Ticket Number:	0000072561	09/22/2003	Quota increase for faculty customer
Ticket Number:	0000072559	09/22/2003	Great News!
Ticket Number:	0000072589	09/23/2003	labcheck for 9/23/2003, 4:00am
Ticket Number:	0000072588	09/23/2003	=?GB2312?B?vsXUwrn6vMq5+sTau/rGsbzbuPE=?=
Ticket Number:	0000072537	09/22/2003	Visited your site
Ticket Number:	0000072534	09/22/2003	disk usage
Ticket Number:	0000072533	09/22/2003	Can't access email
Ticket Number:	0000072575	09/22/2003	Off Campus Access
Ticket Number:	0000072509	09/22/2003	Removing old classes from Blackboard
Ticket Number:	0000072502	09/22/2003	Request to remove old courses
Ticket Number:	0000072497	09/22/2003	Remove me from old Blackboard course
Ticket Number:	0000072477	09/22/2003	popup ads
Ticket Number:	0000072476	09/22/2003	Work Order Request
Ticket Number:	0000072472	09/21/2003	Blackboard
Ticket Number:	0000072474	09/21/2003	Work Order Request
Ticket Number:	0000072470	09/21/2003	21 Sep 9PM Lab check
Ticket Number:	0000072468	09/21/2003	Lab Check 9/21/03 6:00 pm
Ticket Number:	0000072457	09/21/2003	Mail
Ticket Number:	0000072453	09/20/2003	Requesting Removal from Old Blackboard Courses
Ticket Number:	0000072446	09/20/2003	Lab Check 9/20/03 - 7:30p
Ticket Number:	0000072413	09/18/2003	Work Order Request
Ticket Number:	0000072715	09/23/2003	Request to be removed from Old Blackboard Course
Ticket Number:	0000072396	09/17/2003	Playing CDs
Ticket Number:	0000072389	09/17/2003	exceeded profile help!
Ticket Number:	0000072375	09/17/2003	Revised Document
Ticket Number:	0000072364	09/17/2003	Work Order Request
Ticket Number:	0000072336	09/17/2003	[Fwd: Re: Novell Customers Scheduled to Receive Security Patch
Ticket Number:	0000072309	09/17/2003	Labcheck 3am
Ticket Number:	0000072207	09/16/2003	labcheck for 9/16/2003, 5am
Ticket Number:	0000070858	09/02/2003	Undeliverable message returned to sender
Ticket Number:	0000070847	09/02/2003	account activation dave dia
Ticket Number:	0000070850	09/02/2003	Re: Approved
Ticket Number:	0000070860	09/02/2003	Generic Meds at Discount Prices! Valium, Xanax, Viagra and more. F
Ticket Number:	0000070862	09/02/2003	Re: My details
Ticket Number:	0000070864	09/02/2003	suspicious emails
Ticket Number:	0000070869	09/03/2003	Now copy DVD's in 14 Languages! 239113
Ticket Number:	0000070884	09/03/2003	I have a question.
Ticket Number:	0000070881	09/03/2003	Your details
Ticket Number:	0000070880	09/03/2003	À"µãÁã»"
Ticket Number:	0000070876	09/03/2003	[Fwd: WARNING: YOU MAY HAVE A VIRUS]
Ticket Number:	0000070875	09/03/2003	Virus

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000070874	09/03/2003	remove courses from blackboard
Ticket Number:	0000070873	09/03/2003	RE: Your details (verification)
Ticket Number:	0000070871	09/03/2003	Re: Re: My details
Ticket Number:	0000070870	09/03/2003	Re: Wicked screensaver
Ticket Number:	0000071040	09/04/2003	Re: That movie
Ticket Number:	0000071039	09/03/2003	Undeliverable message returned to sender
Ticket Number:	0000071037	09/03/2003	Thank you for your E-mail
Ticket Number:	0000071035	09/03/2003	No subject
Ticket Number:	0000071033	09/03/2003	Re: Your application
Ticket Number:	0000071031	09/03/2003	Re: Approved
Ticket Number:	0000071024	09/03/2003	Re: That movie
Ticket Number:	0000071017	09/03/2003	question
Ticket Number:	0000070972	09/03/2003	create novell account for username 'hayashi'
Ticket Number:	0000071258	09/05/2003	Remove These Classes Please
Ticket Number:	0000071266	09/05/2003	disk space problem
Ticket Number:	0000071245	09/05/2003	Psyc210 checking accounts for class
Ticket Number:	0000071244	09/05/2003	UMBC Blackboard Student Course Deletion Request
Ticket Number:	0000071243	09/05/2003	Removing a Blackboard Course
Ticket Number:	0000071234	09/05/2003	Re: Your application
Ticket Number:	0000071232	09/05/2003	Virus Detected In Mail Sent To You! (fwd)
Ticket Number:	0000071221	09/05/2003	Re: Misunderstanding
Ticket Number:	0000071212	09/05/2003	Re: Thank you!
Ticket Number:	0000071211	09/05/2003	Re: Details
Ticket Number:	0000071210	09/05/2003	Unsubscribe successful
Ticket Number:	0000071209	09/05/2003	Undeliverable message returned to sender
Ticket Number:	0000071208	09/05/2003	Undeliverable message returned to sender
Ticket Number:	0000071207	09/05/2003	Undeliverable message returned to sender
Ticket Number:	0000071206	09/05/2003	Re: Your application
Ticket Number:	0000071205	09/04/2003	Re: Details
Ticket Number:	0000071204	09/04/2003	Your details
Ticket Number:	0000071203	09/04/2003	Unable to deliver your message
Ticket Number:	0000071202	09/04/2003	Re: That movie
Ticket Number:	0000071201	09/04/2003	Re: Re: My details
Ticket Number:	0000071198	09/04/2003	resnet
Ticket Number:	0000071197	09/04/2003	Your details
Ticket Number:	0000071186	09/04/2003	Netscape Sent Mail cannot save
Ticket Number:	0000071185	09/04/2003	SAS 8 CD Loan
Ticket Number:	0000071182	09/04/2003	Customer needs fix for Blaster.Worm virus on CD
Ticket Number:	0000071181	09/04/2003	request to be deleted from a course on blackboard
Ticket Number:	0000071196	09/04/2003	course deletion request
Ticket Number:	0000071172	09/04/2003	auto forward
Ticket Number:	0000071171	09/04/2003	blackboard courses
Ticket Number:	0000071169	09/04/2003	Majordomo results: Re: Details
Ticket Number:	0000071490	09/08/2003	PC Install ite452b
Ticket Number:	0000071160	09/04/2003	How do I DELETE folders in Squirrelmail?
Ticket Number:	0000071150	09/04/2003	Customer does not show up as faculty in Webadmin
Ticket Number:	0000071142	09/04/2003	webmail
Ticket Number:	0000071140	09/04/2003	Please Remove Me From 2 Courses
Ticket Number:	0000071136	09/04/2003	network connections
Ticket Number:	0000071132	09/04/2003	increase AFS quota
Ticket Number:	0000071127	09/04/2003	add owner to pts group for web access
Ticket Number:	0000071120	09/04/2003	virus found in sent message "Re: Wicked screensaver"
Ticket Number:	0000071173	09/04/2003	Re: Re: My details
Ticket Number:	0000071103	09/04/2003	remove blackboard class
Ticket Number:	0000071099	09/04/2003	problem with new mail system

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000071077	09/04/2003	deleting folders
Ticket Number:	0000071066	09/04/2003	RE: Disk usage
Ticket Number:	0000071694	09/09/2003	Work Order Request
Ticket Number:	0000071048	09/04/2003	Re: Wicked screensaver
Ticket Number:	0000071047	09/04/2003	RE: Re: Thank you! (verification)
Ticket Number:	0000071046	09/04/2003	Re: Approved
Ticket Number:	0000071045	09/04/2003	Http Services
Ticket Number:	0000071044	09/04/2003	Re: That movie
Ticket Number:	0000071043	09/04/2003	Unable to deliver your message
Ticket Number:	0000071042	09/04/2003	Majordomo results: Re: That movie
Ticket Number:	0000071041	09/04/2003	Your details
Ticket Number:	0000070969	09/03/2003	Work Order Request
Ticket Number:	0000070966	09/03/2003	Work Order Request
Ticket Number:	0000070963	09/03/2003	Work Order Request
Ticket Number:	0000070959	09/03/2003	Work Order Request
Ticket Number:	0000070958	09/03/2003	Work Order Request?'To='email'
Ticket Number:	0000070956	09/03/2003	Fw: Returned mail: User unknown another piece of mystery mail
Ticket Number:	0000070955	09/03/2003	Work Order Request
Ticket Number:	0000071026	09/03/2003	I cannot get into Blackboard
Ticket Number:	0000071003	09/03/2003	removal from a list on listproc
Ticket Number:	0000070997	09/03/2003	Fw: Virus Warning
Ticket Number:	0000070990	09/03/2003	Re: Wicked screensaver
Ticket Number:	0000070974	09/03/2003	Re: kokoe1@umbc.edu
Ticket Number:	0000070973	09/03/2003	Work Order Request
Ticket Number:	0000070944	09/03/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000070941	09/03/2003	Online Remedy work order submittal problems
Ticket Number:	0000071580	09/09/2003	Re: Details
Ticket Number:	0000070938	09/03/2003	Request to delete a course from blackboard
Ticket Number:	0000071978	09/12/2003	question about SCP log in
Ticket Number:	0000070936	09/03/2003	Deleting items
Ticket Number:	0000070934	09/03/2003	Question re: my acct
Ticket Number:	0000070916	09/03/2003	Delete course IFSM 731 Electronic Commerce from blackboard
Ticket Number:	0000070965	09/03/2003	Undeliverable message returned to sender
Ticket Number:	0000070929	09/03/2003	activate faculty
Ticket Number:	0000070925	09/03/2003	Re: Approved
Ticket Number:	0000070910	09/03/2003	Please Unenroll me from Old Blackboard Classes
Ticket Number:	0000070907	09/03/2003	Delete course IFSM 460C/660C Health Informatics I from blackboard
Ticket Number:	0000070888	09/03/2003	Re: Re: My details
Ticket Number:	0000070887	09/03/2003	Thank you!
Ticket Number:	0000070865	09/03/2003	FW: difficulties with the digital drop box
Ticket Number:	0000070976	09/03/2003	Removing Blackboard Courses
Ticket Number:	0000070942	09/03/2003	Request to be removed from Old Blackboard Course
Ticket Number:	0000070863	09/02/2003	Re: kokoe1@umbc.edu
Ticket Number:	0000070861	09/02/2003	Thank you!
Ticket Number:	0000071257	09/05/2003	Re: Approved
Ticket Number:	0000070857	09/02/2003	Re: Wicked screensaver
Ticket Number:	0000070852	09/02/2003	student not showing up on BlackBoard
Ticket Number:	0000071334	09/05/2003	No subject
Ticket Number:	0000070971	09/03/2003	e-mail account
Ticket Number:	0000071369	09/06/2003	Aging
Ticket Number:	0000071385	09/06/2003	diskspace
Ticket Number:	0000071578	09/09/2003	Re: Thank you!
Ticket Number:	0000071577	09/09/2003	Re: That movie
Ticket Number:	0000071575	09/09/2003	Thank you!
Ticket Number:	0000071576	09/09/2003	"They Reduced My 29,000 Of Debt To 15,000!" [September 2003] r

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000071574	09/09/2003	Unable to deliver your message
Ticket Number:	0000071572	09/09/2003	Re: Your application
Ticket Number:	0000071571	09/09/2003	From Von
Ticket Number:	0000071564	09/08/2003	Re: Re: My details
Ticket Number:	0000071567	09/08/2003	Your details
Ticket Number:	0000071585	09/09/2003	Thank you!
Ticket Number:	0000071663	09/09/2003	Undeliverable message returned to sender
Ticket Number:	0000071581	09/09/2003	Help! Ticket #71095 Name Change
Ticket Number:	0000071579	09/09/2003	your account exohooraa
Ticket Number:	0000071559	09/08/2003	Help!
Ticket Number:	0000071555	09/08/2003	Undeliverable message returned to sender (spam)
Ticket Number:	0000071553	09/08/2003	Squirrel Mail
Ticket Number:	0000071551	09/08/2003	Ticket ID : 0000069891New problem
Ticket Number:	0000071541	09/08/2003	Remove 436
Ticket Number:	0000071540	09/08/2003	Blackboard Update
Ticket Number:	0000071532	09/08/2003	Re: Details
Ticket Number:	0000071425	09/07/2003	empty
Ticket Number:	0000071422	09/07/2003	Generic Meds at Discount Prices! Valium, Xanax, Viagra and more. F
Ticket Number:	0000071420	09/07/2003	Work Order Request
Ticket Number:	0000071419	09/07/2003	help!
Ticket Number:	0000071411	09/07/2003	Blackboard???
Ticket Number:	0000071401	09/07/2003	virus message
Ticket Number:	0000071391	09/07/2003	deletion request
Ticket Number:	0000071384	09/06/2003	Work Order Request
Ticket Number:	0000071383	09/06/2003	Work Order Request
Ticket Number:	0000071822	09/10/2003	increase quota size?
Ticket Number:	0000071819	09/10/2003	Enter/Create myUMBC account
Ticket Number:	0000071815	09/10/2003	New Ticket
Ticket Number:	0000071814	09/10/2003	Blackboard Course Removal
Ticket Number:	0000071805	09/10/2003	No subject
Ticket Number:	0000071440	09/08/2003	Remove from BB course
Ticket Number:	0000071765	09/10/2003	My email
Ticket Number:	0000071764	09/10/2003	Password Reset
Ticket Number:	0000071763	09/10/2003	No subject
Ticket Number:	0000071759	09/10/2003	[Fwd: Virus Detected In Mail Sent To You!]
Ticket Number:	0000071758	09/10/2003	ahhhh
Ticket Number:	0000071767	09/10/2003	Aging for the Southern District
Ticket Number:	0000071730	09/10/2003	help: QUOTA WARNING for your myUMBC account
Ticket Number:	0000071729	09/10/2003	Re: Your application
Ticket Number:	0000071423	09/07/2003	Re: thank you
Ticket Number:	0000071728	09/10/2003	Your details
Ticket Number:	0000071726	09/09/2003	Blackboard
Ticket Number:	0000071725	09/09/2003	Undeliverable message returned to sender
Ticket Number:	0000071723	09/09/2003	No subject
Ticket Number:	0000071721	09/09/2003	Account creation request for external collaborator
Ticket Number:	0000071713	09/09/2003	blackboard course removal
Ticket Number:	0000071710	09/09/2003	Re: Wicked screensaver
Ticket Number:	0000071709	09/09/2003	Please Remove Class
Ticket Number:	0000071706	09/09/2003	Work Order Request
Ticket Number:	0000071697	09/09/2003	Old Blackboard Class Listings
Ticket Number:	0000071700	09/09/2003	Undeliverable message returned to sender
Ticket Number:	0000071691	09/09/2003	new student - 641
Ticket Number:	0000071493	09/08/2003	please drop courses from blackboard
Ticket Number:	0000071681	09/09/2003	Re: Approved
Ticket Number:	0000071676	09/09/2003	blackboard

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000072824	09/24/2003	spam mail
Ticket Number:	0000071656	09/09/2003	Adding GEOG 311
Ticket Number:	0000071639	09/09/2003	Re: Approved
Ticket Number:	0000071610	09/09/2003	Lab Stuff Welcomes Precisa Balance!
Ticket Number:	0000071470	09/08/2003	blackboard
Ticket Number:	0000072237	09/16/2003	09/16 Tape change.
Ticket Number:	0000071431	09/08/2003	Undeliverable message returned to sender
Ticket Number:	0000071370	09/06/2003	UMBC Internet Access
Ticket Number:	0000071366	09/06/2003	Problems with my email account
Ticket Number:	0000071364	09/06/2003	Re: Course Compass
Ticket Number:	0000071362	09/06/2003	reading newsgroups
Ticket Number:	0000071345	09/05/2003	Port/Firewall Information
Ticket Number:	0000071839	09/10/2003	Webmail Quota
Ticket Number:	0000071841	09/10/2003	query about remote login without password.
Ticket Number:	0000071856	09/10/2003	No subject
Ticket Number:	0000072178	09/15/2003	blackboard old courses removal request
Ticket Number:	0000071964	09/11/2003	Form posted from Microsoft Internet Explorer.
Ticket Number:	0000072205	09/16/2003	Lab Check 9/16/03 12:00am
Ticket Number:	0000072197	09/15/2003	student problem with blackboard
Ticket Number:	0000072195	09/15/2003	Now Available: New Versions of Flash, Dreamweaver, and More
Ticket Number:	0000072192	09/15/2003	Check Customer against BB database
Ticket Number:	0000072186	09/15/2003	Deleting a blackboard Course
Ticket Number:	0000072169	09/15/2003	Course Deletion
Ticket Number:	0000072108	09/15/2003	New Employee
Ticket Number:	0000072098	09/14/2003	removal from blackboard
Ticket Number:	0000072093	09/14/2003	drop class on blackboard
Ticket Number:	0000072086	09/14/2003	Deleting a Course
Ticket Number:	0000072085	09/14/2003	UMBC Blackboard Student Course Deletion Request
Ticket Number:	0000072083	09/14/2003	course deletion on blackboard
Ticket Number:	0000072184	09/15/2003	UMBC Password Reset
Ticket Number:	0000072066	09/13/2003	My email NAME is wrong...
Ticket Number:	0000072055	09/12/2003	Remove courses from blackboard
Ticket Number:	0000071853	09/10/2003	Stata
Ticket Number:	0000072052	09/12/2003	Deleting blackboard courses
Ticket Number:	0000072046	09/12/2003	No subject
Ticket Number:	0000072020	09/12/2003	Borrowing Matlab 12.1 Documentation CD
Ticket Number:	0000072009	09/12/2003	No subject
Ticket Number:	0000072007	09/12/2003	Work Order Request
Ticket Number:	0000072330	09/17/2003	Windows Update messed up winlogon.exe
Ticket Number:	0000071954	09/11/2003	Account Quota Increase request
Ticket Number:	0000071952	09/11/2003	Over Quota
Ticket Number:	0000072452	09/20/2003	09/20 lab check.
Ticket Number:	0000071912	09/11/2003	Re: Hello
Ticket Number:	0000072311	09/17/2003	Labcheck 6am
Ticket Number:	0000072308	09/17/2003	Labcheck
Ticket Number:	0000072307	09/16/2003	=?gb2312?B?scq8x7G+tefE1NeowvQ=?= (spam)
Ticket Number:	0000072303	09/16/2003	labcheck for 9/16/2003, 9:30pm
Ticket Number:	0000072302	09/16/2003	RE: Virus Detected E-mail
Ticket Number:	0000072299	09/16/2003	No subject
Ticket Number:	0000072291	09/16/2003	Problems with acroread
Ticket Number:	0000072282	09/16/2003	Work Order Request
Ticket Number:	0000072158	09/15/2003	please put employee on database
Ticket Number:	0000072149	09/15/2003	hold a blaster worm cd
Ticket Number:	0000072141	09/15/2003	Unable to Login to Resnet
Ticket Number:	0000072538	09/22/2003	[Fwd: Re: Re: Re: Welcome, and please keep checking announcements

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000072133	09/15/2003	Work Order Request
Ticket Number:	0000071888	09/11/2003	blackboard course deletion request
Ticket Number:	0000071880	09/11/2003	Contamination in my UMBC7 account
Ticket Number:	0000071875	09/11/2003	Work Order Request
Ticket Number:	0000071837	09/10/2003	Course Deletion Request
Ticket Number:	0000071869	09/11/2003	Re: homework 10 questions
Ticket Number:	0000071868	09/11/2003	Disk Usage
Ticket Number:	0000071857	09/11/2003	Deletion of Blackboard course
Ticket Number:	0000071862	09/11/2003	Work Order Request
Ticket Number:	0000071971	09/12/2003	Quota increase for Staff member
Ticket Number:	0000071970	09/12/2003	Quota Increase
Ticket Number:	0000071968	09/11/2003	storing info on the web?
Ticket Number:	0000071966	09/11/2003	Customer needs to be added to Bb db
Ticket Number:	0000071961	09/11/2003	Deleting Dropped Courses from Blackboard
Ticket Number:	0000071957	09/11/2003	Problem with a Folder
Ticket Number:	0000071942	09/11/2003	Remove course from Blackboard
Ticket Number:	0000071940	09/11/2003	Re: Using blackboard?
Ticket Number:	0000071935	09/11/2003	Matlab CD borrowed
Ticket Number:	0000071933	09/11/2003	Re: Enrolled
Ticket Number:	0000072819	09/24/2003	IFSM 403 Disk Space
Ticket Number:	0000072844	09/25/2003	=?GB2312?B?vsXUwrn6vMq5+sTau/rGsbzbuPE=?=
Ticket Number:	0000073272	09/27/2003	new students/UMBC accounts
Ticket Number:	0000072928	09/25/2003	Is your cock to small? 239553
Ticket Number:	0000072900	09/25/2003	Accessing mail with Outlook Express
Ticket Number:	0000072876	09/25/2003	Request to be removed from Old Blackboard Course
Ticket Number:	0000072870	09/25/2003	Managing Listproc
Ticket Number:	0000072842	09/25/2003	Produce Stronger Erections 239540
Ticket Number:	0000072835	09/24/2003	MS Office XP CD checkout
Ticket Number:	0000072837	09/24/2003	[help]couldn't get connected
Ticket Number:	0000072836	09/24/2003	Firewall question/concern
Ticket Number:	0000072825	09/24/2003	McAfee CD checkout
Ticket Number:	0000073240	09/27/2003	Squirrel Mail
Ticket Number:	0000073234	09/27/2003	Difficulty playing MMORPG due to port blocking/firewall
Ticket Number:	0000073184	09/26/2003	09/26 Labcheck.
Ticket Number:	0000073174	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073028	09/26/2003	Account Deactivation Notification (fwd)
Ticket Number:	0000072972	09/26/2003	???
Ticket Number:	0000072952	09/26/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000072939	09/25/2003	UMBC Account Creation
Ticket Number:	0000072922	09/25/2003	Work Order Request
anoop1		<u>Total:</u> 7	
Closed		<u>Total:</u> 7	
Ticket Number:	0000071901	09/11/2003	Microsoft Office CD borrowed
Ticket Number:	0000072199	09/15/2003	SSH Connection problems
Ticket Number:	0000072033	09/12/2003	MS Office XP CD 1 of 2
Ticket Number:	0000071664	09/09/2003	spss for windows ; 1 cd due 9/10 @2:30
Ticket Number:	0000072762	09/24/2003	Office XP CD checkout
Ticket Number:	0000072692	09/23/2003	Borrowed Virex 7 for Mac OS X
Ticket Number:	0000073598	09/30/2003	RedHat CD loaned out

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
ha2	Total: 24	
Closed	Total: 24	
Ticket Number: 0000073331	09/28/2003	South Campus Network Outage: noc2 shows all network hardware "d
Ticket Number: 0000073339	09/28/2003	Account quota increase request
Ticket Number: 0000071180	09/04/2003	Virus Alert
Ticket Number: 0000072464	09/21/2003	0.0.0.0 IP; Chesapeake 312
Ticket Number: 0000072471	09/21/2003	help
Ticket Number: 0000072399	09/17/2003	Borrowing Microsoft Office XP
Ticket Number: 0000071183	09/04/2003	Re: Details
Ticket Number: 0000071191	09/04/2003	Expand Your Penis Up To 20% Thicker 239147
Ticket Number: 0000071192	09/04/2003	Re: Your application
Ticket Number: 0000070981	09/03/2003	Matlab, 2 discs due 9/4 @ 3:30
Ticket Number: 0000071414	09/07/2003	Re: Details
Ticket Number: 0000071561	09/08/2003	Re: Re: My details
Ticket Number: 0000071562	09/08/2003	Asset Security Alert
Ticket Number: 0000071563	09/08/2003	Asset Security Alert
Ticket Number: 0000071776	09/10/2003	Borrowing XP CD (1 disc)
Ticket Number: 0000071415	09/07/2003	Re: That movie
Ticket Number: 0000071846	09/10/2003	Resnet Setup for Student; Erickson 245B
Ticket Number: 0000072059	09/13/2003	Alumni User lgrego2 is missing inbox
Ticket Number: 0000072090	09/14/2003	Work Order Request
Ticket Number: 0000072100	09/14/2003	Asset Security Alert
Ticket Number: 0000072084	09/14/2003	Asset Security Alert
Ticket Number: 0000071918	09/11/2003	matlab cd checked out
Ticket Number: 0000072932	09/25/2003	Password reset request
Ticket Number: 0000073149	09/26/2003	UMBC Linux 1.1 CD Loan
jperron1	Total: 6	
Closed	Total: 6	
Ticket Number: 0000072940	09/25/2003	New Update Notification >> Please Confirm <<
Ticket Number: 0000071908	09/11/2003	Matlab Cd (Windows) borrowed
Ticket Number: 0000072310	09/17/2003	ÔÚÍøÂçÕÒÁã»"Ç®;£;££
Ticket Number: 0000071460	09/08/2003	Re: Approved
Ticket Number: 0000073412	09/29/2003	
Ticket Number: 0000073425	09/29/2003	Can't login to webmail or gl through ssh
kherna1	Total: 15	
Resolved	Total: 1	
Ticket Number: 0000071606	09/09/2003	SAS 8.1 for Windows
Closed	Total: 14	
Ticket Number: 0000070683	09/02/2003	cd loan
Ticket Number: 0000070705	09/02/2003	cd loan
Ticket Number: 0000070699	09/02/2003	Blackboard external links
Ticket Number: 0000072428	09/19/2003	[Fwd: Latest Network Critical Upgrade]
Ticket Number: 0000072711	09/23/2003	MSN Office XP CD
Ticket Number: 0000072770	09/24/2003	Borrowed VS 6.0 2CDs and SP5.
Ticket Number: 0000072693	09/23/2003	SAS 8.1 borrowed (4)
Ticket Number: 0000072168	09/15/2003	software from home for library
Ticket Number: 0000071643	09/09/2003	barrowing Red hat 1.1 Cd
Ticket Number: 0000070806	09/02/2003	Macafee CD
Ticket Number: 0000071917	09/11/2003	Matlab Cd borrowed
Ticket Number: 0000072131	09/15/2003	Profile Storage Space
Ticket Number: 0000072161	09/15/2003	Dial-up failiar
Ticket Number: 0000072159	09/15/2003	Registering for a Blackboard course

kincaid

Create

Date

Total: **62**

Short Description

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000073006	09/26/2003	62	Work Order Request
Ticket Number: 0000070843	09/02/2003		Unable to deliver your message
Ticket Number: 0000071327	09/05/2003		Re: Approved
Ticket Number: 0000071324	09/05/2003		Re: Approved
Ticket Number: 0000071316	09/05/2003		Re: Details
Ticket Number: 0000071315	09/05/2003		Re: Details
Ticket Number: 0000071255	09/05/2003		Re: Approved
Ticket Number: 0000071230	09/05/2003		Blocked attachment type found in sent message "Your details"
Ticket Number: 0000071165	09/04/2003		help please JV Form
Ticket Number: 0000071117	09/04/2003		Re: Details
Ticket Number: 0000071111	09/04/2003		Re: Details
Ticket Number: 0000071109	09/04/2003		Re: Wicked screensaver
Ticket Number: 0000071028	09/03/2003		Re: That movie
Ticket Number: 0000071128	09/04/2003		Re: Your application
Ticket Number: 0000071051	09/04/2003		Majordomo results: Thank you!
Ticket Number: 0000071025	09/03/2003		Re: Thank you!
Ticket Number: 0000071020	09/03/2003		Majordomo results: Re: Your application
Ticket Number: 0000071019	09/03/2003		Re: Your details
Ticket Number: 0000071016	09/03/2003		Majordomo results: Re: Re: My details
Ticket Number: 0000070992	09/03/2003		Re: Details
Ticket Number: 0000070991	09/03/2003		Re: Wicked screensaver
Ticket Number: 0000070988	09/03/2003		Auto-Response
Ticket Number: 0000070952	09/03/2003		Create PS/FS accounts
Ticket Number: 0000070882	09/03/2003		Thank you!
Ticket Number: 0000070867	09/03/2003		Unsubscribe successful
Ticket Number: 0000070866	09/03/2003		Content violation
Ticket Number: 0000070849	09/02/2003		Delivery Status Notification (Failure)
Ticket Number: 0000071256	09/05/2003		Create PS/FS accounts
Ticket Number: 0000071343	09/05/2003		Re: Wicked screensaver
Ticket Number: 0000071598	09/09/2003		Create PS/FS accounts
Ticket Number: 0000071582	09/09/2003		Majordomo results: Re: Details
Ticket Number: 0000071543	09/08/2003		Virus Warning
Ticket Number: 0000071510	09/08/2003		Re: Re: My details (spam)
Ticket Number: 0000071508	09/08/2003		Re: Wicked screensaver (spam)
Ticket Number: 0000071503	09/08/2003		Finance
Ticket Number: 0000071436	09/08/2003		Majordomo results: Thank you!
Ticket Number: 0000071435	09/08/2003		Re: Approved
Ticket Number: 0000071434	09/08/2003		Re: Details
Ticket Number: 0000071433	09/08/2003		=?iso-8859-1?Q?Virus_d=E9tect=E9_dans_le_message_=22Details=
Ticket Number: 0000071432	09/08/2003		Re: Your application
Ticket Number: 0000071405	09/07/2003		Thank you!
Ticket Number: 0000071731	09/10/2003		Please confirm your request to join euroletter
Ticket Number: 0000071400	09/07/2003		Re: Re: My details
Ticket Number: 0000071396	09/07/2003		Re: Wicked screensaver
Ticket Number: 0000071394	09/07/2003		Re: Re: My details
Ticket Number: 0000071393	09/07/2003		Re: Approved
Ticket Number: 0000071390	09/06/2003		Re: Wicked screensaver
Ticket Number: 0000071388	09/06/2003		Re: Wicked screensaver
Ticket Number: 0000071387	09/06/2003		Re: Wicked screensaver
Ticket Number: 0000071382	09/06/2003		Content violation
Ticket Number: 0000071651	09/09/2003		Majordomo results: Re: Re: My details
Ticket Number: 0000071421	09/07/2003		Thank you!
Ticket Number: 0000071418	09/07/2003		Majordomo results: Re: Approved
Ticket Number: 0000071365	09/06/2003		Re: Re: My details

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000072408	09/18/2003	No subject
Ticket Number: 0000072749	09/24/2003	Lost Reflections Password
Ticket Number: 0000072602	09/23/2003	Install Gradebook on Dr Rabin's pc
Ticket Number: 0000071004	09/03/2003	Re: That movie
Ticket Number: 0000070798	09/02/2003	Delivery Status Notification (Failure)
Ticket Number: 0000070671	09/02/2003	Attn: Barbara e-mail account for new Crestone person
Ticket Number: 0000071010	09/03/2003	Re: Details
Ticket Number: 0000071595	09/09/2003	Re: That movie
mnolan1	<u>Total:</u> 6	
Closed	<u>Total:</u> 6	
Ticket Number: 0000072459	09/21/2003	169 IP Address; Patapsco 206
Ticket Number: 0000072545	09/22/2003	SAS cd loan for klesser
Ticket Number: 0000072695	09/23/2003	Needs a Quota Increases
Ticket Number: 0000071628	09/09/2003	CD checkout SAS 8.1
Ticket Number: 0000071174	09/04/2003	Patapsco 221- Customer getting 169 ip, told to unistall program and i
Ticket Number: 0000072152	09/15/2003	SAS CD loan
moneill1	<u>Total:</u> 19	
Closed	<u>Total:</u> 19	
Ticket Number: 0000071881	09/11/2003	UMBC Account Password Reset for kim8
Ticket Number: 0000072143	09/15/2003	UMBC Account Password Reset for kimhr
Ticket Number: 0000072774	09/24/2003	Computer not outputting video
Ticket Number: 0000072942	09/25/2003	UMBC Linux Checked out
Ticket Number: 0000073114	09/26/2003	Quota increase for student
Ticket Number: 0000072991	09/26/2003	UMBC Account Password Reset for cpietro1
Ticket Number: 0000070890	09/03/2003	ACIV-B484; machine setup by staff now has virus
Ticket Number: 0000071108	09/04/2003	UMBC Account Password Reset for stalker
Ticket Number: 0000071319	09/05/2003	UMBC Account Password Reset for russell1
Ticket Number: 0000071236	09/05/2003	Financial Aid front office; no display on monitor but hard drive
Ticket Number: 0000070903	09/03/2003	Borrowed McAfee CD.
Ticket Number: 0000071455	09/08/2003	UMBC Account Password Reset for doff1
Ticket Number: 0000071281	09/05/2003	MCafee4.5.1 cd borrowed
Ticket Number: 0000071487	09/08/2003	Office XP CD Loan
Ticket Number: 0000071775	09/10/2003	Borrowed UMBC 1.1 CD.
Ticket Number: 0000071685	09/09/2003	matlab v 11 for win ; 1 cd due back 9/11 @4:00
Ticket Number: 0000072510	09/22/2003	UMBC Account Password Reset for lanman
Ticket Number: 0000072772	09/24/2003	Document transfer between computers (467 Fine arts)
Ticket Number: 0000070755	09/02/2003	loaned McAfee AV ; 1 disc due on 9/03 @ 2:20

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
myers	<u>Total:</u>	22	
Closed	<u>Total:</u>	22	
Ticket Number: 0000071788	09/10/2003		Security Password/Implemented for LRC
Ticket Number: 0000070770	09/02/2003		USR0010.GENL needs to be aborted
Ticket Number: 0000072319	09/17/2003		MVBM4009 Tape Load
Ticket Number: 0000072346	09/17/2003		check on ticket 0000072108
Ticket Number: 0000072668	09/23/2003		HP Password reset
Ticket Number: 0000072351	09/17/2003		psyc 200/401
Ticket Number: 0000071928	09/11/2003		psyc 100/exam 1
Ticket Number: 0000071504	09/08/2003		HP Account for Fran Baker
Ticket Number: 0000071666	09/09/2003		MVBR4024 Tape
Ticket Number: 0000071635	09/09/2003		HP Account
Ticket Number: 0000070911	09/03/2003		Suspend ACCTLJ7N Printer
Ticket Number: 0000071280	09/05/2003		creation of Reflection account
Ticket Number: 0000071151	09/04/2003		needs Reflection account created
Ticket Number: 0000071887	09/11/2003		Reset password for AID0229.SAR
Ticket Number: 0000072350	09/17/2003		PSYC370 Exam
Ticket Number: 0000072151	09/15/2003		PYSICS 112 Exam
Ticket Number: 0000072031	09/12/2003		Please activate user so that email can be created
Ticket Number: 0000072021	09/12/2003		Psyc 100/Exam for Lisa Jordan
Ticket Number: 0000071976	09/12/2003		JHP Account: Justine M. Johnson/Myerhoff
Ticket Number: 0000071929	09/11/2003		chem 351L/exam 1
Ticket Number: 0000071900	09/11/2003		Abort Hp session
Ticket Number: 0000071927	09/11/2003		CREATE FREEZE TAPE/IRBM3056 2003/09
nevans1	<u>Total:</u>	4	
Closed	<u>Total:</u>	4	
Ticket Number: 0000073000	09/26/2003		Work Order Request
Ticket Number: 0000071741	09/10/2003		Work Order Request
Ticket Number: 0000071743	09/10/2003		Work Order Request
Ticket Number: 0000071742	09/10/2003		Work Order Request
nitnr1	<u>Total:</u>	4	
Closed	<u>Total:</u>	4	
Ticket Number: 0000072357	09/17/2003		SAS CD loan
Ticket Number: 0000072522	09/22/2003		SAS CDs borrowed
Ticket Number: 0000071292	09/05/2003		Password reset request
Ticket Number: 0000071311	09/05/2003		Password Reset
noel	<u>Total:</u>	1	
Closed	<u>Total:</u>	1	
Ticket Number: 0000070839	09/02/2003		Browsing CD

r1

Create
Date
Total:

68

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		68	
Ticket Number: 0000070927	09/03/2003		E-mail problem
Ticket Number: 0000071032	09/03/2003		Re: Resumen#1
Ticket Number: 0000070977	09/03/2003		Emails
Ticket Number: 0000070947	09/03/2003		SAS v8.1 CD Loan
Ticket Number: 0000071059	09/04/2003		e-mail glitch
Ticket Number: 0000071105	09/04/2003		Work Order Request
Ticket Number: 0000071269	09/05/2003		Re: Finally Littleton is online!
Ticket Number: 0000071482	09/08/2003		Firewall and Star Wars Galaxies
Ticket Number: 0000071231	09/05/2003		Re: Missing Class
Ticket Number: 0000071226	09/05/2003		RE: Clarifying Unit 2 Topic
Ticket Number: 0000071220	09/05/2003		Re: Misunderstanding
Ticket Number: 0000071335	09/05/2003		Re: Re: My details
Ticket Number: 0000071338	09/05/2003		Re: That movie
Ticket Number: 0000071337	09/05/2003		Re: Details
Ticket Number: 0000071336	09/05/2003		Re: Details
Ticket Number: 0000071602	09/09/2003		Your details
Ticket Number: 0000071638	09/09/2003		Wireless network
Ticket Number: 0000071624	09/09/2003		Re: Re: My details
Ticket Number: 0000071565	09/08/2003		How do I clear my disk usage?
Ticket Number: 0000071496	09/08/2003		complaints about email
Ticket Number: 0000072947	09/26/2003		Work Order Request
Ticket Number: 0000073091	09/26/2003		Visual Studio 6.0 CD Loan
Ticket Number: 0000071936	09/11/2003		please check your computer (fwd)
Ticket Number: 0000072297	09/16/2003		WALKIN AFTER 5PM
Ticket Number: 0000072402	09/17/2003		Connecting with Linux RedHat 9
Ticket Number: 0000072257	09/16/2003		Needs a quota increas
Ticket Number: 0000072051	09/12/2003		engineering tapes didnt pop
Ticket Number: 0000072071	09/14/2003		Work Order Request
Ticket Number: 0000072890	09/25/2003		ppp setup
Ticket Number: 0000072224	09/16/2003		Problem with my Full name in my profile
Ticket Number: 0000072234	09/16/2003		cd load
Ticket Number: 0000072034	09/12/2003		Deleting Blackboard Courses
Ticket Number: 0000072050	09/12/2003		Re: grade report
Ticket Number: 0000072320	09/17/2003		missing messages
Ticket Number: 0000072731	09/23/2003		virus
Ticket Number: 0000072657	09/23/2003		=?GB2312?B?vsXUwrn6vMq5+sTau/rGsbzbuPE=?=
Ticket Number: 0000072635	09/23/2003		No subject
Ticket Number: 0000072583	09/23/2003		Work Order Request
Ticket Number: 0000072496	09/22/2003		pine issues
Ticket Number: 0000072491	09/22/2003		fetch problems
Ticket Number: 0000072434	09/20/2003		Copy VHS tapes to CD too! 239448
Ticket Number: 0000072433	09/20/2003		Compare Prices on Generic Valium, Xanax, Viagra! We are the Low
Ticket Number: 0000072891	09/25/2003		ppp setup
Ticket Number: 0000070639	09/02/2003		[Fwd: Virus Detected In Mail Sent To You!]
Ticket Number: 0000070817	09/02/2003		CD browsing CD
Ticket Number: 0000070673	09/02/2003		Re: That movie
Ticket Number: 0000070721	09/02/2003		Re: Details
Ticket Number: 0000070724	09/02/2003		Re: Wicked screensaver
Ticket Number: 0000070726	09/02/2003		Re: Wicked screensaver
Ticket Number: 0000070728	09/02/2003		Re: Thank you!
Ticket Number: 0000070711	09/02/2003		Re: Details
Ticket Number: 0000070693	09/02/2003		Re: Details
Ticket Number: 0000070712	09/02/2003		Your details
Ticket Number: 0000070695	09/02/2003		Re: Wicked screensaver

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000070698	09/02/2003	Thank you!
Ticket Number:	0000070582	09/01/2003	email
Ticket Number:	0000070702	09/02/2003	Re: That movie
Ticket Number:	0000070646	09/02/2003	email
Ticket Number:	0000070647	09/02/2003	Re: eassy
Ticket Number:	0000070682	09/02/2003	Re: Wicked screensaver
Ticket Number:	0000070709	09/02/2003	Re: Your application
Ticket Number:	0000070515	09/01/2003	email problem
Ticket Number:	0000070717	09/02/2003	Thank you!
Ticket Number:	0000070640	09/02/2003	[Fwd: Virus Detected In Mail Sent To You!]
Ticket Number:	0000070913	09/03/2003	My computer won't let anyone log onto ResNet
Ticket Number:	0000070685	09/02/2003	Fwd: Virus Detected In Mail Sent To You!
Ticket Number:	0000073427	09/29/2003	exporting CSV file
Ticket Number:	0000073540	09/30/2003	Borrowed Windows XP from Desktop.

<u>ramosm1</u>		<u>Create</u>	<u>Short Description</u>
<u>Closed</u>		<u>Date</u>	
		<u>Total:</u>	48
		<u>Total:</u>	48
Ticket Number:	0000073286	09/27/2003	FOLLOW THE SIMPLE INSTRUCTIONS BELOW frpxtwaasf
Ticket Number:	0000073602	09/30/2003	changing SPAM filter
Ticket Number:	0000071322	09/05/2003	Re: That movie
Ticket Number:	0000070689	09/02/2003	CD Checkout; Virex 7
Ticket Number:	0000071476	09/08/2003	Re: Approved
Ticket Number:	0000070512	09/01/2003	Blackboard Help
Ticket Number:	0000071854	09/10/2003	how to change to Linux from GI at home
Ticket Number:	0000072379	09/17/2003	Tape change 9/17/03
Ticket Number:	0000072811	09/24/2003	AcIV-426: settings changed
Ticket Number:	0000072424	09/18/2003	Virus on my computer
Ticket Number:	0000072600	09/23/2003	when my e-mail account is empty,
Ticket Number:	0000072037	09/12/2003	Office XP CD Loan
Ticket Number:	0000072298	09/16/2003	Fwd: Returned Mail: Re: Ticket ID : 0000069891New problem
Ticket Number:	0000072146	09/15/2003	General computer problem (AC IV 329)
Ticket Number:	0000072144	09/15/2003	Received error message
Ticket Number:	0000072065	09/13/2003	No subject
Ticket Number:	0000072416	09/18/2003	Getting varieties of unsolicited emails
Ticket Number:	0000072957	09/26/2003	configuration
Ticket Number:	0000072918	09/25/2003	MS VisStudio 6.0 loan
Ticket Number:	0000072934	09/25/2003	Office XP cd checkout
Ticket Number:	0000073284	09/27/2003	Would you like to make at least \$500,000 every 4 to 5 months utgvlf
Ticket Number:	0000073265	09/27/2003	Work Order Request
Ticket Number:	0000073249	09/27/2003	FOLLOW THE SIMPLE INSTRUCTIONS BELOW fz q nhqh anty
Ticket Number:	0000073257	09/27/2003	09/27/03: THANKS for your continuous support...
Ticket Number:	0000073250	09/27/2003	A One Time Investment Of \$25 h cxjwu ke qja x
Ticket Number:	0000072944	09/25/2003	Can't Delete Files
Ticket Number:	0000072936	09/25/2003	gl server file transfers
Ticket Number:	0000071340	09/05/2003	Undeliverable message returned to sender
Ticket Number:	0000071341	09/05/2003	Undeliverable message returned to sender
Ticket Number:	0000071342	09/05/2003	Undeliverable message returned to sender
Ticket Number:	0000071782	09/10/2003	Borrowed Office XP CD1 of 2. Walker Ave 104A
Ticket Number:	0000071797	09/10/2003	Ô»_õ´óÁ¿DJ+ÓéÀÖ_ãĐ;µ_ÁË«ĐÁÖ¾µã--ÊÓÏýÓéÀÖ¼¼Çéµ_Á°_ÁµØ·
Ticket Number:	0000071796	09/10/2003	Ô»_õ´óÁ¿DJ+ÓéÀÖ_ãĐ;µ_ÁË«ĐÁÖ¾µã--ÊÓÏýÓéÀÖ¼¼Çéµ_Á°_ÁµØ·
Ticket Number:	0000071529	09/08/2003	Re: Approved
Ticket Number:	0000071380	09/06/2003	Re: Wicked screensaver
Ticket Number:	0000071378	09/06/2003	Undeliverable message returned to sender
Ticket Number:	0000071381	09/06/2003	Thank you!
Ticket Number:	0000071377	09/06/2003	Re: Your application
Ticket Number:	0000071376	09/06/2003	Majordomo results: Re: Details
Ticket Number:	0000071375	09/06/2003	Disallowed attachment type found in sent message "Re: Thank you!"
Ticket Number:	0000071361	09/06/2003	Re: Your application
Ticket Number:	0000071358	09/06/2003	Re: Approved
Ticket Number:	0000071823	09/10/2003	Matlab 12.1 CD checkout
Ticket Number:	0000071350	09/06/2003	CMSC tapes
Ticket Number:	0000071379	09/06/2003	Re: That movie
Ticket Number:	0000070853	09/02/2003	Submission Systems
Ticket Number:	0000072451	09/20/2003	Work Order Request
Ticket Number:	0000071321	09/05/2003	Re: Thank you!

<u>stcyr</u>	<u>Created</u>	<u>Date</u>	<u>Short Description</u>
	Closed	Total: 50	
Ticket Number: 0000071021	09/03/2003		iChat AV
Ticket Number: 0000071275	09/05/2003		Assist in clearing space in account
Ticket Number: 0000071314	09/05/2003		Linux Cd RedHat 1.1 borrowed
Ticket Number: 0000071287	09/05/2003		Matlab 12 Checkout
Ticket Number: 0000071286	09/05/2003		Thank you!
Ticket Number: 0000071481	09/08/2003		UMBCRH linux loan
Ticket Number: 0000071250	09/05/2003		Added to system, assisted in account creation
Ticket Number: 0000071130	09/04/2003		readability of messages
Ticket Number: 0000071086	09/04/2003		Webmaster For Ancient Studies
Ticket Number: 0000071344	09/05/2003		virus?
Ticket Number: 0000071348	09/05/2003		Unable to deliver your message
Ticket Number: 0000071347	09/05/2003		Unable to deliver your message
Ticket Number: 0000071351	09/06/2003		Re: Re: My details
Ticket Number: 0000071349	09/06/2003		Re: That movie
Ticket Number: 0000071353	09/06/2003		Blocked attachment type found in sent message "Re: Details"
Ticket Number: 0000071798	09/10/2003		fixed IP
Ticket Number: 0000071766	09/10/2003		Remove .forward file
Ticket Number: 0000071732	09/10/2003		New E-Mail System
Ticket Number: 0000071712	09/09/2003		Labcheck 9-9 18.00
Ticket Number: 0000071662	09/09/2003		Unable to delete messages from Webmail
Ticket Number: 0000071583	09/09/2003		Virus in Email
Ticket Number: 0000071568	09/08/2003		Resnet
Ticket Number: 0000071558	09/08/2003		ms office
Ticket Number: 0000071549	09/08/2003		UMBC Linux RedHat CD loan
Ticket Number: 0000071494	09/08/2003		Resume
Ticket Number: 0000071417	09/07/2003		Fw: [perestroika_glasnost_warmhome] Lou Cantori:Rogers Smith pr
Ticket Number: 0000071356	09/06/2003		Your details
Ticket Number: 0000071355	09/06/2003		Blocked attachment type found in sent message "Re: Approved"
Ticket Number: 0000071354	09/06/2003		Re: That movie
Ticket Number: 0000071352	09/06/2003		Junk Mail
Ticket Number: 0000073007	09/26/2003		increased quota
Ticket Number: 0000072174	09/15/2003		Links in my email
Ticket Number: 0000072306	09/16/2003		Outlook rule?
Ticket Number: 0000072529	09/22/2003		Virus elimination
Ticket Number: 0000072381	09/17/2003		umbc redhat linux 1.1 ; 1 cd loaned out
Ticket Number: 0000072489	09/22/2003		Cancel Novell print job
Ticket Number: 0000072765	09/24/2003		Quota increase
Ticket Number: 0000072680	09/23/2003		Tape Changes 9/23
Ticket Number: 0000072548	09/22/2003		Spam, please block! [Fwd: Last Internet Critical Upgrade]
Ticket Number: 0000072766	09/24/2003		Quota increase
Ticket Number: 0000072475	09/21/2003		curious student
Ticket Number: 0000072530	09/22/2003		Office XP cd loan for smojer1
Ticket Number: 0000070660	09/02/2003		Jack activation. RAC 322A
Ticket Number: 0000070649	09/02/2003		Assist in Novell password change
Ticket Number: 0000073384	09/29/2003		Alumni Accounts
Ticket Number: 0000073459	09/29/2003		Office XP CD Loan
Ticket Number: 0000073492	09/29/2003		SPSS CD loan
Ticket Number: 0000073438	09/29/2003		Customer is University Archivist, needs quota increase
Ticket Number: 0000073407	09/29/2003		FrontPage extensions...
Ticket Number: 0000073410	09/29/2003		[Fwd: Virus Detected In Mail Sent To You!]

talder1

Create

Date

Total: **125**

Short Description

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000073296	09/28/2003	125	FTP to my webspace
Ticket Number: 0000073302	09/28/2003		=?GB2312?B?w+K30beyta7+rbM0MXD4rfRtefTsA==?= FOR
Ticket Number: 0000073306	09/28/2003		Work Order Request
Ticket Number: 0000073460	09/29/2003		MEEC, Apple, and UMBC
Ticket Number: 0000073613	09/30/2003		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000073601	09/30/2003		Question about forwarding
Ticket Number: 0000073591	09/30/2003		Work Order Request
Ticket Number: 0000073517	09/30/2003		Lab Check 9/30/03 12am
Ticket Number: 0000073513	09/29/2003		about MS Office XP Professional CD
Ticket Number: 0000073511	09/29/2003		email account
Ticket Number: 0000073504	09/29/2003		29 Sep 9PM Lab check
Ticket Number: 0000073502	09/29/2003		No subject
Ticket Number: 0000073499	09/29/2003		ftp problem refused connection in art labs
Ticket Number: 0000073467	09/29/2003		[Fwd: REsnet Down]
Ticket Number: 0000073305	09/28/2003		DVD Backup Movies 239603
Ticket Number: 0000073276	09/27/2003		labcheck 9-27-03 6:00 pm
Ticket Number: 0000073329	09/28/2003		mysql with Apache Server
Ticket Number: 0000073303	09/28/2003		RE: Automated removal from Tele-Marketing, Fax, Email and Bulk M
Ticket Number: 0000070808	09/02/2003		Re: Re: My details
Ticket Number: 0000070825	09/02/2003		Re: Thank you!
Ticket Number: 0000070783	09/02/2003		Re: Details
Ticket Number: 0000072062	09/13/2003		lab check 9/13/03 12 noon
Ticket Number: 0000070735	09/02/2003		needs his quota increased
Ticket Number: 0000070742	09/02/2003		needs quota increased for squirrel mail
Ticket Number: 0000070796	09/02/2003		Re: That movie
Ticket Number: 0000070793	09/02/2003		Re: Approved
Ticket Number: 0000070816	09/02/2003		Re: Approved
Ticket Number: 0000070775	09/02/2003		Re: Wicked screensaver
Ticket Number: 0000070781	09/02/2003		reset pswd
Ticket Number: 0000070774	09/02/2003		Re: Thank you!
Ticket Number: 0000070773	09/02/2003		Re: Approved
Ticket Number: 0000070769	09/02/2003		Re: Re: My details
Ticket Number: 0000070768	09/02/2003		Thank you!
Ticket Number: 0000070834	09/02/2003		Re: Approved
Ticket Number: 0000070832	09/02/2003		Re: That movie
Ticket Number: 0000070831	09/02/2003		Re: Details
Ticket Number: 0000070829	09/02/2003		Re: Wicked screensaver
Ticket Number: 0000070827	09/02/2003		Re: Approved
Ticket Number: 0000070807	09/02/2003		Re: handout
Ticket Number: 0000070813	09/02/2003		Unix Accout
Ticket Number: 0000070820	09/02/2003		Thank you!
Ticket Number: 0000070810	09/02/2003		Re: handout
Ticket Number: 0000070804	09/02/2003		Re: Details
Ticket Number: 0000070803	09/02/2003		Re: Your application
Ticket Number: 0000070811	09/02/2003		Re: Approved
Ticket Number: 0000070800	09/02/2003		Re: Details
Ticket Number: 0000070799	09/02/2003		Re: Your application
Ticket Number: 0000070763	09/02/2003		Re: Wicked screensaver
Ticket Number: 0000070762	09/02/2003		Re: Your application
Ticket Number: 0000070789	09/02/2003		Re: That movie
Ticket Number: 0000070751	09/02/2003		Re: Re: My details
Ticket Number: 0000070747	09/02/2003		Thank you!
Ticket Number: 0000070745	09/02/2003		Thank you!
Ticket Number: 0000070744	09/02/2003		Re: Re: My details

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000070743	09/02/2003	Re: Details
Ticket Number:	0000070716	09/02/2003	Question
Ticket Number:	0000072074	09/14/2003	Generic Meds at Discount Prices! Valium, Xanax, Viagra and more. F
Ticket Number:	0000070815	09/02/2003	Re: handout
Ticket Number:	0000070828	09/02/2003	Re: Virus Detected In Mail Sent To You!
Ticket Number:	0000072455	09/21/2003	=?GB2312?B?vbu49sXz09GwyQ==?=-
Ticket Number:	0000072814	09/24/2003	No subject
Ticket Number:	0000072504	09/22/2003	MS update virus
Ticket Number:	0000071962	09/11/2003	Lab check
Ticket Number:	0000072054	09/12/2003	Labcheck 09/12
Ticket Number:	0000071969	09/11/2003	Lab Check 9-11-03 9pm
Ticket Number:	0000072068	09/13/2003	Lab Check 9/13/03 9 PM
Ticket Number:	0000072076	09/14/2003	Quota Increase for Faculty Member
Ticket Number:	0000072073	09/14/2003	How to meet these girls
Ticket Number:	0000072283	09/16/2003	Amazing New PE Patch ontkxqbwz xytc q
Ticket Number:	0000072220	09/16/2003	Work Order Request
Ticket Number:	0000072206	09/16/2003	How do i hook 2 computers up with 1 ethernet jack?
Ticket Number:	0000072198	09/15/2003	No subject
Ticket Number:	0000072190	09/15/2003	Work Order Request
Ticket Number:	0000072096	09/14/2003	14 Sep 9 PM lab check
Ticket Number:	0000072088	09/14/2003	Lab Check 9/14/03 6:00pm
Ticket Number:	0000072092	09/14/2003	Disk Quota
Ticket Number:	0000072087	09/14/2003	SAS CD Checkout
Ticket Number:	0000072067	09/13/2003	Lab Check
Ticket Number:	0000072227	09/16/2003	Unable to change password
Ticket Number:	0000072078	09/14/2003	Windows patch
Ticket Number:	0000072075	09/14/2003	Returned mail: see transcript for details (fwd)
Ticket Number:	0000072064	09/13/2003	Lab Check 9/13/2003 15:00
Ticket Number:	0000072829	09/24/2003	PS2 Online Connection Problem
Ticket Number:	0000072962	09/26/2003	problem with Squirrel mail
Ticket Number:	0000073068	09/26/2003	Quota Increase for special account
Ticket Number:	0000073248	09/27/2003	Lab Check 9/27/03 12 PM
Ticket Number:	0000073004	09/26/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000072979	09/26/2003	Failed Linux Lab Login
Ticket Number:	0000072923	09/25/2003	Work Order Request
Ticket Number:	0000072946	09/26/2003	Lab Check 9.26.2003
Ticket Number:	0000071339	09/05/2003	lab check
Ticket Number:	0000071860	09/11/2003	Preventing Email
Ticket Number:	0000071357	09/06/2003	Re: Course Compass
Ticket Number:	0000071359	09/06/2003	No subject
Ticket Number:	0000071754	09/10/2003	IPs
Ticket Number:	0000071409	09/07/2003	Fw: [perestroika_glasnost_warmhome] Lou Cantori:Rogers Smith pr
Ticket Number:	0000071408	09/07/2003	Fw: contact information
Ticket Number:	0000071407	09/07/2003	download form ssh shell
Ticket Number:	0000071406	09/07/2003	Downloading
Ticket Number:	0000071403	09/07/2003	quota incress
Ticket Number:	0000071398	09/07/2003	Work Order Request
Ticket Number:	0000071395	09/07/2003	Work Order Request
Ticket Number:	0000071392	09/07/2003	Firewall
Ticket Number:	0000071373	09/06/2003	Problems with Outlook Express
Ticket Number:	0000071705	09/09/2003	barrowing CD
Ticket Number:	0000071851	09/10/2003	10 Sep 9PM Lab check
Ticket Number:	0000071593	09/09/2003	Work Order Request
Ticket Number:	0000071323	09/05/2003	PhD studnet request for quota increase
Ticket Number:	0000071410	09/07/2003	Virus Warning (fwd)

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000071367	09/06/2003	unable to log in to MyUMBC
Ticket Number:	0000071363	09/06/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000070835	09/02/2003	Re: Wicked screensaver
Ticket Number:	0000070836	09/02/2003	Re: Approved
Ticket Number:	0000070837	09/02/2003	Re: Approved
Ticket Number:	0000070845	09/02/2003	Re: That movie
Ticket Number:	0000071328	09/05/2003	uninstall?
Ticket Number:	0000071195	09/04/2003	Disk Usage
Ticket Number:	0000071116	09/04/2003	Borrowed Blaster worm cd
Ticket Number:	0000072121	09/15/2003	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000072398	09/17/2003	SquirrelMail question
Ticket Number:	0000070855	09/02/2003	Re: That movie
Ticket Number:	0000070854	09/02/2003	Thank you!
Ticket Number:	0000070851	09/02/2003	Re: Details
Ticket Number:	0000070840	09/02/2003	Re: That movie
Ticket Number:	0000070841	09/02/2003	Re: Your application

whamil2

Create

Date

Total: **61**

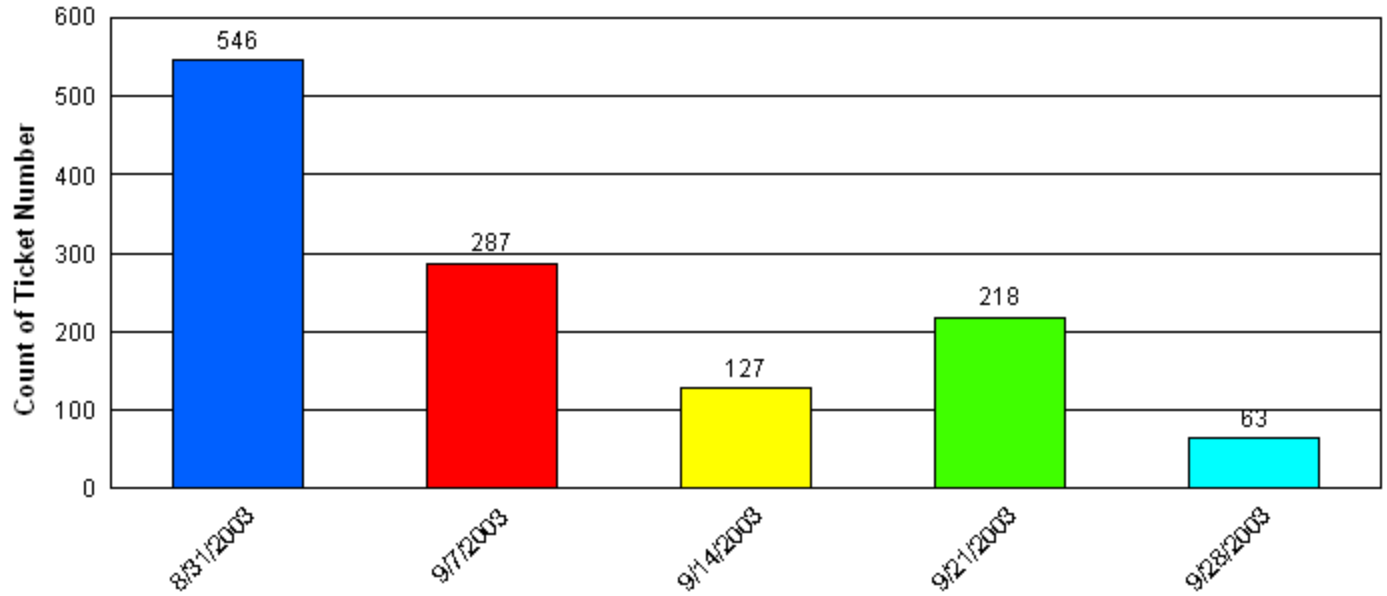
Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		61	
Ticket Number: 0000070984	09/03/2003		Work Order Request
Ticket Number: 0000071296	09/05/2003		Alumni account password reset
Ticket Number: 0000071267	09/05/2003		UMBC Account Password Reset
Ticket Number: 0000071627	09/09/2003		SAS 8 CD loan
Ticket Number: 0000071235	09/05/2003		UMBC Account Password Reset
Ticket Number: 0000071229	09/05/2003		UMBC Account Password Reset
Ticket Number: 0000071217	09/05/2003		Office 2000 Premium CD Checkout
Ticket Number: 0000071018	09/03/2003		Renderman on Linux Boxes?
Ticket Number: 0000071012	09/03/2003		UMBC Account Password Reset
Ticket Number: 0000071011	09/03/2003		Failed Lab Login
Ticket Number: 0000071333	09/05/2003		McAfee CD loan
Ticket Number: 0000071852	09/10/2003		Office XP CD checkout
Ticket Number: 0000071539	09/08/2003		CSEE password reset
Ticket Number: 0000071548	09/08/2003		UMBC Account Password Reset
Ticket Number: 0000071825	09/10/2003		Failed Lab Login
Ticket Number: 0000071810	09/10/2003		Work Order Request
Ticket Number: 0000071757	09/10/2003		SAS 8 CD Loan
Ticket Number: 0000071544	09/08/2003		UMBC Account Password Reset
Ticket Number: 0000071537	09/08/2003		UMBC Account Password Reset
Ticket Number: 0000071416	09/07/2003		UMBC Account Password Reset
Ticket Number: 0000071372	09/06/2003		Password Reset Fax Request
Ticket Number: 0000071404	09/07/2003		Tape Changes fo r9/7
Ticket Number: 0000072827	09/24/2003		No executable permissions
Ticket Number: 0000072977	09/26/2003		Win XP; gets O.O.O IP, settings appear correct
Ticket Number: 0000073264	09/27/2003		Account Shell Problem
Ticket Number: 0000073010	09/26/2003		UMBC Account Password Reset
Ticket Number: 0000072989	09/26/2003		Customer could not receive email
Ticket Number: 0000072986	09/26/2003		Tape Changes for 9/26
Ticket Number: 0000072897	09/25/2003		sas loan
Ticket Number: 0000072968	09/26/2003		SAS CD checkout
Ticket Number: 0000071831	09/10/2003		missing .cshrc file
Ticket Number: 0000071840	09/10/2003		Failed Console login with SGI machines
Ticket Number: 0000071832	09/10/2003		missing .cshrc file
Ticket Number: 0000071843	09/10/2003		Resnet Page Giving Internal Server Error
Ticket Number: 0000071845	09/10/2003		UMBC Account Creation
Ticket Number: 0000072289	09/16/2003		SAS CD
Ticket Number: 0000072187	09/15/2003		Asset Security Alert
Ticket Number: 0000072081	09/14/2003		Tape Changes for 9/14/2003
Ticket Number: 0000072077	09/14/2003		No Resnet Connectivity; Harbor 254D
Ticket Number: 0000072058	09/13/2003		SAS CD loan for gkarpo1
Ticket Number: 0000072017	09/12/2003		Matlab CD checkout
Ticket Number: 0000071963	09/11/2003		Office XP CD Loan
Ticket Number: 0000071894	09/11/2003		UMBC Linux 1.1 CD
Ticket Number: 0000071883	09/11/2003		Test of Email
Ticket Number: 0000071877	09/11/2003		UMBC Account Password Reset
Ticket Number: 0000072823	09/24/2003		Failed Lab Login
Ticket Number: 0000072191	09/15/2003		Asset Security Alert
Ticket Number: 0000072189	09/15/2003		UMBC Account Password Reset
Ticket Number: 0000071844	09/10/2003		UMBC Account Creation
Ticket Number: 0000072461	09/21/2003		Tape Changes for 9/21/2003
Ticket Number: 0000072555	09/22/2003		UMBC Account Password Reset
Ticket Number: 0000072569	09/22/2003		Quota Assistance for UMBC Account
Ticket Number: 0000072753	09/24/2003		Borrowed Office XP.
Ticket Number: 0000072723	09/23/2003		SAS CD checkout

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000072566	09/22/2003	Lab Check: 6pm 9/22/2003
Ticket Number: 0000072466	09/21/2003	Linux distribution cd checkout
Ticket Number: 0000071990	09/12/2003	activate faculty member
Ticket Number: 0000071996	09/12/2003	Tape Changes for 9/12
Ticket Number: 0000073313	09/28/2003	UNABLE TO FTP
Ticket Number: 0000073319	09/28/2003	Customer requested quota assistance
Ticket Number: 0000073317	09/28/2003	Tape Changes for 9/28/2003

Count of Ticket Number / Create Date

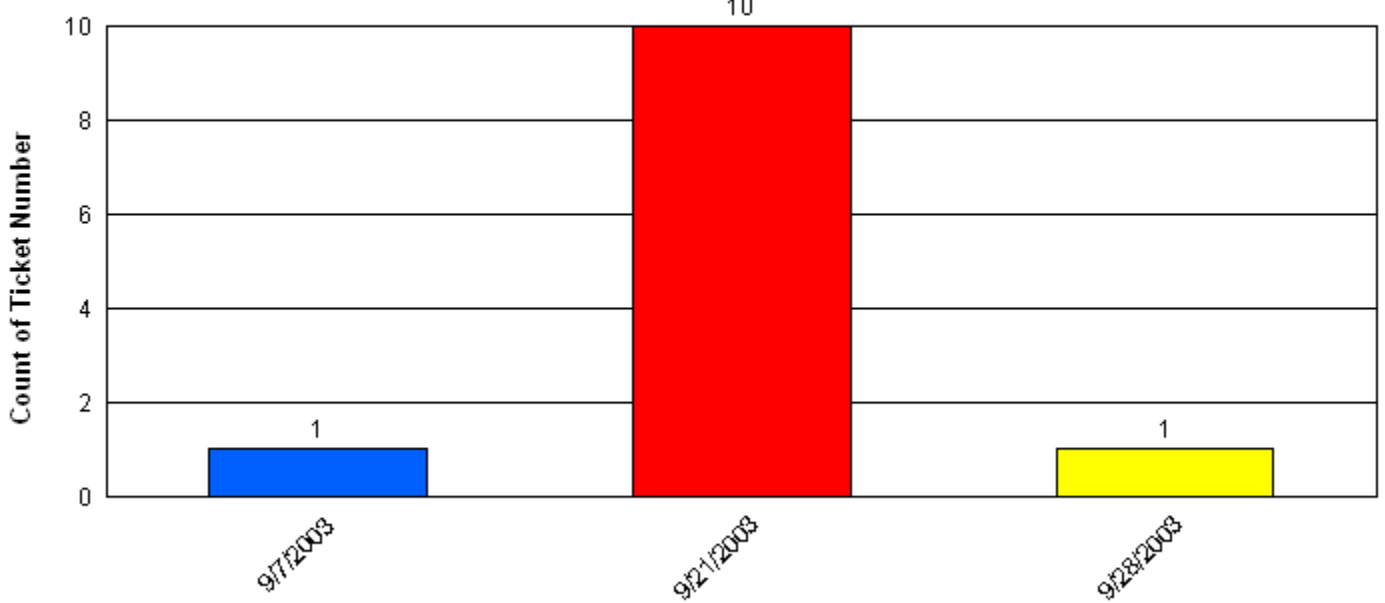
For Helpdesk



Human Resources		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Total:		12	
mcnamara		Total:	12
Closed		Total:	12
Ticket Number:	0000073369	09/29/2003	Identity Crisis!
Ticket Number:	0000072506	09/22/2003	UMBC Account display name incorrect
Ticket Number:	0000072495	09/22/2003	Customer's name mis-spelled in myUmbc
Ticket Number:	0000072611	09/23/2003	Deleting Reports - HR
Ticket Number:	0000072783	09/24/2003	Payroll Entry & DEDC/R Form
Ticket Number:	0000072771	09/24/2003	position numbers
Ticket Number:	0000072645	09/23/2003	FW: add user to peoplesoft
Ticket Number:	0000072642	09/23/2003	Payroll Status - HR
Ticket Number:	0000072521	09/22/2003	Cert Cards - HR
Ticket Number:	0000072961	09/26/2003	Cert Card
Ticket Number:	0000071646	09/09/2003	"Change Par Forms"
Ticket Number:	0000072520	09/22/2003	Cert Cards - HR

Count of Ticket Number / Create Date

For Human Resources



<u>LAN</u>		<u>Create</u>	<u>Short Description</u>
	<u>Total:</u>	<u>Date</u>	
	131		
LAN		<u>Total:</u>	2
Closed		<u>Total:</u>	2
Ticket Number: 0000072599		09/23/2003	FA449: customer not able to print to dept. printer
Ticket Number: 0000072614		09/23/2003	BIO 480: HP4550 jobs stuck in queue since yesterday

jesse

Create
Date
Total: 76

Short Description

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000072325	09/17/2003	76	AD301D: reset novell password
Ticket Number: 0000072380	09/17/2003		Access Request
Ticket Number: 0000072355	09/17/2003		Novell Account Creation for staff
Ticket Number: 0000072384	09/17/2003		Name change
Ticket Number: 0000072403	09/17/2003		Concurrent Logon Errors
Ticket Number: 0000072376	09/17/2003		Novell account creation for falco
Ticket Number: 0000072736	09/24/2003		Dept can not print to printers fa449
Ticket Number: 0000072685	09/23/2003		Increase number of workstations to login
Ticket Number: 0000072676	09/23/2003		Password change Novell Account
Ticket Number: 0000072677	09/23/2003		Need access to SJB drive
Ticket Number: 0000072655	09/23/2003		need generic Novell account for ta's
Ticket Number: 0000072651	09/23/2003		please reactivate Novell account
Ticket Number: 0000072621	09/23/2003		unable to log in with novel
Ticket Number: 0000072550	09/22/2003		Novell Permission Change
Ticket Number: 0000072516	09/22/2003		Novell account creation
Ticket Number: 0000072742	09/24/2003		Work Request
Ticket Number: 0000072738	09/24/2003		Novell Account Creation
Ticket Number: 0000071979	09/12/2003		novell workstation specific account
Ticket Number: 0000071153	09/04/2003		Novell Account Creation
Ticket Number: 0000071445	09/08/2003		Local Workstation Account creation
Ticket Number: 0000070746	09/02/2003		New Printer in AV Services
Ticket Number: 0000071679	09/09/2003		RE: Access to My network drive
Ticket Number: 0000070983	09/03/2003		Novell Account Creation
Ticket Number: 0000073507	09/29/2003		[Fwd: [Fwd: Second Request: URGENT!]]
Ticket Number: 0000073520	09/30/2003		Novell account problem
Ticket Number: 0000073542	09/30/2003		new novell account
Ticket Number: 0000073587	09/30/2003		novell account creation
Ticket Number: 0000073607	09/30/2003		FW: New Employee
Ticket Number: 0000073642	09/30/2003		Wants another user to see the Shaird Folder
Ticket Number: 0000073624	09/30/2003		Novell Password Change: admguest general purpose account
Ticket Number: 0000073623	09/30/2003		Novell Password Change
Ticket Number: 0000073599	09/30/2003		Creation of Novell accounts
Ticket Number: 0000071450	09/08/2003		Novell password reset
Ticket Number: 0000071443	09/08/2003		Need a generic Novell Account for temps.
Ticket Number: 0000071753	09/10/2003		admguest accounts
Ticket Number: 0000071747	09/10/2003		Novell
Ticket Number: 0000071690	09/09/2003		Can No Longer Log In To Novell
Ticket Number: 0000071661	09/09/2003		printer setup acad214
Ticket Number: 0000071658	09/09/2003		novell account creation
Ticket Number: 0000071653	09/09/2003		Access to My network drive
Ticket Number: 0000071620	09/09/2003		Novell Account Creation
Ticket Number: 0000071599	09/09/2003		add printer to novell FA449: HP4200 needs to be networked
Ticket Number: 0000071535	09/08/2003		create an novell account for yjahn
Ticket Number: 0000071497	09/08/2003		admguest5 Novell account
Ticket Number: 0000071458	09/08/2003		Novell Account Creation (General Purpose)
Ticket Number: 0000070893	09/03/2003		can't login to novell
Ticket Number: 0000070923	09/03/2003		Networked Printers Setup
Ticket Number: 0000070995	09/03/2003		Novell account creation for Alla Blyukher.
Ticket Number: 0000071057	09/04/2003		Novell
Ticket Number: 0000071063	09/04/2003		AV Services Drive Space
Ticket Number: 0000071247	09/05/2003		Novell Account Creation
Ticket Number: 0000071246	09/05/2003		Novell Account Creation
Ticket Number: 0000071238	09/05/2003		please reset faculty novell account password
Ticket Number: 0000071170	09/04/2003		NOVELL Account

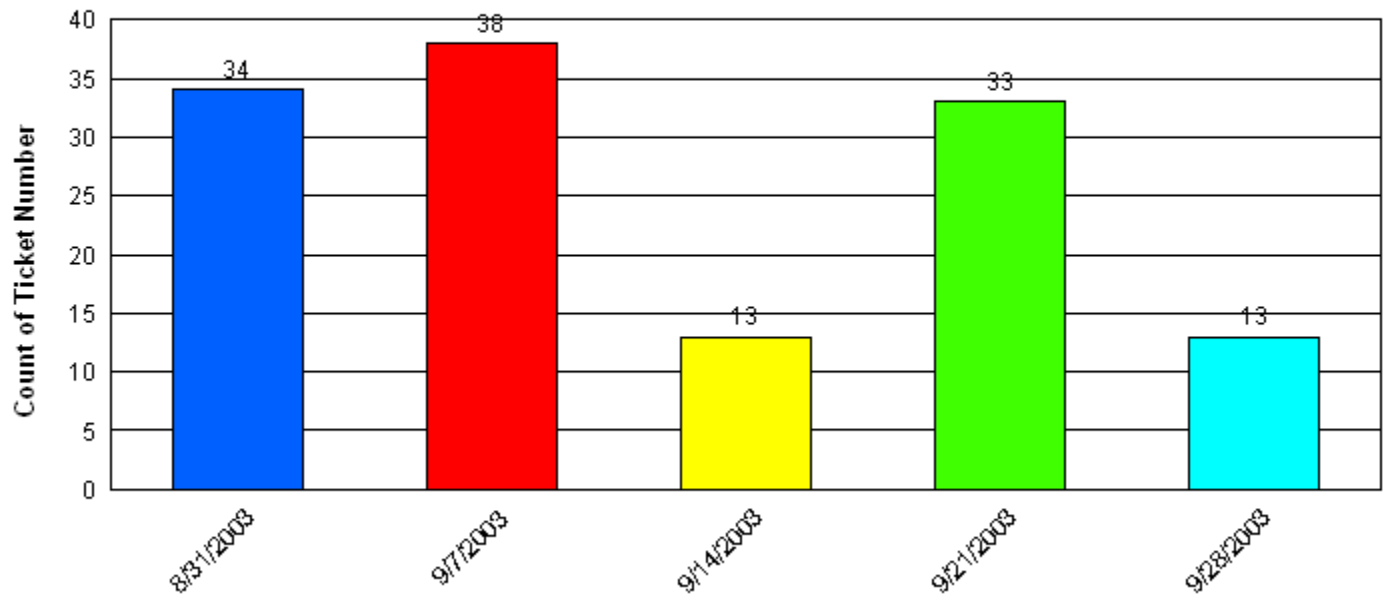
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000071159	09/04/2003	Work Order Request
Ticket Number:	0000071154	09/04/2003	Novell Account Creation
Ticket Number:	0000071148	09/04/2003	Needs Novel Account created
Ticket Number:	0000071138	09/04/2003	Novell
Ticket Number:	0000071123	09/04/2003	novell account creation
Ticket Number:	0000071102	09/04/2003	Novel Account Request`
Ticket Number:	0000071092	09/04/2003	New Novell Account
Ticket Number:	0000071089	09/04/2003	New Novell account request.
Ticket Number:	0000070924	09/03/2003	New novell account.
Ticket Number:	0000072866	09/25/2003	novell acctount creation
Ticket Number:	0000072970	09/26/2003	TICKET 000007303D
Ticket Number:	0000072975	09/26/2003	New novell accounts.
Ticket Number:	0000073003	09/26/2003	security access on a folder in shared drive
Ticket Number:	0000072992	09/26/2003	Novell Account Creation
Ticket Number:	0000072874	09/25/2003	reset novell passwords
Ticket Number:	0000071871	09/11/2003	New run to Jack 259 in Admin 1006 (New Printer, jack is installed an
Ticket Number:	0000071989	09/12/2003	Novell station log in modification.
Ticket Number:	0000073521	09/30/2003	Novell Account Problem
Ticket Number:	0000072179	09/15/2003	New novell account request.
Ticket Number:	0000072261	09/16/2003	Disable Applications
Ticket Number:	0000072049	09/12/2003	Novell Account Password Reset
Ticket Number:	0000072015	09/12/2003	Novell account creation for bduinni

		<u>Create</u>	
		<u>Date</u>	
<u>ostrove</u>		<u>Total:</u>	50
<u>Closed</u>		<u>Total:</u>	50
Ticket Number:	0000071830	09/10/2003	Failed load of .2kprofile
Ticket Number:	0000071938	09/11/2003	Print queue access for FA001, FA002
Ticket Number:	0000073632	09/30/2003	Need to Grant Curt Ferguson (username: ferguson) Novell access to t
Ticket Number:	0000072286	09/16/2003	Printer queue access for FA001, FA002
Ticket Number:	0000072344	09/17/2003	Novell Account Password Reset
Ticket Number:	0000072148	09/15/2003	Customer needs access to shared drive
Ticket Number:	0000072063	09/13/2003	Stored Password
Ticket Number:	0000072042	09/12/2003	CMS Not Responding, Saved Content Needs to Be Published
Ticket Number:	0000071702	09/09/2003	Mapping drive
Ticket Number:	0000071847	09/10/2003	Debugging programs with .Net in the labs
Ticket Number:	0000072254	09/16/2003	reset Novell password
Ticket Number:	0000072820	09/24/2003	A consultant working on the PeopleSoft project had her access to a No
Ticket Number:	0000073246	09/27/2003	VART student cannot load his profile.
Ticket Number:	0000072873	09/25/2003	Needs to be able to print to 2 printers from workstation accounts
Ticket Number:	0000072851	09/25/2003	DNS Address Change in PPlant
Ticket Number:	0000070915	09/03/2003	Novell Printer ACL modification.
Ticket Number:	0000071291	09/05/2003	Novell account creation.
Ticket Number:	0000071167	09/04/2003	Printer setup
Ticket Number:	0000071114	09/04/2003	username change
Ticket Number:	0000070935	09/03/2003	DNS/IP changes
Ticket Number:	0000070996	09/03/2003	Novell account expired
Ticket Number:	0000071124	09/04/2003	novell printing issues
Ticket Number:	0000071521	09/08/2003	Missing directoty on I:\ drive for CDC dept
Ticket Number:	0000071625	09/09/2003	Employee keeps losing printers.
Ticket Number:	0000071634	09/09/2003	FA001, FA002 Print queue access
Ticket Number:	0000071824	09/10/2003	Library student image problem
Ticket Number:	0000071808	09/10/2003	Employee needs access to Novell Printer.
Ticket Number:	0000071803	09/10/2003	Curt Ferguson not able to sign onto Novelle
Ticket Number:	0000071654	09/09/2003	Setup Folder on the Shared Novell Drive (Resolved)
Ticket Number:	0000071637	09/09/2003	printer queue expunged
Ticket Number:	0000071636	09/09/2003	i/o error
Ticket Number:	0000073414	09/29/2003	Unable to load roaming profile
Ticket Number:	0000073416	09/29/2003	Gets roaming profile error
Ticket Number:	0000071473	09/08/2003	PC's not joining Active Directory
Ticket Number:	0000070642	09/02/2003	Deactivate accounts
Ticket Number:	0000071260	09/05/2003	Windows Profile Problems
Ticket Number:	0000070655	09/02/2003	deactivate account
Ticket Number:	0000070736	09/02/2003	Auto-Logout is not setup in the PC labs.
Ticket Number:	0000070696	09/02/2003	Sation restricted account
Ticket Number:	0000072377	09/17/2003	Gets error about corrupted profile, always gets a temporary account
Ticket Number:	0000072565	09/22/2003	profile causing issues with Microsoft
Ticket Number:	0000072696	09/23/2003	Library Print Jobs coming to FA001
Ticket Number:	0000072764	09/24/2003	Novell Permissions
Ticket Number:	0000072782	09/24/2003	[Fwd: Novell authorization]
Ticket Number:	0000072815	09/24/2003	Novell printer question.
Ticket Number:	0000072781	09/24/2003	Novell authorization
Ticket Number:	0000072710	09/23/2003	setup up printer on network thea153
Ticket Number:	0000072707	09/23/2003	please create a new novell print queue
Ticket Number:	0000072486	09/22/2003	[Fwd: Fwd: help exceeded profile!]
Ticket Number:	0000072557	09/22/2003	Slow login/error messages from lab 005

vladimir		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
		<u>Total:</u> 3	
		<u>Total:</u> 3	
Ticket Number:	0000071071	09/04/2003	scanning drive for Peoplesoft
Ticket Number:	0000071834	09/10/2003	.2kprofile will not load
Ticket Number:	0000071861	09/11/2003	Network printer setup for Social S 513.

Count of Ticket Number / Create Date

For LAN



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
New Media	Total:	116	
darnold		Total: 3	
Closed		Total: 3	
Ticket Number: 0000072145		09/15/2003	Cancel Training/ PS for Supervisors I & II
Ticket Number: 0000072779		09/24/2003	Training Session Full
Ticket Number: 0000073588		09/30/2003	Setting up an organization
fritz		Total: 20	
Closed		Total: 20	
Ticket Number: 0000073408		09/29/2003	Bad link and Script no output
Ticket Number: 0000073483		09/29/2003	RE: UMBC Blackboard Update: Script Output Error Resolved
Ticket Number: 0000073586		09/30/2003	Work Order Request
Ticket Number: 0000070740		09/02/2003	blackboard access
Ticket Number: 0000072252		09/16/2003	FW: Umbc.edu/training
Ticket Number: 0000072422		09/18/2003	quizzes
Ticket Number: 0000071937		09/11/2003	No subject
Ticket Number: 0000072091		09/14/2003	Work Order Request
Ticket Number: 0000072104		09/14/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000072105		09/14/2003	Script error
Ticket Number: 0000072053		09/12/2003	Request For Course
Ticket Number: 0000072188		09/15/2003	Script Error
Ticket Number: 0000072106		09/15/2003	Blackboard classes
Ticket Number: 0000072082		09/14/2003	Continued Digital Drop Box Error
Ticket Number: 0000071982		09/12/2003	webpage update
Ticket Number: 0000070957		09/03/2003	Blackboard
Ticket Number: 0000072038		09/12/2003	Can't Copy ECON102_0401_FA2002 Blackboard Course
Ticket Number: 0000071161		09/04/2003	Fwd: UMBC Blackboard Update: "Script" Error, Training, 2004
Ticket Number: 0000072061		09/13/2003	Error in Blackboard when attempting an on-line quiz
Ticket Number: 0000071744		09/10/2003	RE: Reminder... (fwd)

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Create

Date

Total: **91**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		91	
Ticket Number: 0000071360	09/06/2003		Re: UMBC Blackboard Update: "Script" Error, Training, 2004 Users C
Ticket Number: 0000071368	09/06/2003		add a user to ENCH 215
Ticket Number: 0000071397	09/07/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071412	09/07/2003		Request For Course
Ticket Number: 0000071428	09/07/2003		Request For Course
Ticket Number: 0000071439	09/08/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071430	09/07/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071717	09/09/2003		"Script Produced No Output" Blackboard Error
Ticket Number: 0000071715	09/09/2003		Error Message in Blackboard
Ticket Number: 0000071675	09/09/2003		error
Ticket Number: 0000071622	09/09/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071522	09/08/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071520	09/08/2003		History 484 Germany from 1914 to the Present
Ticket Number: 0000071511	09/08/2003		Adding classes to my blackboard class list
Ticket Number: 0000071475	09/08/2003		setting up a course
Ticket Number: 0000070842	09/02/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000070878	09/03/2003		BLACKBOARD training
Ticket Number: 0000071081	09/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071098	09/04/2003		remove from class
Ticket Number: 0000071082	09/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071078	09/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071075	09/04/2003		Create Help Sheet on Digital Drop Box Workaround
Ticket Number: 0000071074	09/04/2003		Blackboard question.
Ticket Number: 0000071073	09/04/2003		Setting up a Blackboard Site for BIOL 251
Ticket Number: 0000071060	09/04/2003		In-Class Blackboard Tutorial
Ticket Number: 0000071029	09/03/2003		Blackboard -- deleting items from digital drop box
Ticket Number: 0000071273	09/05/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071285	09/05/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071270	09/05/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071219	09/05/2003		No subject
Ticket Number: 0000071214	09/05/2003		Remove BB courses
Ticket Number: 0000071122	09/04/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071118	09/04/2003		creating blackboard course
Ticket Number: 0000071002	09/03/2003		create a blackboard account for TA
Ticket Number: 0000070999	09/03/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000070940	09/03/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071876	09/11/2003		Request For Course
Ticket Number: 0000072251	09/16/2003		Remove Blackboard courses
Ticket Number: 0000072101	09/14/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000072156	09/15/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000072109	09/15/2003		I need a site, please
Ticket Number: 0000072102	09/14/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000072103	09/14/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000072030	09/12/2003		Request for courses
Ticket Number: 0000072029	09/12/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071991	09/12/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071993	09/12/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000071919	09/11/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000072826	09/24/2003		Re: UMBC Blackboard Update: Script Output Error Resolved
Ticket Number: 0000073123	09/26/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000073084	09/26/2003		Community Request
Ticket Number: 0000073120	09/26/2003		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000072419	09/18/2003		Cannot join the Blackboard discussion
Ticket Number: 0000072458	09/21/2003		Blackboard personal info

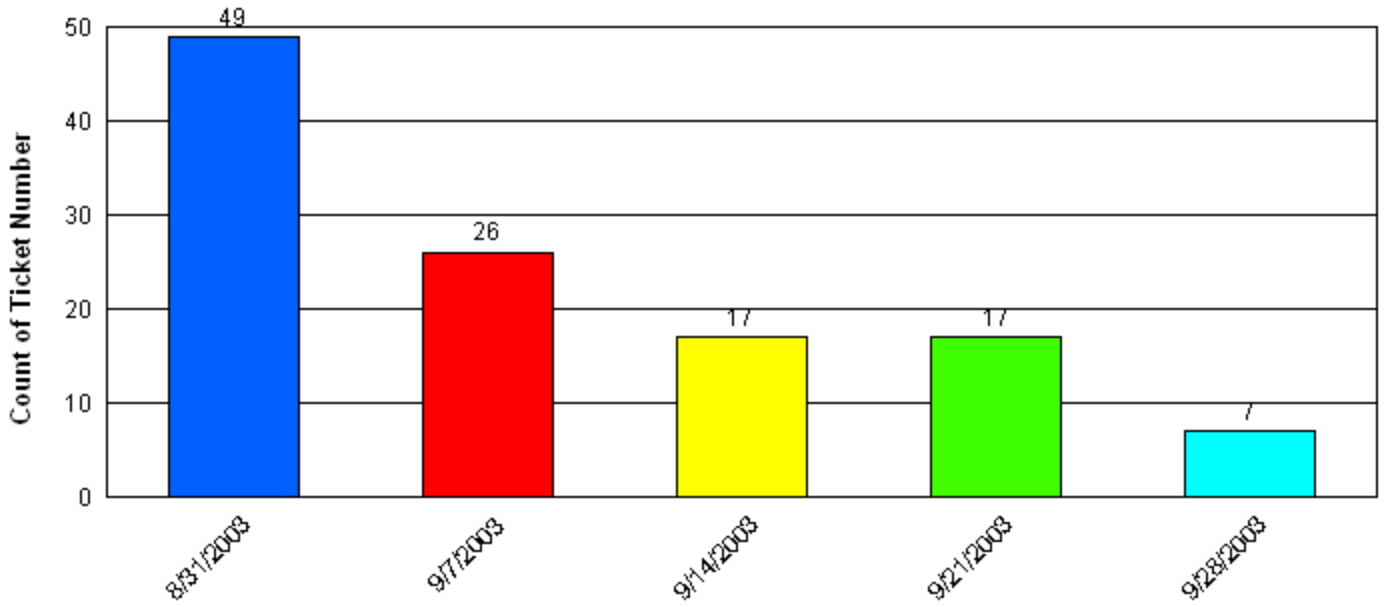
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000072622	09/23/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000072631	09/23/2003	request deleting of a blackboard course
Ticket Number:	0000072649	09/23/2003	user needs account type change
Ticket Number:	0000072624	09/23/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000072623	09/23/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000072612	09/23/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000072546	09/22/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000072467	09/21/2003	putting existing items into a new folder
Ticket Number:	0000071992	09/12/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000070939	09/03/2003	Digital Drop box problems
Ticket Number:	0000072909	09/25/2003	Request for course
Ticket Number:	0000070665	09/02/2003	blackboard for CMSC341
Ticket Number:	0000070764	09/02/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000070761	09/02/2003	(no subject)
Ticket Number:	0000070758	09/02/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000070753	09/02/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000070914	09/03/2003	blackboard 6
Ticket Number:	0000070706	09/02/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000070679	09/02/2003	Re: Course 'BIOL418_0101_FA2003' quota exceeded
Ticket Number:	0000070670	09/02/2003	Re: Why French and francophone studies
Ticket Number:	0000070720	09/02/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000070830	09/02/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000070795	09/02/2003	Re: UMBC Blackboard Update: Making Courses "Available,
Ticket Number:	0000070784	09/02/2003	copy blackboard course
Ticket Number:	0000070767	09/02/2003	Customer wants to export a quiz in blackboard and import it as a poll
Ticket Number:	0000070765	09/02/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000070737	09/02/2003	Cannot log into Blackboard
Ticket Number:	0000070731	09/02/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000070700	09/02/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000070538	09/01/2003	Request For Course
Ticket Number:	0000070539	09/01/2003	Request For Course
Ticket Number:	0000071056	09/04/2003	Blackboard class TA access.
Ticket Number:	0000070662	09/02/2003	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000073321	09/28/2003	held for Blackboard HIST/WMST 376
Ticket Number:	0000073595	09/30/2003	Request For Course
Ticket Number:	0000073616	09/30/2003	Work Order Request
Ticket Number:	0000072879	09/25/2003	Blackboard problem
vergil		<u>Total:</u> 2	
Closed		<u>Total:</u> 2	
Ticket Number:	0000072809	09/24/2003	web directory permission
Ticket Number:	0000072425	09/19/2003	Request for URL change (Assign to Webdev)

Create
Date

Short Description

Count of Ticket Number / Create Date

For New Media



OIT Business Systems: N

Total: 1

putro

Total: 1

Closed

Total: 1

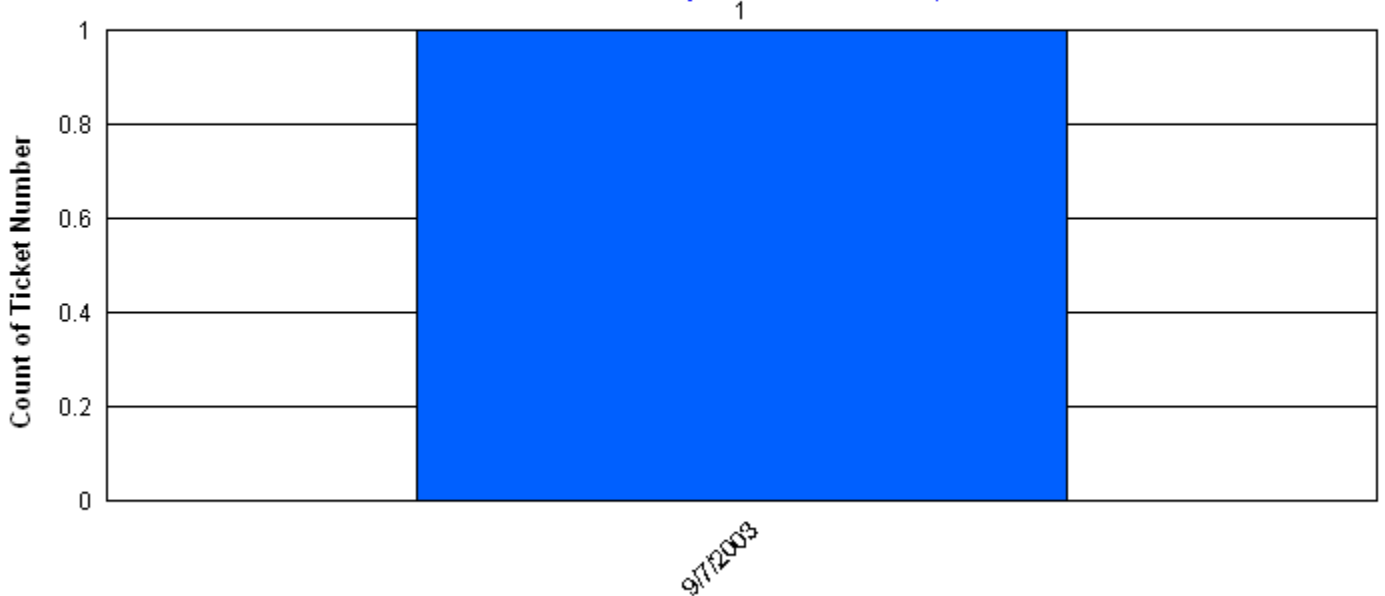
Ticket Number: 0000071988

09/12/2003

[Fwd: Winter Session Website and Schedule of Classes]

Count of Ticket Number / Create Date

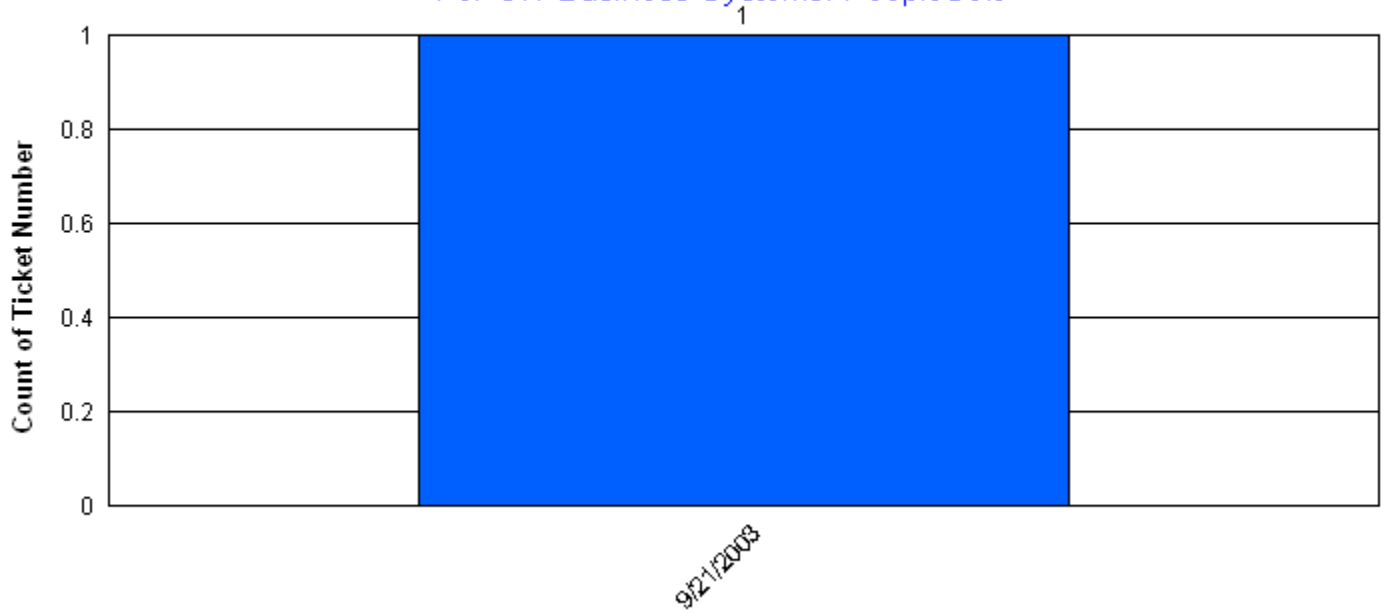
For OIT Business Systems: Non PeopleSoft



OIT Business Systems: P		<u>Create</u>	<u>Short Description</u>
Brand	Total:	Date	
		1	
		<u>Total:</u> 1	
	<u>Closed</u>	<u>Total:</u> 1	
Ticket Number:	0000072616	09/23/2003	Access Question

Count of Ticket Number / Create Date

For OIT Business Systems: PeopleSoft



PC Labs		<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
PCLabs			<u>Total:</u> 3	
Closed			<u>Total:</u> 3	
Ticket Number:	0000072010		09/12/2003	re-image pc in lib037
Ticket Number:	0000070776		09/02/2003	unknown user reported having a problem logging into lib037pcs.
Ticket Number:	0000070734		09/02/2003	Bad mouse on ECS122PC51

lasuk

Create

Date

Total: **66**

Short Description

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
		66	
Ticket Number: 0000072027	09/12/2003		Netscape 7.1 email problems
Ticket Number: 0000070676	09/02/2003		user wants to use her private laptop on the campus network.
Ticket Number: 0000070723	09/02/2003		Computer problem in FA001
Ticket Number: 0000070771	09/02/2003		LIB037PC12: Monitor discolored on left handside.
Ticket Number: 0000070823	09/02/2003		3 SGI's in 021 are broken
Ticket Number: 0000070822	09/02/2003		ECS122PC36: bad mouse
Ticket Number: 0000070780	09/02/2003		Bio Sci 477 ext: 52271 : Problems with Mac running Virex
Ticket Number: 0000072274	09/16/2003		Physical Security: Security USB Floppy Drive in IMC
Ticket Number: 0000071068	09/04/2003		MacOS 9: Office 2001 help
Ticket Number: 0000073421	09/29/2003		AD714: Entourage not receiving email
Ticket Number: 0000073630	09/30/2003		Cant loginto computers
Ticket Number: 0000073640	09/30/2003		Mouse problem in ECS 021
Ticket Number: 0000073605	09/30/2003		Appletalk disabled. Needs to enable it.
Ticket Number: 0000072315	09/17/2003		PC keeps going into power saving mode
Ticket Number: 0000072748	09/24/2003		College Park modem issue.
Ticket Number: 0000072743	09/24/2003		ECS025: Software install BSR
Ticket Number: 0000072578	09/22/2003		Lab 021 mouse not responding
Ticket Number: 0000072585	09/23/2003		Lab 333 PC 12 not able to boot
Ticket Number: 0000072526	09/22/2003		Problem with Mac G4 laptop
Ticket Number: 0000072513	09/22/2003		OSX problem booting up
Ticket Number: 0000072393	09/17/2003		AC219PC02[IMC]: bad monitor
Ticket Number: 0000072462	09/21/2003		ECS021PC04,16,17,29,30: Linux will not start up
Ticket Number: 0000072481	09/22/2003		Mac will not turn on
Ticket Number: 0000071944	09/11/2003		Mac not booting
Ticket Number: 0000072284	09/16/2003		Printing e-reserve articles from IMC gives error
Ticket Number: 0000072217	09/16/2003		Desktop computer needs to be made available to new user in Delta Ro
Ticket Number: 0000072215	09/16/2003		BIO469: machine keeps asking to reboot after Novell
Ticket Number: 0000072214	09/16/2003		Password reset for Delta workstation
Ticket Number: 0000072200	09/15/2003		Macintosh Scanner Malfunction; ECS 021
Ticket Number: 0000072089	09/14/2003		Lab 333 PC-12 not booting/operating
Ticket Number: 0000072004	09/12/2003		PC install. fa427
Ticket Number: 0000072005	09/12/2003		Lab computer has floppy disk stuck in it
Ticket Number: 0000072013	09/12/2003		iMac in ACIV 203 is running slow.
Ticket Number: 0000072041	09/12/2003		fix jacks in ITE 109C, no IP addresses
Ticket Number: 0000072008	09/12/2003		ecs333pc12 has a bad power supply
Ticket Number: 0000072889	09/25/2003		ECS021PC29: floppy drive broken
Ticket Number: 0000073073	09/26/2003		ECS021PC13,16,17,18: Failed Linux Boot:
Ticket Number: 0000073396	09/29/2003		AD904 & AD911: Bridget needs BSR installed on 2 PCs
Ticket Number: 0000072948	09/26/2003		Room ECS 021
Ticket Number: 0000073277	09/27/2003		ECS021PC09: Linux boot problems
Ticket Number: 0000072974	09/26/2003		Macintosh No Boot; BioSci 459 - hard drive crashed
Ticket Number: 0000072959	09/26/2003		Joan wants 2 old iMacs for the IMC.
Ticket Number: 0000070899	09/03/2003		IP address changed
Ticket Number: 0000070908	09/03/2003		ECS021: mac26 hung on login
Ticket Number: 0000070945	09/03/2003		ECS122PC20: bad hard drive confirmed.
Ticket Number: 0000071005	09/03/2003		imcmac04: bad screen
Ticket Number: 0000071023	09/03/2003		ecs021pc09 needs to be re-imaged
Ticket Number: 0000071326	09/05/2003		Unable to delete messages in Eudora
Ticket Number: 0000071279	09/05/2003		Mac G3, clean install of OS 9.2(have CD)
Ticket Number: 0000071277	09/05/2003		Computers in resnet lab unusable (potomac basement lab rm. 054)
Ticket Number: 0000071189	09/04/2003		Lab Computer down
Ticket Number: 0000071157	09/04/2003		FA 519: mail program in OSX
Ticket Number: 0000071008	09/03/2003		ECS 021 PC 03 Needs reimaging on Windows side.
Ticket Number: 0000071426	09/07/2003		Asset Security Alert

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000071711	09/09/2003	Signal Problem
Ticket Number:	0000071806	09/10/2003	BIOL bld, Rm. 118 ; Mac OSX tries to enter in appletalk/zone setti
Ticket Number:	0000071779	09/10/2003	Customer requests SUS lab machine reimage
Ticket Number:	0000071736	09/10/2003	[Fwd: Re: Another OSX mail glitch]
Ticket Number:	0000072276	09/16/2003	Asset Security Alert
Ticket Number:	0000071689	09/09/2003	Computer Printing Problem in FA001
Ticket Number:	0000071642	09/09/2003	Eudora connection gets TCP/IP Error 706
Ticket Number:	0000071640	09/09/2003	Netscape 7.1 having problems with attachments
Ticket Number:	0000072334	09/17/2003	PC Win2k needed all the patch installed and virus updated.
Ticket Number:	0000071566	09/08/2003	Macintosh printing problem in Lab 021
Ticket Number:	0000072167	09/15/2003	ECS 336 Illustrator error
Ticket Number:	0000071495	09/08/2003	Possible virus infection on PC (admin 715)

madhu1

Total: **16**

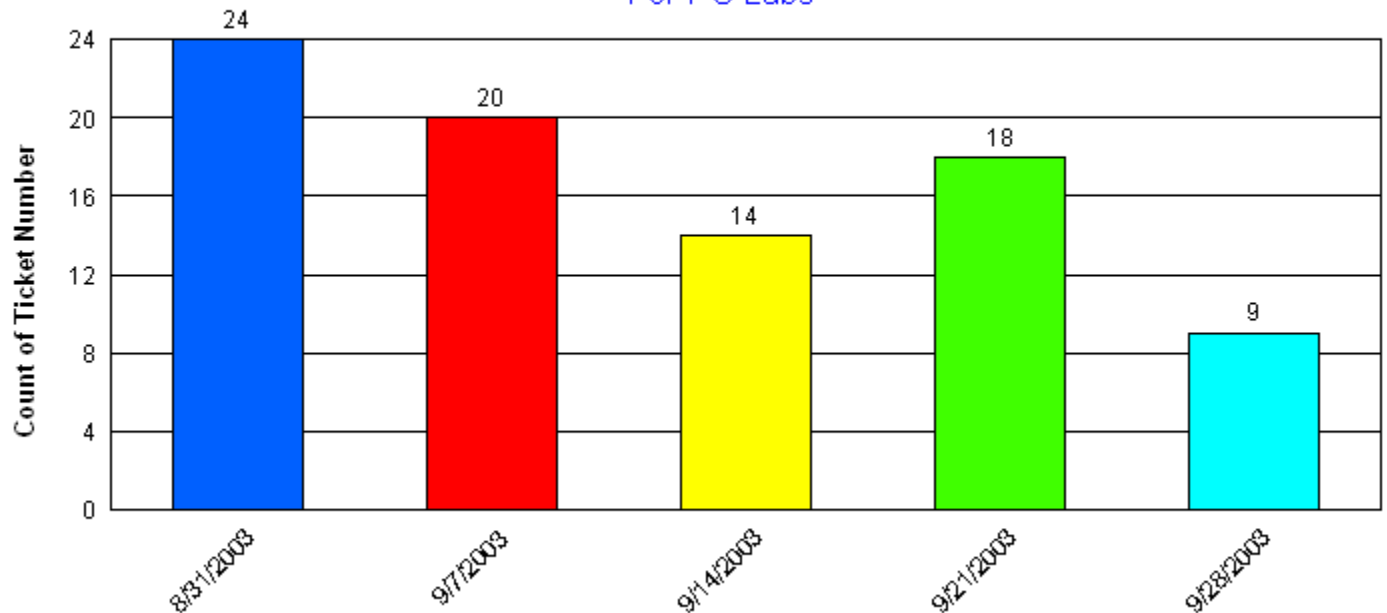
Closed

Total: **16**

Ticket Number:	0000071722	09/09/2003	customer getting 169 ip
Ticket Number:	0000070713	09/02/2003	Win98; 169 IP
Ticket Number:	0000072927	09/25/2003	Setting up an internet connection
Ticket Number:	0000071987	09/12/2003	Win95 clean up.
Ticket Number:	0000072300	09/16/2003	Unable to connect to Resnet
Ticket Number:	0000072150	09/15/2003	Publisher install in RAC 331
Ticket Number:	0000072728	09/23/2003	Professor has trouble dialing in to UMBC modems
Ticket Number:	0000072724	09/23/2003	Floppy disk stuff in Lab 021 PC
Ticket Number:	0000072777	09/24/2003	WinXP, cannot connect in Erikson
Ticket Number:	0000073387	09/29/2003	Restnet Setup/Jack check
Ticket Number:	0000073448	09/29/2003	Publisher install. Admin 832
Ticket Number:	0000073584	09/30/2003	virus on pc
Ticket Number:	0000073641	09/30/2003	Resnet Setup
Ticket Number:	0000070727	09/02/2003	unable to get IP
Ticket Number:	0000070650	09/02/2003	Resnet PPP appt. Potomac 122
Ticket Number:	0000070645	09/02/2003	0.0.0.0 IP

Count of Ticket Number / Create Date

For PC Labs



		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
PeopleSoft	<u>Total:</u>	183		
PS:HR		<u>Total:</u>	2	
	Closed	<u>Total:</u>	2	
Ticket Number:	0000073636	09/30/2003		Grant access to launch Account Load process to Budget Office person
Ticket Number:	0000072216	09/16/2003		Give UMH_HR_Payroll_SuperUser Admin HR Process Access

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
chriss		<u>Total:</u>	48	
	Resolved	<u>Total:</u>	1	
Ticket Number:	0000072727	09/23/2003		FW: Refresh FSUAT from FSPRD
	Closed	<u>Total:</u>	47	
Ticket Number:	0000073310	09/28/2003		Back up of HRPRD -- Refresh HRTST2
Ticket Number:	0000073463	09/29/2003		Restore ORL table
Ticket Number:	0000072605	09/23/2003		Upgrade PeopleSoft Finance Databases to Oracle 9.2.0.4
Ticket Number:	0000073639	09/30/2003		Refresh HRTST2 on morning of 10/1/03 with backup of HRPRD take
Ticket Number:	0000073478	09/29/2003		Refresh the HRPRO instance from HRPRD instance using a fresh bac
Ticket Number:	0000073576	09/30/2003		FW: FSPRD Change Request
Ticket Number:	0000073327	09/28/2003		HRPRD back up -- copy to HRUAT Monday morning.
Ticket Number:	0000072414	09/18/2003		Please refresh FSCNV
Ticket Number:	0000070892	09/03/2003		Refresh HRTST2 instance from HRPRD backup of 9/2/03.
Ticket Number:	0000070692	09/02/2003		Please execute scripts in FSPRD
Ticket Number:	0000072111	09/15/2003		Refresh HRCA database instance from 9/14/03 evening backup of HRP
Ticket Number:	0000072421	09/18/2003		AFTER HOURS: Research FSUAT archive full page
Ticket Number:	0000072796	09/24/2003		Stat locking problem
Ticket Number:	0000072794	09/24/2003		Table Update
Ticket Number:	0000072784	09/24/2003		Create 2 oracle/Gradebook accounts
Ticket Number:	0000072746	09/24/2003		RE: Copy HRPRD to HRUAT
Ticket Number:	0000072744	09/24/2003		Copy HRPRD to HRUAT
Ticket Number:	0000072689	09/23/2003		Restore tables for ORL
Ticket Number:	0000072487	09/22/2003		Vendor Maint file overwritten in error on Wed 10-17
Ticket Number:	0000072604	09/23/2003		Enhance automation of database clone script
Ticket Number:	0000072625	09/23/2003		Upgrade STAT! to support PT 8.4.3
Ticket Number:	0000072650	09/23/2003		Clone FSPRO
Ticket Number:	0000072634	09/23/2003		Refresh HRTST2 from HRPRD on Wed AM (9/24) from Tues PM (
Ticket Number:	0000072493	09/22/2003		Stacy's FSPRD Access
Ticket Number:	0000071994	09/12/2003		request to rollback mod
Ticket Number:	0000072231	09/16/2003		FW: P-Card Details
Ticket Number:	0000072213	09/16/2003		After Hours: HRCA was receiving ORA-600 errors
Ticket Number:	0000072164	09/15/2003		No subject
Ticket Number:	0000072850	09/25/2003		FW: Request for Oracle DB account access to FSPRD
Ticket Number:	0000072943	09/25/2003		back up hrprd
Ticket Number:	0000072901	09/25/2003		Update FSPRD hr_acctg_line table
Ticket Number:	0000072862	09/25/2003		FW: Need PRD table values modified
Ticket Number:	0000072609	09/23/2003		Upgrade STAT! Databases to Oracle 9.2.0.4
Ticket Number:	0000073157	09/26/2003		AFTER HOURS Back up of HRPRD from Friday night
Ticket Number:	0000072994	09/26/2003		Install byRequest
Ticket Number:	0000072881	09/25/2003		FW: Need another value changed on PRD Table
Ticket Number:	0000072894	09/25/2003		Refresh HRTST2 database instance from HRPRD database instance a
Ticket Number:	0000072883	09/25/2003		Chris Minton FSUAT update access
Ticket Number:	0000070968	09/03/2003		create table in HRTST2
Ticket Number:	0000071134	09/04/2003		create table in HRUAT
Ticket Number:	0000071144	09/04/2003		move table and data from HRCA to HRUAT
Ticket Number:	0000071085	09/04/2003		FW: Pverlay UAT with PRD
Ticket Number:	0000070994	09/03/2003		No subject
Ticket Number:	0000071464	09/08/2003		Create table in hruat and hrprd
Ticket Number:	0000071792	09/10/2003		SQC files are not migrating to the UNIX servers
Ticket Number:	0000071791	09/10/2003		Modify STAT user security
Ticket Number:	0000071524	09/08/2003		Gradebook account for WEGLEIN

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
enoch		<u>Total:</u> 4	
Closed		<u>Total:</u> 4	
Ticket Number:	0000071752	09/10/2003	PeopleSoft Log In Error Message
Ticket Number:	0000072332	09/17/2003	Please add mannose.chem.umbc.edu to netsaint group 'chem'
Ticket Number:	0000072660	09/23/2003	ORL ran a script Diebold sent and it ran amuck, need restore.
Ticket Number:	0000071457	09/08/2003	FSAtlas error: Server could not be contacted
haddaway		<u>Total:</u> 30	
Closed		<u>Total:</u> 30	
Ticket Number:	0000072648	09/23/2003	SELECT Grants for LDAP Process in HR
Ticket Number:	0000071890	09/11/2003	App Engine SQL Error in HRPRD
Ticket Number:	0000073434	09/29/2003	Upgrade Warehouse on Dev1 AIX and HPUMBC2 to 2.08
Ticket Number:	0000073474	09/29/2003	Table create
Ticket Number:	0000072370	09/17/2003	PRD
Ticket Number:	0000072678	09/23/2003	Alter Oracle user security in HRPRD
Ticket Number:	0000072593	09/23/2003	Following User ID's need to be setup in Data Warehouse
Ticket Number:	0000072532	09/22/2003	Generate list of run control tables and their row counts
Ticket Number:	0000072440	09/20/2003	AFTER HOURS: Execute Table Create/Alter Scripts in HRPRD
Ticket Number:	0000072436	09/20/2003	AFTER HOURS: Grant "write" access to Dewey in HRCA
Ticket Number:	0000072435	09/20/2003	AFTER HOURS: Clone HRPRD to HRTST2
Ticket Number:	0000072431	09/19/2003	AFTER HOURS: Copy 8/18 HRPRD day backup
Ticket Number:	0000072447	09/20/2003	AFTER HOURS: Grant access to several tables in HRPRD
Ticket Number:	0000072420	09/18/2003	AFTER HOURS: Research archive disk space issue
Ticket Number:	0000072417	09/18/2003	AFTER HOURS: PeopleSoft processing problems - Urgent.
Ticket Number:	0000072397	09/17/2003	AFTER HOURS: Need Backup of HRPRD instance at 10AM on 9/1
Ticket Number:	0000072394	09/17/2003	Update Default Values in FSPRD - Dept Tbl
Ticket Number:	0000072372	09/17/2003	myUMBC not showing full schedule for ikinde1
Ticket Number:	0000072275	09/16/2003	Oracle account for Paul M. Brothers
Ticket Number:	0000071784	09/10/2003	Table Copy from FSPRD to HRPRD - ps_um_map_2
Ticket Number:	0000071780	09/10/2003	Curt Ferguson - HR Oracle Access
Ticket Number:	0000072821	09/24/2003	Create an Oracle Account for Sherrell McNamara (username mcnamara
Ticket Number:	0000072995	09/26/2003	Upgrade Finance development box Oracle Databases to 9.2.0.4
Ticket Number:	0000072960	09/26/2003	Stat is in FS-UAT
Ticket Number:	0000072956	09/26/2003	modify FSPRD P-card data
Ticket Number:	0000072845	09/25/2003	Alter table hrdev and hrtst
Ticket Number:	0000071878	09/11/2003	Table Creates
Ticket Number:	0000072606	09/23/2003	Upgrade Oracle LDAP to Oracle 9.2.0.4
Ticket Number:	0000072154	09/15/2003	No subject
Ticket Number:	0000072277	09/16/2003	Create ORACLE Account for David Richman
jeremy		<u>Total:</u> 8	
Closed		<u>Total:</u> 8	
Ticket Number:	0000072219	09/16/2003	clone of HRPRD to HRTST2
Ticket Number:	0000072285	09/16/2003	Refresh HRTST2 from fresh backup of HRPRD
Ticket Number:	0000072267	09/16/2003	upgrade of Retriever
Ticket Number:	0000072990	09/26/2003	Setup users in the Data Warehouse
Ticket Number:	0000073001	09/26/2003	Upgrade EPMDEV.PS databases to ORacle 9.2.0.4
Ticket Number:	0000072579	09/22/2003	AFTER HOURS: need to clear cache for security changes
Ticket Number:	0000072610	09/23/2003	Upgrade Peoplesoft EPM Databases to Oracle 9.2.0.4
Ticket Number:	0000072615	09/23/2003	clone PRD to TRN for data recovery
jgood		<u>Total:</u> 4	
Closed		<u>Total:</u> 4	
Ticket Number:	0000073479	09/29/2003	Please take a copy of the backup of the HRPRO instance from 9/28/0
Ticket Number:	0000072552	09/22/2003	aegis maintenance
Ticket Number:	0000070787	09/02/2003	Copy files into FSSBX
Ticket Number:	0000071768	09/10/2003	Fwd: Sallie Mae Data Load Distribution list

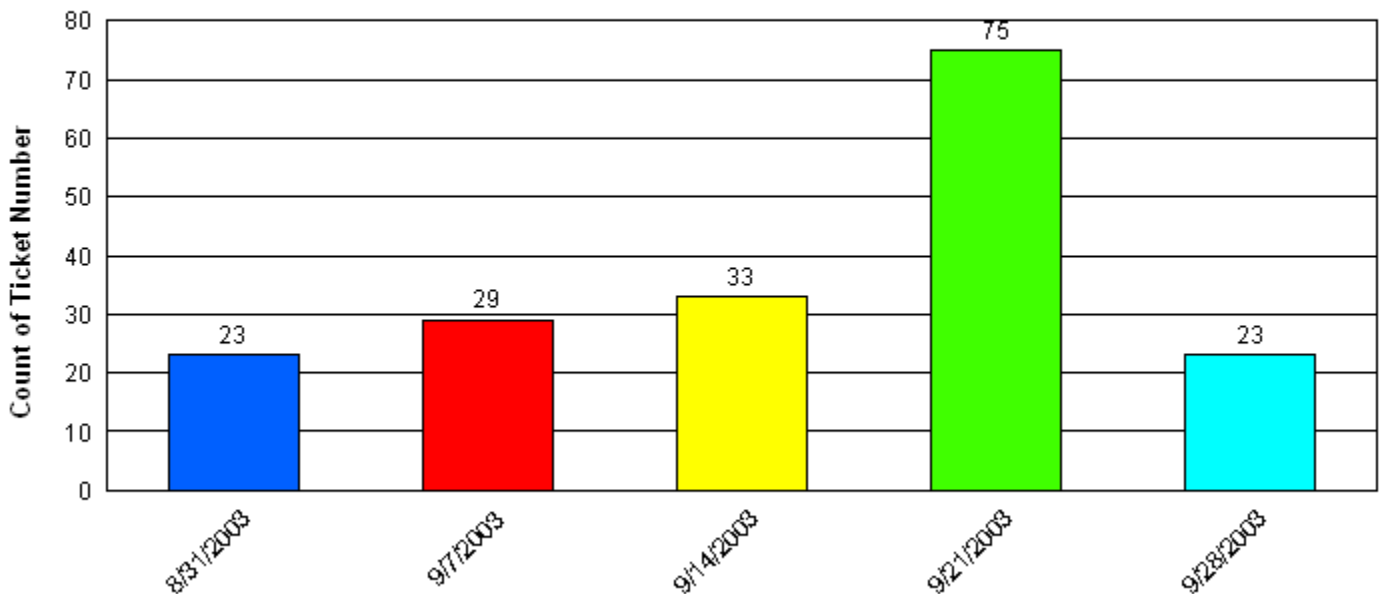
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
jking	<u>Total:</u> 12	
Closed	<u>Total:</u> 12	
Ticket Number: 0000071463	09/08/2003	Fwd: 24 processes stuck in "Posting" status
Ticket Number: 0000071480	09/08/2003	State interface directory
Ticket Number: 0000070904	09/03/2003	Set up HRTST2 instance to authenticate against LDAP
Ticket Number: 0000071027	09/03/2003	FSPRD Web Server Not Starting
Ticket Number: 0000070896	09/03/2003	Cobol License Manager
Ticket Number: 0000072887	09/25/2003	Remove Reports
Ticket Number: 0000073088	09/26/2003	FW: SL conversion
Ticket Number: 0000072930	09/25/2003	Process 16296
Ticket Number: 0000072607	09/23/2003	Unable to generate a csv from process scheduler
Ticket Number: 0000070651	09/02/2003	FW: [Fwd: SUCCESS - PSXFER: ar2d4438.200308272137]
Ticket Number: 0000072415	09/18/2003	AFTER HOURS : GL interface HX load
Ticket Number: 0000072750	09/24/2003	Load EBD File
jking4	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000070636	09/02/2003	Add Work Injury Leave Code
Ticket Number: 0000071745	09/10/2003	Modify Employee Timesheet
kurilla	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000073577	09/30/2003	Receipts set to matched status but not matched to vouchers
lrاند	<u>Total:</u> 15	
Closed	<u>Total:</u> 15	
Ticket Number: 0000073476	09/29/2003	Problem with row-level security
Ticket Number: 0000073617	09/30/2003	Increase Query Access to Allow Bob Preston Two-Tier Query Access
Ticket Number: 0000071101	09/04/2003	Grant Linda Jones Sherm (LJONES) and Dee Young (DEYOUNG) a
Ticket Number: 0000072463	09/21/2003	Load CPB PayRun File for PP01 into UM_CPAYRUN_TBL in HRPR
Ticket Number: 0000072499	09/22/2003	please move project into production
Ticket Number: 0000071389	09/06/2003	HR Access
Ticket Number: 0000071630	09/09/2003	Increase row-level security for Janice O'Neill
Ticket Number: 0000070912	09/03/2003	Create user in HRPRD and HRTST2
Ticket Number: 0000071115	09/04/2003	Access
Ticket Number: 0000070998	09/03/2003	User in HRUAT
Ticket Number: 0000072450	09/20/2003	Generate Build Scripts for New or Altered Tables in HRPRD
Ticket Number: 0000072449	09/20/2003	Migrate records and fields from HRCA to HRPRD
Ticket Number: 0000072912	09/25/2003	Lisa Stankovic cannot successfully run PER099 Refresh
Ticket Number: 0000072917	09/25/2003	Grant Amy Kilby row-level security for Bio-Informatics department.
Ticket Number: 0000072916	09/25/2003	Grant Lisa Stankovic and Darlene Davis access to all Time Entry fun
mbogus1	<u>Total:</u> 3	
Closed	<u>Total:</u> 3	
Ticket Number: 0000073580	09/30/2003	JE forms
Ticket Number: 0000073583	09/30/2003	Account # Needed
Ticket Number: 0000073596	09/30/2003	PS question
preston	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000073484	09/29/2003	Fw: [Fwd: SUCCESS - PSXFER: A60E.IR.PRD.R41.IN.TRANSF
Ticket Number: 0000072656	09/23/2003	SAR -to-GL job aborted
Ticket Number: 0000072847	09/25/2003	Vendor Production process run twice in same day
Ticket Number: 0000071748	09/10/2003	Migration Request

	<u>Create</u>	<u>Short Description</u>
roster		
Closed		
Ticket Number: 0000070922	09/03/2003	Need to increase field space
Ticket Number: 0000072763	09/24/2003	error running crystal report
Ticket Number: 0000071133	09/04/2003	Need to increase field space
Ticket Number: 0000072954	09/26/2003	Received "no Success" error when loading Pcard information
Ticket Number: 0000072964	09/26/2003	modify SQL statement
Ticket Number: 0000072527	09/22/2003	BI Report is Printing wrong Invoice date
Ticket Number: 0000072872	09/25/2003	Distribution Template in PCARD allows user to change TCODE
Ticket Number: 0000072628	09/23/2003	UMB wants info on our Pcard Loader
	Total: 8	
rpreston		
Closed		
Ticket Number: 0000072371	09/17/2003	Attempting to trace a deposit
Ticket Number: 0000072263	09/16/2003	JV problem-rent
Ticket Number: 0000073415	09/29/2003	Dept 10553
Ticket Number: 0000073604	09/30/2003	Peoplesoft - Pcard problem & Retriever problem
Ticket Number: 0000072120	09/15/2003	F&A on cost share amounts TICKET DATE 09-15-03
Ticket Number: 0000072848	09/25/2003	OIT New Media PeopleSoft Account Issues
Ticket Number: 0000073077	09/26/2003	Account Number
Ticket Number: 0000072886	09/25/2003	Chart Field Issue
Ticket Number: 0000072869	09/25/2003	Follow-up on PS Update of 9/15/03
Ticket Number: 0000071000	09/03/2003	Problem with PCard Allocation
Ticket Number: 0000071228	09/05/2003	question about change distribution form
Ticket Number: 0000072040	09/12/2003	JE#674 dated 09/05/03
Ticket Number: 0000071684	09/09/2003	JV turnaround time
Ticket Number: 0000071802	09/10/2003	can't see grants in Retriever
	Total: 14	

<u>slong</u>	<u>Created</u>	<u>Short Description</u>
	Total: 28	
	Total: 28	
Ticket Number: 0000072965	09/26/2003	FW: Retriever Access
Ticket Number: 0000071818	09/10/2003	FW: Here are the traces .. thanks stacy
Ticket Number: 0000071528	09/08/2003	Vendor Reconciliation Report
Ticket Number: 0000071867	09/11/2003	Reset Password
Ticket Number: 0000071254	09/05/2003	Reports not available by Project Activity ID
Ticket Number: 0000071444	09/08/2003	Create Retriever account for DHICKS
Ticket Number: 0000072831	09/24/2003	Emailing: COBOL_FSPGJGEN_16265
Ticket Number: 0000072902	09/25/2003	FW: Receiver & PO Update
Ticket Number: 0000072976	09/26/2003	JE is "Locked"
Ticket Number: 0000073236	09/27/2003	Journals Locked
Ticket Number: 0000073005	09/26/2003	FW: unmatched items 9/25/03
Ticket Number: 0000072997	09/26/2003	process 16328 in CNV
Ticket Number: 0000071885	09/11/2003	App Messg Problem
Ticket Number: 0000072035	09/12/2003	Retriever Question
Ticket Number: 0000072001	09/12/2003	AR Update not functioning properly
Ticket Number: 0000071925	09/11/2003	Reset Dot's FSPRD passwd
Ticket Number: 0000072132	09/15/2003	Report Project to actual
Ticket Number: 0000072505	09/22/2003	Reset Maggie's Rstars password
Ticket Number: 0000073352	09/28/2003	FW: SQL to Back out Payroll 1.doc - FSUAT
Ticket Number: 0000073440	09/29/2003	Retriever access
Ticket Number: 0000073461	09/29/2003	FW: Cobol error
Ticket Number: 0000073649	09/30/2003	FW: Request to clear PRD HR_ACCT_LINE file
Ticket Number: 0000072043	09/12/2003	FW: Retriever Access needed
Ticket Number: 0000072278	09/16/2003	Retriever access problems
Ticket Number: 0000072490	09/22/2003	FW: Budget to Actual Reports.
Ticket Number: 0000072705	09/23/2003	Update FSPRD w/values to back out payroll 1
Ticket Number: 0000072708	09/23/2003	FW: SQL Update to CA_DETAIL_UAR in FSPRD
Ticket Number: 0000072512	09/22/2003	FW: The Process Instance (16116 - Process: (UM_TO_PC) failed t

Count of Ticket Number / Create Date

For PeopleSoft



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Physical Networks	Total:	123	
beakja1		Total:	28
Closed		Total:	28
Ticket Number:	0000072437	09/20/2003	169 IP; Harbor 154C
Ticket Number:	0000072469	09/21/2003	User cannot connect to resnet
Ticket Number:	0000072663	09/23/2003	Fix broken jack
Ticket Number:	0000072576	09/22/2003	169 IP; Harbor 444
Ticket Number:	0000072553	09/22/2003	Room has no network connection. FA 213
Ticket Number:	0000072543	09/22/2003	Jack 106-6 A went doa ~2:50 pm 9/21 (monday)
Ticket Number:	0000072498	09/22/2003	FA 105: 6 Macs, 1 PC not connecting to internet
Ticket Number:	0000071233	09/05/2003	Failed Resnet Connectivity; Chesapeake Front Desk
Ticket Number:	0000070722	09/02/2003	Resnet PPP. Westhill Wye 331
Ticket Number:	0000071061	09/04/2003	No Connection for Retriever Weekly
Ticket Number:	0000070794	09/02/2003	no ip, internet configured correctly ;westhill-choptank-rm 641 x:2712
Ticket Number:	0000073347	09/28/2003	Harbor Hall 331B ;Cable Disconnected for Resnet connection
Ticket Number:	0000073536	09/30/2003	jack problem in ITE
Ticket Number:	0000072619	09/23/2003	Install a UPS in the South Campus MDF...
Ticket Number:	0000071920	09/11/2003	Please activate jack in ITE
Ticket Number:	0000072246	09/16/2003	FW: Oct. 7 computer setup
Ticket Number:	0000072269	09/16/2003	Ethernet Jack 210D doesnot work
Ticket Number:	0000071947	09/11/2003	jack check/activation
Ticket Number:	0000072018	09/12/2003	jack activation requests
Ticket Number:	0000072963	09/26/2003	Port out in Potomac Hall
Ticket Number:	0000070950	09/03/2003	line not working
Ticket Number:	0000071215	09/05/2003	SS507a; can't connect to web or mail - please check the jack.
Ticket Number:	0000071179	09/04/2003	.Customer has to keep logging into resnet
Ticket Number:	0000071293	09/05/2003	Jack check (choptank 611a)
Ticket Number:	0000070953	09/03/2003	need 3 network lines for rack A8.
Ticket Number:	0000071441	09/08/2003	Jack CA3-B needs to be activated.
Ticket Number:	0000071538	09/08/2003	Library technical services dept switch
Ticket Number:	0000071413	09/07/2003	Need Access to Racks H5 and H6
cmckin1		Total:	16
Closed		Total:	16
Ticket Number:	0000071667	09/09/2003	need lines enabled
Ticket Number:	0000071707	09/09/2003	check jacks
Ticket Number:	0000070960	09/03/2003	patapsco front desk- jack check
Ticket Number:	0000071310	09/05/2003	Westhill Magothy 442B;Unable to access non-UMBC, slow speed
Ticket Number:	0000071294	09/05/2003	Jack Check for Bio 103
Ticket Number:	0000071168	09/04/2003	Physnet worker left notebook in Magothy 441
Ticket Number:	0000071096	09/04/2003	Store Interduct in Garage Closet...
Ticket Number:	0000071916	09/11/2003	10.x.x.x. ips on wireless
Ticket Number:	0000072171	09/15/2003	Charge all the UPS Batteries...
Ticket Number:	0000073497	09/29/2003	Failed Login for Potomac Lab PCs-
Ticket Number:	0000070585	09/01/2003	Need help
Ticket Number:	0000071313	09/05/2003	Jack activation request (Academic 4 Bwing 451)
Ticket Number:	0000070778	09/02/2003	3 network jack need to be actviated in westhill appt (flood damage)
Ticket Number:	0000070694	09/02/2003	RESNET Jack Check
Ticket Number:	0000072511	09/22/2003	Resnet Setup
Ticket Number:	0000072554	09/22/2003	Jack Activation

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
damian			
Closed		Total: 13	
Ticket Number: 0000072383	09/17/2003		1st floor library jack numbers and pcs connected to them
Ticket Number: 0000072331	09/17/2003		need port 514 open
Ticket Number: 0000072343	09/17/2003		Update bind to disallow verisign advertising
Ticket Number: 0000072633	09/23/2003		south campus 2nd floor computer room equipment - loud beeping
Ticket Number: 0000071065	09/04/2003		About Network in our campus.
Ticket Number: 0000071872	09/11/2003		dhcp errors in library - please check jacks
Ticket Number: 0000071921	09/11/2003		dhcp problems in the library - pls expedite
Ticket Number: 0000072893	09/25/2003		for Networks
Ticket Number: 0000072911	09/25/2003		ID card system network line
Ticket Number: 0000071371	09/06/2003		Web Server
Ticket Number: 0000071762	09/10/2003		slow connection
Ticket Number: 0000071523	09/08/2003		Customer Unable to log onto resnet
Ticket Number: 0000071501	09/08/2003		Online games
markc		Total: 3	
Closed		Total: 3	
Ticket Number: 0000071795	09/10/2003		pubnet hub, 1st floor library
Ticket Number: 0000072921	09/25/2003		Determine Vlan information for some jacks in Erickson Hall (ORL)
Ticket Number: 0000072567	09/22/2003		ports blocked from resnet
raysl		Total: 8	
Closed		Total: 8	
Ticket Number: 0000072460	09/21/2003		Harbor Hall 173A ext: 28056: Problems with Jack
Ticket Number: 0000072690	09/23/2003		Please de-activate/activate jacks in TRC
Ticket Number: 0000071773	09/10/2003		Unable to Connect to Resnet
Ticket Number: 0000070951	09/03/2003		need lines
Ticket Number: 0000071897	09/11/2003		Getting disconnected from Internet
Ticket Number: 0000072153	09/15/2003		network/console line in computer room
Ticket Number: 0000071466	09/08/2003		Please replace modem bank
Ticket Number: 0000071793	09/10/2003		Resnet Setup
vicki		Total: 9	
Closed		Total: 9	
Ticket Number: 0000071778	09/10/2003		DNS name change
Ticket Number: 0000071794	09/10/2003		DNS chagne
Ticket Number: 0000071110	09/04/2003		Please activate 20 jacks in ITE on Friday morning (9/5/03)
Ticket Number: 0000071194	09/04/2003		ITE 222
Ticket Number: 0000071298	09/05/2003		DNS change
Ticket Number: 0000072266	09/16/2003		Jack activation in ITE
Ticket Number: 0000072846	09/25/2003		Southcampus reporting network connection problems.
Ticket Number: 0000072539	09/22/2003		Check Jacks in ITE
Ticket Number: 0000072778	09/24/2003		Problems with 301 Modems?

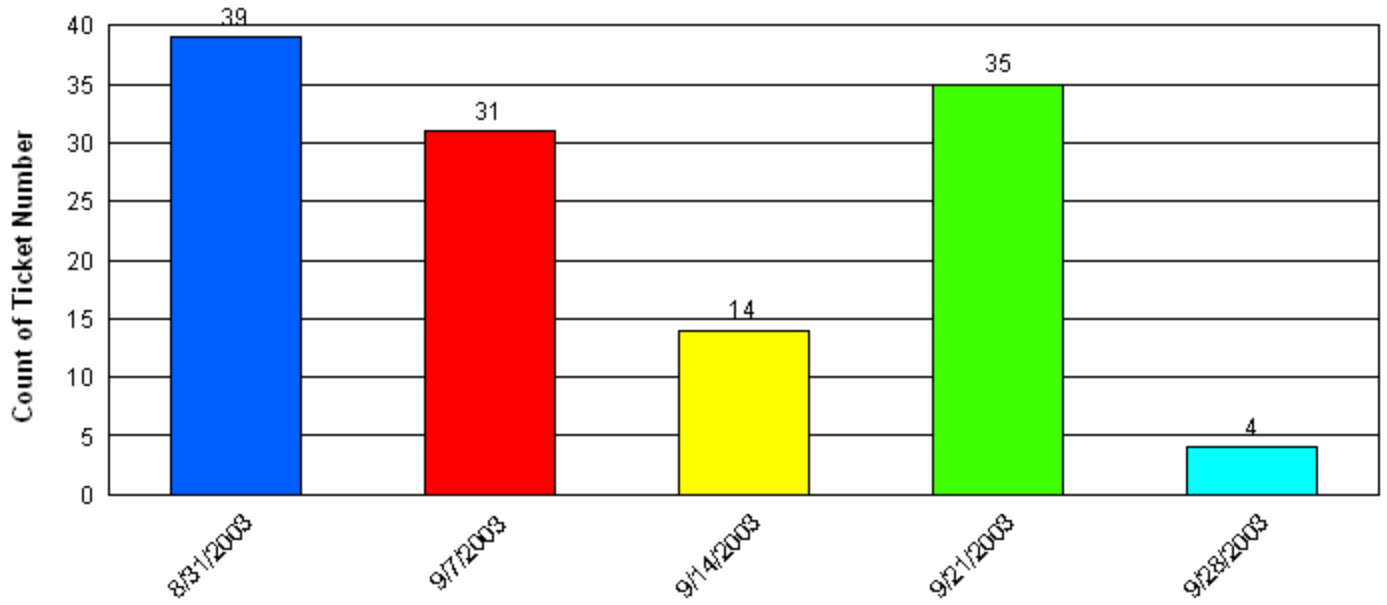
	<u>Create</u>	
	<u>Date</u>	<u>Short Description</u>
zicka	Total:	46
Closed	Total:	46
Ticket Number: 0000072366	09/17/2003	static IP request for FA 202
Ticket Number: 0000072759	09/24/2003	Multicast turn on on 111 subnet for TRC.
Ticket Number: 0000072775	09/24/2003	IP Assignment/DNS Assignment
Ticket Number: 0000072804	09/24/2003	IP and DNS for remote console line
Ticket Number: 0000072760	09/24/2003	Need 2 machines registered
Ticket Number: 0000072699	09/23/2003	IP and dns entry request for HP LJ 5
Ticket Number: 0000072630	09/23/2003	TRC 2nd floor network problem.
Ticket Number: 0000072596	09/23/2003	South campus lost connection
Ticket Number: 0000072544	09/22/2003	Request Static IP#
Ticket Number: 0000072514	09/22/2003	Activate Jack in Phys 105
Ticket Number: 0000072426	09/19/2003	alias for spire.umbc.edu to www.cs.umbc.edu
Ticket Number: 0000070932	09/03/2003	Registering maple.cs.umbc.edu as a domain
Ticket Number: 0000070684	09/02/2003	FA001 Printers; DNS name change request
Ticket Number: 0000073522	09/30/2003	Work Order Request
Ticket Number: 0000072839	09/24/2003	CNAME please
Ticket Number: 0000072919	09/25/2003	DNS/DHCP change
Ticket Number: 0000072926	09/25/2003	IP Address Request
Ticket Number: 0000072899	09/25/2003	Register in DHCP
Ticket Number: 0000072988	09/26/2003	please change ethernet address
Ticket Number: 0000072920	09/25/2003	cname request
Ticket Number: 0000071893	09/11/2003	hostname alias request
Ticket Number: 0000071924	09/11/2003	Network Printer Setup
Ticket Number: 0000072280	09/16/2003	New computer
Ticket Number: 0000072240	09/16/2003	DNS and IP Assignment
Ticket Number: 0000071939	09/11/2003	IP/DNS Assignment - please expedite
Ticket Number: 0000070905	09/03/2003	Station restricted account change
Ticket Number: 0000071054	09/04/2003	Customer Requests IP
Ticket Number: 0000070937	09/03/2003	DHCP problem on wireless network in Biology Sciences Bld.
Ticket Number: 0000071088	09/04/2003	Wireless in Commons
Ticket Number: 0000070691	09/02/2003	IP address request for printer
Ticket Number: 0000071301	09/05/2003	No subject
Ticket Number: 0000071264	09/05/2003	dns entry
Ticket Number: 0000071249	09/05/2003	Internet Access for SS 109
Ticket Number: 0000071155	09/04/2003	wireless access at the New ITE bldg
Ticket Number: 0000071135	09/04/2003	dns entry
Ticket Number: 0000071162	09/04/2003	Register Two Machines
Ticket Number: 0000071331	09/05/2003	IP request
Ticket Number: 0000072281	09/16/2003	Printer in TRC building, IP name request
Ticket Number: 0000071817	09/10/2003	manual DNS change/dhcp change
Ticket Number: 0000071678	09/09/2003	Register to DHCP
Ticket Number: 0000071693	09/09/2003	Customer would like to use her iBook in FA112,113
Ticket Number: 0000071647	09/09/2003	dns change request. for ac219pc26
Ticket Number: 0000071604	09/09/2003	change IP names
Ticket Number: 0000071442	09/08/2003	ECS 020: GX270 front row still not getting IP
Ticket Number: 0000071941	09/11/2003	whhops
Ticket Number: 0000071332	09/05/2003	new NIC for FA001PC21.ucslab.umbc.edu

Create
Date

Short Description

Count of Ticket Number / Create Date

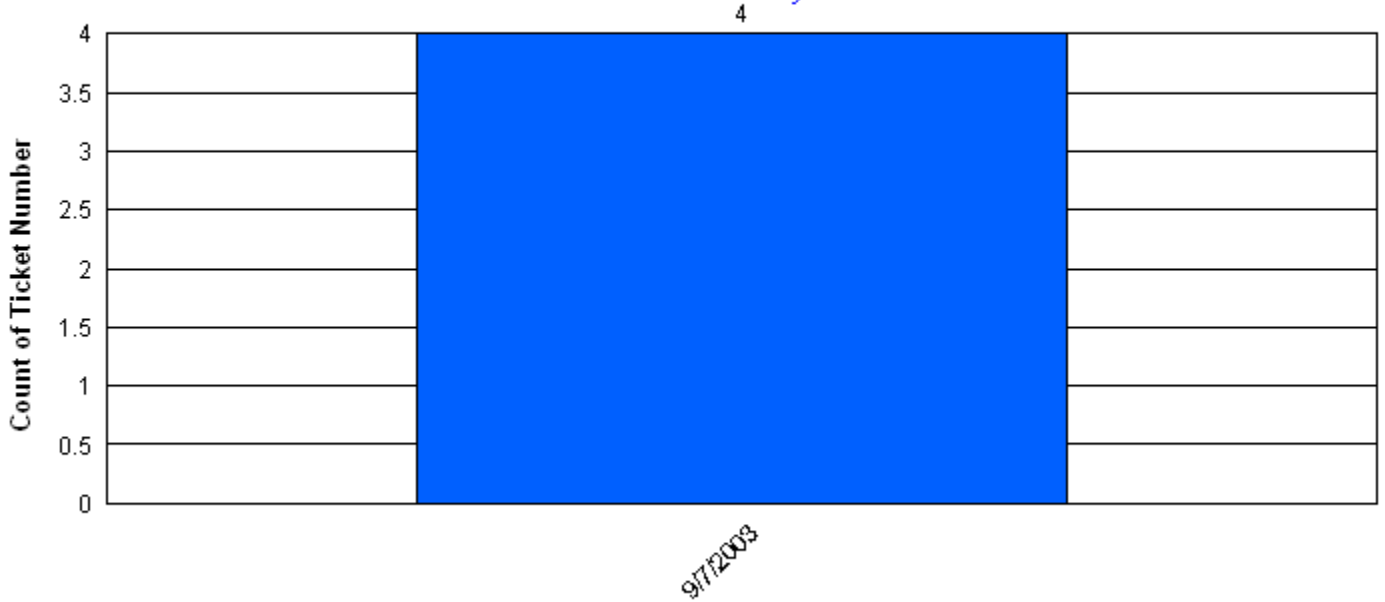
For Physical Networks



Security	Total:	Create Date	Short Description
robin	4		
Closed	Total:	4	
Ticket Number: 0000071513		09/08/2003	Chesapeake 252; blocking access due to virus
Ticket Number: 0000071546		09/08/2003	Unblocking customer from resnet access
Ticket Number: 0000071547		09/08/2003	Ping Attack
Ticket Number: 0000071855		09/10/2003	AIM Account Compromise

Count of Ticket Number / Create Date

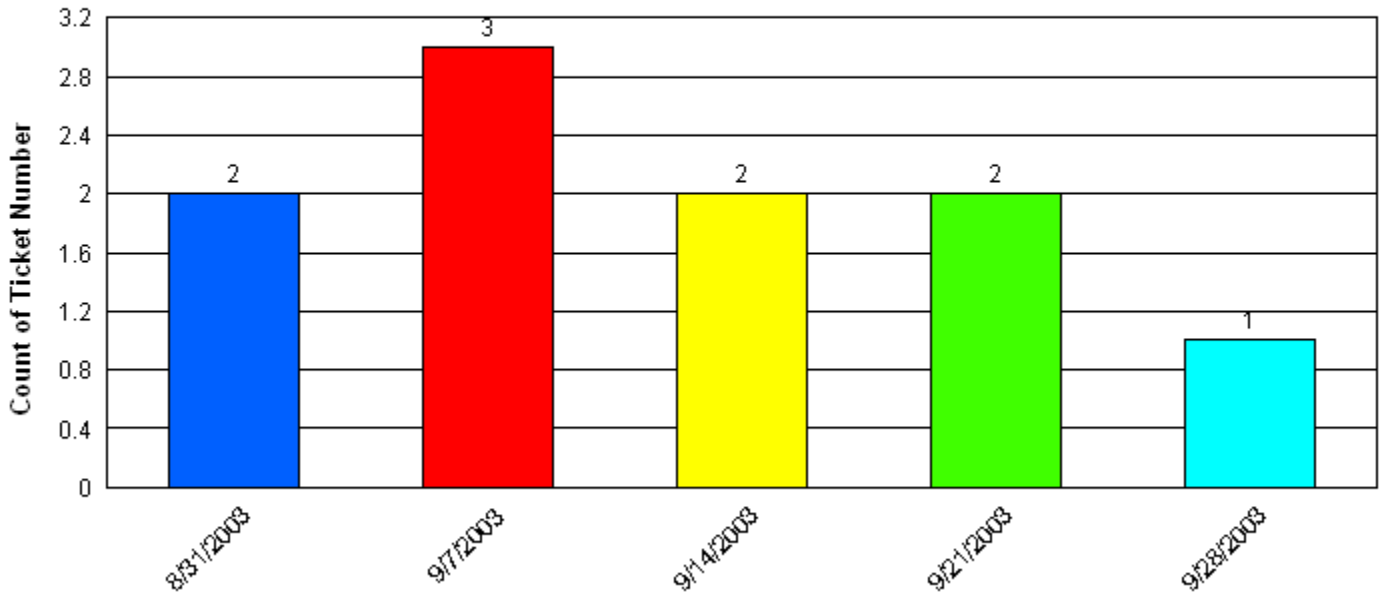
For Security



Shriver Center	Total:	Create Date	Short Description
pscott	10		
Closed	Total:	10	
Ticket Number: 0000072070		09/14/2003	Deliver & Install student PC - Choice PG
Ticket Number: 0000072868		09/25/2003	PC Crashing - Choice Stem-Ross
Ticket Number: 0000073481		09/29/2003	HELP COMPUTER PROGRAMS
Ticket Number: 0000071472		09/08/2003	Login Problems - Choice PG
Ticket Number: 0000071550		09/08/2003	Upgrade MS office
Ticket Number: 0000071552		09/08/2003	Clean Infected file server
Ticket Number: 0000071137		09/04/2003	Build File server for Choice AA
Ticket Number: 0000071302		09/05/2003	Relocate PCs
Ticket Number: 0000072322		09/17/2003	SPSS installment
Ticket Number: 0000072658		09/23/2003	comp. trouble

Count of Ticket Number / Create Date

For Shriver Center



		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
SysCore	<u>Total:</u>	726	

banz

Create

Date

Total: 127

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		127	
Ticket Number: 0000072405	09/17/2003		crontab on GL
Ticket Number: 0000072581	09/22/2003		password-less login
Ticket Number: 0000073011	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073480	09/29/2003		Re: Account Deactivation Notification
Ticket Number: 0000070964	09/03/2003		Need www config change
Ticket Number: 0000071306	09/05/2003		Customer unable to ssh in to titan
Ticket Number: 0000073391	09/29/2003		Account Deactivation Notification
Ticket Number: 0000071618	09/09/2003		W32/Sobig.f@MM not being filtered by UMBC email Virus Scan.
Ticket Number: 0000073365	09/29/2003		Re: Account Deactivation Notification
Ticket Number: 0000073048	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073058	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073057	09/26/2003		RE: Account Deactivation Notification
Ticket Number: 0000073056	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073054	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073053	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073052	09/26/2003		RE: Account Deactivation Notification
Ticket Number: 0000073051	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073050	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073047	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073079	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073078	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073076	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073072	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073070	09/26/2003		RE: Account Deactivation Notification
Ticket Number: 0000073069	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073066	09/26/2003		RE: Account Deactivation Notification
Ticket Number: 0000073112	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073065	09/26/2003		RE: Account Deactivation Notification
Ticket Number: 0000073064	09/26/2003		RE: Account Deactivation Notification
Ticket Number: 0000073061	09/26/2003		RE: Account Deactivation Notification
Ticket Number: 0000073060	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073262	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073261	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073247	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073245	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073244	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073242	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073239	09/27/2003		RE: Account Deactivation Notification
Ticket Number: 0000073227	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073225	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073205	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073189	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073185	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073183	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073182	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073181	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073179	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073171	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073164	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073162	09/26/2003		RE: Account Deactivation Notification
Ticket Number: 0000073161	09/26/2003		RE: Account Deactivation Notification
Ticket Number: 0000073224	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073141	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073138	09/26/2003		RE: Account Deactivation Notification

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000073135	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073122	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073121	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073116	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073109	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073103	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073099	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073098	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073096	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073095	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073094	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073100	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073087	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073086	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073083	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073046	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073045	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073044	09/26/2003	Work Order Request
Ticket Number:	0000073397	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073042	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073041	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073040	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073468	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073038	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073037	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073036	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073035	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073033	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073032	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073030	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073031	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073014	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073013	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073075	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073008	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073009	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073336	09/28/2003	Account Deactivation Notification (fwd)
Ticket Number:	0000073340	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073361	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073444	09/29/2003	f59e0880-6e12-11d4-93c6-8020cd7816
Ticket Number:	0000073439	09/29/2003	Server Info
Ticket Number:	0000073436	09/29/2003	Fw: Account Deactivation Notification
Ticket Number:	0000073049	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073402	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073394	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073393	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073388	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073385	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073592	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073567	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073545	09/30/2003	webserver interface help request
Ticket Number:	0000073505	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073518	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073509	09/29/2003	Re: [inbox] Account Deactivation Notification
Ticket Number:	0000073498	09/29/2003	Re: Account Deactivation Notification

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000073496	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073495	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073482	09/29/2003	Account Deactivation Notification (fwd)
Ticket Number:	0000073465	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073462	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073458	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073457	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073456	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073452	09/29/2003	accounts
Ticket Number:	0000073450	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073449	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073446	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073473	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073466	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073354	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073349	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000071911	09/11/2003	maximum email file size
Ticket Number:	0000071986	09/12/2003	Grant AFS admin rights to Vergil

dave

Total: 7

Closed

Total: 7

Ticket Number:	0000072185	09/15/2003	Blackboard Quiz Error message
Ticket Number:	0000071573	09/09/2003	"Script Produced No Output" Blackboard Error
Ticket Number:	0000071626	09/09/2003	Script Produced No Output" Blackboard Error
Ticket Number:	0000070885	09/03/2003	FW: Problem w/blackboard & IFSM668 access
Ticket Number:	0000071158	09/04/2003	script produced no output error
Ticket Number:	0000071263	09/05/2003	Missing files from Digital Drop Box
Ticket Number:	0000071446	09/08/2003	Script Produced No Output Error

jcgriego

Create

Date

Total: **299**

Short Description

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000073471	09/29/2003	299	Re: Account Deactivation Notification
Ticket Number: 0000070814	09/02/2003		request corporate calendar account
Ticket Number: 0000070680	09/02/2003		new calendar request
Ticket Number: 0000072444	09/20/2003		New calendar account.
Ticket Number: 0000070909	09/03/2003		corporate time calendar for new employee
Ticket Number: 0000071097	09/04/2003		Getting a Corporate Time Account?
Ticket Number: 0000071452	09/08/2003		Re: TRAN, JING
Ticket Number: 0000072348	09/17/2003		New Corptime account needed
Ticket Number: 0000072430	09/19/2003		Please remove prav1 and add akhant1 to the Security group
Ticket Number: 0000072523	09/22/2003		Work Order Request
Ticket Number: 0000072801	09/24/2003		FW: New Calendar account
Ticket Number: 0000072786	09/24/2003		Corporate Calendar
Ticket Number: 0000073373	09/29/2003		Please do not delete
Ticket Number: 0000073160	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000072709	09/23/2003		Corporate Time set-up
Ticket Number: 0000072688	09/23/2003		Remedy gremlins
Ticket Number: 0000072382	09/17/2003		Name change
Ticket Number: 0000072517	09/22/2003		Calendar account creation for rea
Ticket Number: 0000072982	09/26/2003		TEST Re: Account Deactivation Notification
Ticket Number: 0000072985	09/26/2003		TEST Re: Account Deactivation Notification
Ticket Number: 0000073113	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073110	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073108	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073107	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073106	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073105	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073102	09/26/2003		RE: Account Deactivation Notification
Ticket Number: 0000073101	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073082	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073153	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073152	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073151	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073150	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073147	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073144	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073143	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073142	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073139	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073285	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073283	09/27/2003		Re: Account Deactivation Notification cproch2
Ticket Number: 0000073282	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073281	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073280	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073278	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073275	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073273	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073271	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073270	09/27/2003		RE: Account Deactivation Notification
Ticket Number: 0000073269	09/27/2003		RE: Account Deactivation Notification
Ticket Number: 0000073268	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073267	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073266	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073263	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073260	09/27/2003		Re: Account Deactivation Notification

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000073155	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073154	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073137	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073136	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073134	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073133	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073132	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073131	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073130	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073129	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073140	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073127	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073126	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073125	09/26/2003	New calendar account.
Ticket Number:	0000073124	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073119	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073118	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073117	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073115	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073080	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073071	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073067	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073063	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073062	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073059	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073055	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073025	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073097	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073093	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073092	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073090	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073089	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073085	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073024	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073023	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073022	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073021	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073019	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073018	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073017	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073015	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073074	09/26/2003	RE: Account Deactivation Notification
Ticket Number:	0000073043	09/26/2003	Please confirm (conf#f3e9571408d42466afae7bfc5735beba)
Ticket Number:	0000073034	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073027	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000073026	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000072998	09/26/2003	Test Message for armail
Ticket Number:	0000073012	09/26/2003	Please confirm (conf#45a23773c7c63d7559e31d70f62165e9)
Ticket Number:	0000072999	09/26/2003	TESTRe: Account Deactivation Notification
Ticket Number:	0000073256	09/27/2003	Re: Account Deactivation Notification
Ticket Number:	0000073039	09/26/2003	Re: Account Deactivation Notification
Ticket Number:	0000072969	09/26/2003	request
Ticket Number:	0000072981	09/26/2003	Corporate Time account
Ticket Number:	0000070656	09/02/2003	deactivate accounts
Ticket Number:	0000071152	09/04/2003	Create Dummy Corp. Cal. Account

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000071125	09/04/2003	change owner of alias
Ticket Number:	0000071304	09/05/2003	Corporate account creation
Ticket Number:	0000071055	09/04/2003	Work Order Request
Ticket Number:	0000071053	09/04/2003	new Calendar account
Ticket Number:	0000071648	09/09/2003	set up corporate time account
Ticket Number:	0000071683	09/09/2003	new calendar account
Ticket Number:	0000071790	09/10/2003	myUMBC account mixup
Ticket Number:	0000071804	09/10/2003	WebAdmin Internal server error
Ticket Number:	0000071720	09/09/2003	needs corporate account
Ticket Number:	0000071835	09/10/2003	Calendar accounts request.
Ticket Number:	0000072003	09/12/2003	Revise Remedy Solution Email Text
Ticket Number:	0000072011	09/12/2003	Another Corporate Time Calendar Account
Ticket Number:	0000072166	09/15/2003	Calendar account name correction
Ticket Number:	0000072235	09/16/2003	Wrong Name in myUMBC
Ticket Number:	0000072238	09/16/2003	Test message
Ticket Number:	0000072181	09/15/2003	Addition of new priority types
Ticket Number:	0000072118	09/15/2003	Off-Campus Access to Corporate Time timing out
Ticket Number:	0000072028	09/12/2003	Re: Bb accounts without email addresses that have already been fixed
Ticket Number:	0000072329	09/17/2003	New Calendar account
Ticket Number:	0000071842	09/10/2003	Calendar Set up
Ticket Number:	0000073287	09/27/2003	Re: Account Deactivation Notification
Ticket Number:	0000073288	09/27/2003	Re: Account Deactivation Notification
Ticket Number:	0000073289	09/27/2003	Re: Account Deactivation Notification
Ticket Number:	0000073290	09/27/2003	Re: Account Deactivation Notification
Ticket Number:	0000073298	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073299	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073443	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073441	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073426	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073420	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073386	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073383	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073382	09/29/2003	Please do not delete
Ticket Number:	0000073381	09/29/2003	Please do not delete
Ticket Number:	0000073376	09/29/2003	Please do not delete
Ticket Number:	0000073375	09/29/2003	Please do not delete
Ticket Number:	0000073372	09/29/2003	Please do not delete
Ticket Number:	0000073371	09/29/2003	Deactivation of account (fwd)
Ticket Number:	0000073359	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073404	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073356	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073351	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073350	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073348	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073346	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073344	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073343	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073335	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073490	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073489	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073486	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073485	09/29/2003	received an account deletion notification, don't delete: trivkin
Ticket Number:	0000073368	09/29/2003	RE: Account Deactivation Notification
Ticket Number:	0000073367	09/29/2003	Account Deactivation
Ticket Number:	0000073364	09/29/2003	Re: Account Deactivation Notification

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000073363	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073362	09/29/2003	Re: Account Deactivation Notification : ERROR!!!!
Ticket Number:	0000073558	09/30/2003	Re: Account Deactivation Notification USER: pill1 GUID:
Ticket Number:	0000073557	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073556	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073555	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073554	09/30/2003	RE: Account Deactivation Notification
Ticket Number:	0000073551	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073550	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073398	09/29/2003	Ticket # 73266
Ticket Number:	0000073543	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073585	09/30/2003	Re: Account Deactivation Notification Reply
Ticket Number:	0000073582	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073581	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073579	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073568	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073631	09/30/2003	RE: Account Deactivation Notification
Ticket Number:	0000073564	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073563	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073561	09/30/2003	new Calendar account
Ticket Number:	0000073644	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073643	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073638	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073637	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073628	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073627	09/30/2003	Fw: Account Deactivation Notification
Ticket Number:	0000073622	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073618	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073614	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073610	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073609	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073608	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073603	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073648	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073589	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073541	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073535	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073534	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073525	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073524	09/30/2003	Please do not delete
Ticket Number:	0000073523	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073519	09/30/2003	Corporate time
Ticket Number:	0000073516	09/29/2003	calendar resource requests
Ticket Number:	0000073515	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073514	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073512	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073508	09/29/2003	RE: Account Deactivation Notification
Ticket Number:	0000073503	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073501	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073500	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073494	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073333	09/28/2003	RE: Account Deactivation Notification
Ticket Number:	0000073405	09/29/2003	Faculty Status
Ticket Number:	0000073330	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073328	09/28/2003	RE: Account Deactivation Notification

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000073326	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073325	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073324	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073322	09/28/2003	Re: Account Deactivation Notification USER: e7 > GUID:
Ticket Number:	0000073472	09/29/2003	Email Account
Ticket Number:	0000073469	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073464	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073455	09/29/2003	Corporate Time
Ticket Number:	0000073454	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073453	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073447	09/29/2003	Re: Account Deactivation Notification
Ticket Number:	0000073341	09/28/2003	RE: Account Deactivation Notification
Ticket Number:	0000073314	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073311	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073309	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073308	09/28/2003	No subject
Ticket Number:	0000073307	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073304	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073301	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073297	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073318	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073295	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073291	09/27/2003	Re: Account Deactivation Notification
Ticket Number:	0000073292	09/27/2003	Re: Account Deactivation Notification
Ticket Number:	0000073293	09/27/2003	Re: Account Deactivation Notification

sbrown7

Create

Date

Total: 206

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		206	
Ticket Number: 0000073294	09/27/2003		A One Time Investment Of \$25 wkpcdyx dgkgx
Ticket Number: 0000073374	09/29/2003		create spam filter and folder
Ticket Number: 0000073392	09/29/2003		No subject
Ticket Number: 0000073645	09/30/2003		No subject
Ticket Number: 0000073548	09/30/2003		Staff Customer Requests "alumn@umbc.edu" Email Account Access
Ticket Number: 0000073475	09/29/2003		recover deleted files in www/ dir
Ticket Number: 0000073433	09/29/2003		Change ownership of ISD website
Ticket Number: 0000073370	09/29/2003		No subject
Ticket Number: 0000073389	09/29/2003		Account Name Change Request
Ticket Number: 0000073357	09/29/2003		(kpark)Web List Request
Ticket Number: 0000073300	09/28/2003		Fwd:Huge Profit on eBay
Ticket Number: 0000073315	09/28/2003		class submit directory
Ticket Number: 0000073619	09/30/2003		(librystaffdevelopmentcouncil)Web List Request
Ticket Number: 0000073615	09/30/2003		(ask)Web List Request
Ticket Number: 0000073560	09/30/2003		reset password privs for Webadmin
Ticket Number: 0000073578	09/30/2003		TA access to submitted code
Ticket Number: 0000073565	09/30/2003		UMBC server question
Ticket Number: 0000071827	09/10/2003		submit for CS435
Ticket Number: 0000072305	09/16/2003		(prent)Web List Request
Ticket Number: 0000072296	09/16/2003		(commonground)Web List Request
Ticket Number: 0000072295	09/16/2003		(science-ed)Web List Request
Ticket Number: 0000072264	09/16/2003		AD911; folders keep disappearing; need folders restored date : 9/16
Ticket Number: 0000072259	09/16/2003		No subject
Ticket Number: 0000072248	09/16/2003		AFS Web Space Request - BSURE Program at UMBC
Ticket Number: 0000072225	09/16/2003		name change
Ticket Number: 0000072222	09/16/2003		check on email alias'
Ticket Number: 0000072221	09/16/2003		Restore deleted mail.
Ticket Number: 0000072730	09/23/2003		sending an email to the list subscribers
Ticket Number: 0000072208	09/16/2003		live txcxkgwls
Ticket Number: 0000072204	09/16/2003		Help
Ticket Number: 0000072294	09/16/2003		Compiling Errors
Ticket Number: 0000072139	09/15/2003		ID#0000072094
Ticket Number: 0000072114	09/15/2003		URGENT -- submit cs201
Ticket Number: 0000072130	09/15/2003		Wrong Account has been deactivated
Ticket Number: 0000072123	09/15/2003		name change
Ticket Number: 0000072110	09/15/2003		password
Ticket Number: 0000072095	09/14/2003		(gospelchoir_intercessoryprayer)Web List Request
Ticket Number: 0000072094	09/14/2003		request to be added as listproc manager for women's club soccer
Ticket Number: 0000072047	09/12/2003		Email File Restore
Ticket Number: 0000071930	09/11/2003		help!!
Ticket Number: 0000071914	09/11/2003		/afs/umbc.edu/users/k/o/kong1/Mail restore
Ticket Number: 0000071910	09/11/2003		submit 104
Ticket Number: 0000071882	09/11/2003		Email File Restore
Ticket Number: 0000071858	09/11/2003		New price list for mp3 player, digital camera, cd/vcd/mp3 player and
Ticket Number: 0000071836	09/10/2003		Missing emails from Inbox
Ticket Number: 0000071828	09/10/2003		use of submit for CMSC611
Ticket Number: 0000071833	09/10/2003		Submit program CMSC 421
Ticket Number: 0000072196	09/15/2003		Submit - Project 1
Ticket Number: 0000072080	09/14/2003		Failed Access to Webmail
Ticket Number: 0000072072	09/14/2003		No subject
Ticket Number: 0000071981	09/12/2003		alias change
Ticket Number: 0000071915	09/11/2003		subject to change username
Ticket Number: 0000072025	09/12/2003		(chicagoalumni)Web List Request
Ticket Number: 0000072022	09/12/2003		Unknown user with listproc

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000071985	09/12/2003	Fwd: CBE Webstie
Ticket Number:	0000071829	09/10/2003	Account permission problem.
Ticket Number:	0000072342	09/17/2003	Error Messages
Ticket Number:	0000072374	09/17/2003	Subscribe jujitsu club.
Ticket Number:	0000072170	09/15/2003	Account username change.
Ticket Number:	0000072388	09/17/2003	Access to CMSC directory
Ticket Number:	0000072395	09/17/2003	Need more space for biol100a website.
Ticket Number:	0000072802	09/24/2003	Fwd: Invalid Password
Ticket Number:	0000072758	09/24/2003	AFS Web Space Request - GAANN Programs at UMBC
Ticket Number:	0000072745	09/24/2003	Deactivate this Account
Ticket Number:	0000072741	09/24/2003	access to TITAN
Ticket Number:	0000072722	09/23/2003	(perfectedpraise)Web List Request
Ticket Number:	0000072716	09/23/2003	(choicetutoring)Web List Request
Ticket Number:	0000072712	09/23/2003	(fasalist)Web List Request
Ticket Number:	0000072700	09/23/2003	Customer Requests UMBC Webspace/ Directory
Ticket Number:	0000072644	09/23/2003	Work Order Request
Ticket Number:	0000072637	09/23/2003	Project Submission Request
Ticket Number:	0000072636	09/23/2003	submit for cmsc421
Ticket Number:	0000072573	09/22/2003	You'll Laugh All The Way To The Bank ejpkyzntl cntw
Ticket Number:	0000072570	09/22/2003	web space
Ticket Number:	0000072564	09/22/2003	(enesgroup)Web List Request
Ticket Number:	0000072563	09/22/2003	Great News!
Ticket Number:	0000072562	09/22/2003	Great News!
Ticket Number:	0000072560	09/22/2003	Great News!
Ticket Number:	0000072556	09/22/2003	(esoladmin)Web List Request
Ticket Number:	0000072524	09/22/2003	2 Students need access to political science webspace
Ticket Number:	0000072445	09/20/2003	Enter The Matrix fk
Ticket Number:	0000072572	09/22/2003	Enter The Matrix pea tzynalv af
Ticket Number:	0000072594	09/23/2003	AD911: missing mail folders in Netscape, WebMail, and PINE
Ticket Number:	0000072582	09/22/2003	Super Software Savings
Ticket Number:	0000072574	09/22/2003	What you doing?
Ticket Number:	0000072442	09/20/2003	Fast Cash Anonymously sfmqnumg
Ticket Number:	0000072432	09/20/2003	Enter The Matrix s tnplsknxy x dkkop
Ticket Number:	0000072448	09/20/2003	Welcome !
Ticket Number:	0000072411	09/18/2003	Choose from over 60 Prescription Medications
Ticket Number:	0000072409	09/18/2003	No subject
Ticket Number:	0000072406	09/17/2003	Missing Account Files
Ticket Number:	0000072404	09/17/2003	(elc600)Web List Request
Ticket Number:	0000072368	09/17/2003	Fwd: Re:
Ticket Number:	0000072478	09/22/2003	(projectteam)Web List Request
Ticket Number:	0000072473	09/21/2003	No subject
Ticket Number:	0000072456	09/21/2003	How are you doing ?
Ticket Number:	0000072454	09/20/2003	Removal from the physics e-mail list
Ticket Number:	0000072465	09/21/2003	Problem with sending to listproc - ISCOM
Ticket Number:	0000071399	09/07/2003	Work Order Request
Ticket Number:	0000071429	09/07/2003	Compare mortgage options kcwxxjg ak miqqnnpn
Ticket Number:	0000071453	09/08/2003	Customer would like UMBC account deleted
Ticket Number:	0000071786	09/10/2003	No subject
Ticket Number:	0000071785	09/10/2003	HELP
Ticket Number:	0000071769	09/10/2003	website access
Ticket Number:	0000071760	09/10/2003	submit directory request
Ticket Number:	0000072441	09/20/2003	Lab Linux xpdf question.
Ticket Number:	0000071755	09/10/2003	Need web permissions.
Ticket Number:	0000071719	09/09/2003	No subject
Ticket Number:	0000071718	09/09/2003	Customer could not log into sgi's in 104a

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000071698	09/09/2003	user doesnt have ownership for anything in his account
Ticket Number:	0000071696	09/09/2003	(tv411)Web List Request
Ticket Number:	0000071687	09/09/2003	No subject
Ticket Number:	0000071688	09/09/2003	needs access to afs\umbc.edu\public\www\esol
Ticket Number:	0000071672	09/09/2003	(propcust)Web List Request
Ticket Number:	0000071631	09/09/2003	Email
Ticket Number:	0000071617	09/09/2003	setup 3 departmental emails
Ticket Number:	0000071612	09/09/2003	accounts.umbc.edu not responding
Ticket Number:	0000071608	09/09/2003	Customer can not access his /home dir
Ticket Number:	0000071671	09/09/2003	(propcust)Web List Request
Ticket Number:	0000071596	09/09/2003	Geography web space quota
Ticket Number:	0000071590	09/09/2003	AFS Email Restore
Ticket Number:	0000071560	09/08/2003	Toner Cartridges
Ticket Number:	0000071557	09/08/2003	(group1)Web List Request
Ticket Number:	0000071584	09/09/2003	(nycalumni)Web List Request
Ticket Number:	0000071821	09/10/2003	(ttennis)Web List Request
Ticket Number:	0000071820	09/10/2003	Re: Error Condition Re: Invalid request
Ticket Number:	0000071812	09/10/2003	[Fwd: Returned mail: see transcript for details]
Ticket Number:	0000071809	09/10/2003	[Fwd: list ANCS-MAJORS: Mail Error Notification]
Ticket Number:	0000072367	09/17/2003	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000071530	09/08/2003	submit for 3 classes
Ticket Number:	0000071517	09/08/2003	Work Order Request
Ticket Number:	0000071891	09/11/2003	Submit setup request
Ticket Number:	0000071465	09/08/2003	cmssc621 list ownership change
Ticket Number:	0000071459	09/08/2003	Customer needs myUMBC name change
Ticket Number:	0000071424	09/07/2003	(poli100)Web List Request
Ticket Number:	0000070838	09/02/2003	(munofficers)Web List Request
Ticket Number:	0000070872	09/03/2003	Ever wanted some ADIPEX? i
Ticket Number:	0000070848	09/02/2003	SASA: South Asian Student Association
Ticket Number:	0000070898	09/03/2003	UMBC Account Deactivation
Ticket Number:	0000071274	09/05/2003	(ecad385)Web List Request
Ticket Number:	0000071253	09/05/2003	accounts
Ticket Number:	0000071225	09/05/2003	Getting access to listproc
Ticket Number:	0000071188	09/04/2003	(psu)Web List Request
Ticket Number:	0000071665	09/09/2003	CMSC 104-0101
Ticket Number:	0000071176	09/04/2003	Change ownership of /geography public afs space
Ticket Number:	0000071166	09/04/2003	[Fwd: RE: Added to List]
Ticket Number:	0000071146	09/04/2003	Needs more space for Art 382 InterActivity
Ticket Number:	0000071143	09/04/2003	change owner of list
Ticket Number:	0000071129	09/04/2003	Add CMSC 313 Section 0101 to submit.class
Ticket Number:	0000071121	09/04/2003	Request to increase quota
Ticket Number:	0000071107	09/04/2003	unable to use pine
Ticket Number:	0000071100	09/04/2003	Mailing list ownership
Ticket Number:	0000071095	09/04/2003	name change for account
Ticket Number:	0000071093	09/04/2003	access to ECS 104a restricted lab
Ticket Number:	0000071072	09/04/2003	regarding cmssc621
Ticket Number:	0000071070	09/04/2003	problem regarding signing up for cmssc 482 list!
Ticket Number:	0000071067	09/04/2003	Remove list cmssc621
Ticket Number:	0000071058	09/04/2003	Customer requests account creation
Ticket Number:	0000071022	09/03/2003	(seven)Web List Request
Ticket Number:	0000071015	09/03/2003	(eng1100a601)Web List Request
Ticket Number:	0000071014	09/03/2003	(eng1100a601)Web List Request
Ticket Number:	0000071013	09/03/2003	(eng1100a601.umbc.edu)Web List Request
Ticket Number:	0000071329	09/05/2003	Subscribe; NEW EMAIL ADDRESS
Ticket Number:	0000071305	09/05/2003	email automated message problem

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000070985	09/03/2003	(esipnews)Web List Request
Ticket Number:	0000070980	09/03/2003	Incorrect name in WebAdmin/Bb
Ticket Number:	0000072122	09/15/2003	(umbcambassadors)Web List Request
Ticket Number:	0000070928	09/03/2003	No subject
Ticket Number:	0000070931	09/03/2003	English Dept Honors Program Webspace
Ticket Number:	0000070897	09/03/2003	problems
Ticket Number:	0000070886	09/03/2003	Odd duplicate mail folders
Ticket Number:	0000070894	09/03/2003	Account Reactivation
Ticket Number:	0000072818	09/24/2003	request to add class and username to the system-wide submit.class file
Ticket Number:	0000073218	09/27/2003	Men: Enlarge_your_manhood
Ticket Number:	0000073209	09/27/2003	(sus-cab)Web List Request
Ticket Number:	0000073104	09/26/2003	Department of Education listproc lists
Ticket Number:	0000072945	09/25/2003	close account
Ticket Number:	0000073020	09/26/2003	Member of 'meso' cannot post to meso list
Ticket Number:	0000072987	09/26/2003	Email restore request fro sperril
Ticket Number:	0000072958	09/26/2003	Enrolling in listproc
Ticket Number:	0000072937	09/25/2003	(naacp_execs)Web List Request
Ticket Number:	0000072871	09/25/2003	What you doing?
Ticket Number:	0000072880	09/25/2003	(cmsc641)Web List Request
Ticket Number:	0000073279	09/27/2003	file recovery
Ticket Number:	0000073274	09/27/2003	FOLLOWING IS A NOTE FROM THE ORIGINATOR OF THIS P
Ticket Number:	0000072822	09/24/2003	No subject
Ticket Number:	0000072841	09/25/2003	No subject
Ticket Number:	0000071774	09/10/2003	Fwd: Returned Mail: my emails seem to bounce
Ticket Number:	0000072519	09/22/2003	Request for Email account
Ticket Number:	0000070819	09/02/2003	Help
Ticket Number:	0000070785	09/02/2003	(eng1383fa03)Web List Request
Ticket Number:	0000070772	09/02/2003	llc@umbc.edu
Ticket Number:	0000070749	09/02/2003	(sci-lit2)Web List Request
Ticket Number:	0000070788	09/02/2003	(eng1324fa03)Web List Request
Ticket Number:	0000070739	09/02/2003	need read access to www5 logs
Ticket Number:	0000070732	09/02/2003	wants last name changed on her account
Ticket Number:	0000071629	09/09/2003	Name Shows up Incorrectly under myUMBC/WebAdmin
Ticket Number:	0000070534	09/01/2003	submit for CS331
Ticket Number:	0000070681	09/02/2003	Need volume to put docs
Ticket Number:	0000070652	09/02/2003	Submit Class Definition for CS341
Ticket Number:	0000070653	09/02/2003	Email account getting a lot of virus.
Ticket Number:	0000072507	09/22/2003	Password Problem
Ticket Number:	0000070949	09/03/2003	Change in ownership of isdts-l@listproc.umbc.edu
Ticket Number:	0000072129	09/15/2003	(corncoop)Web List Request
Ticket Number:	0000072338	09/17/2003	Customer needs access to political science web space
Ticket Number:	0000072117	09/15/2003	email account

tim

Create
Date
Total:

87

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		87	
Ticket Number: 0000071997	09/12/2003		taking over a minute to load messages on inbox
Ticket Number: 0000070452	09/01/2003		Online Pharmacy...SOMA,VIAGRA,MUCH MORE ! whowiktvb
Ticket Number: 0000070779	09/02/2003		RE: Chem 101, Section 0205
Ticket Number: 0000070782	09/02/2003		Class List deletion
Ticket Number: 0000071467	09/08/2003		IFC List Ownership Change
Ticket Number: 0000070790	09/02/2003		SquirrelMail problem
Ticket Number: 0000070733	09/02/2003		cannot activate myUmbc account
Ticket Number: 0000070578	09/01/2003		Another student to add to Oracle Database for ifsm 420 0401
Ticket Number: 0000070543	09/01/2003		The Medicines You Know, at Great Prices
Ticket Number: 0000070517	09/01/2003		Online Pharmacy..ADIPEX,SOMA,etc !! . i txu nwgk
Ticket Number: 0000070641	09/02/2003		No subject
Ticket Number: 0000071485	09/08/2003		Unable to View Korean Text in Squirrel Mail
Ticket Number: 0000070541	09/01/2003		List Deletion Request: TTENNIS
Ticket Number: 0000071038	09/03/2003		Problem with oracle account
Ticket Number: 0000071983	09/12/2003		Foreign language decoding for webmail.
Ticket Number: 0000072832	09/24/2003		Need mailing lists created immediately
Ticket Number: 0000073158	09/26/2003		Re: Account Deactivation Notification
Ticket Number: 0000073210	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073217	09/27/2003		HEY!!!! WAIT!!!!
Ticket Number: 0000073230	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073213	09/27/2003		Re: Account Deactivation Notification
Ticket Number: 0000073188	09/26/2003		Suggestions about the e-mail system
Ticket Number: 0000072849	09/25/2003		Re: (choice tutoring)Web List Request
Ticket Number: 0000072878	09/25/2003		Change of listproc admin for stuorgs
Ticket Number: 0000070846	09/02/2003		Customer can not log into webmail
Ticket Number: 0000070920	09/03/2003		Aging for the Southern Region
Ticket Number: 0000070868	09/03/2003		Re: kokoe1@umbc.edu
Ticket Number: 0000070989	09/03/2003		Oracle Database accounts for IFSM420 - SEC 0301 students
Ticket Number: 0000071034	09/03/2003		Yet Another student to add to Oracle Database for ifsm 420 0401
Ticket Number: 0000071106	09/04/2003		Unable to Send in Webmail
Ticket Number: 0000071112	09/04/2003		about squirrel mail
Ticket Number: 0000071190	09/04/2003		Suggestions
Ticket Number: 0000071325	09/05/2003		Email Not Showing up in directory listing
Ticket Number: 0000071251	09/05/2003		Fwd: Re: Senior Design job at the Naval Institute
Ticket Number: 0000071227	09/05/2003		www drive inaccessible
Ticket Number: 0000071079	09/04/2003		RE: oracle accounts for CMSC 461, Section 0101
Ticket Number: 0000071030	09/03/2003		Re: Start saving on your prescription drugs
Ticket Number: 0000070982	09/03/2003		List Deletion Request: EDUC795_0201
Ticket Number: 0000071427	09/07/2003		Re: kokoe1@umbc.edu
Ticket Number: 0000071644	09/09/2003		problems with cadence account
Ticket Number: 0000071616	09/09/2003		Re: Homework assignment due 9/8/03
Ticket Number: 0000071633	09/09/2003		EVENTS EMAIL NOTICES
Ticket Number: 0000071569	09/08/2003		Setting file permissions for use with php script.
Ticket Number: 0000071542	09/08/2003		SGI access in 104A
Ticket Number: 0000071498	09/08/2003		Re: About the Experiment Management ...
Ticket Number: 0000071491	09/08/2003		Re: About the Experiment Management ...
Ticket Number: 0000071826	09/10/2003		saa account needs ability to track Remedy tickets
Ticket Number: 0000071864	09/11/2003		Oracle accounts
Ticket Number: 0000072045	09/12/2003		Email list requirements
Ticket Number: 0000072293	09/16/2003		LOCK IN YOUR INTEREST RATE OF 3.75%
Ticket Number: 0000072271	09/16/2003		Re: ITE375 machines
Ticket Number: 0000072247	09/16/2003		cannot edit create/manage spam link from myUMBC
Ticket Number: 0000072245	09/16/2003		accessing X11 programs in 104a
Ticket Number: 0000072239	09/16/2003		List deletion request -- ALUMNI489D

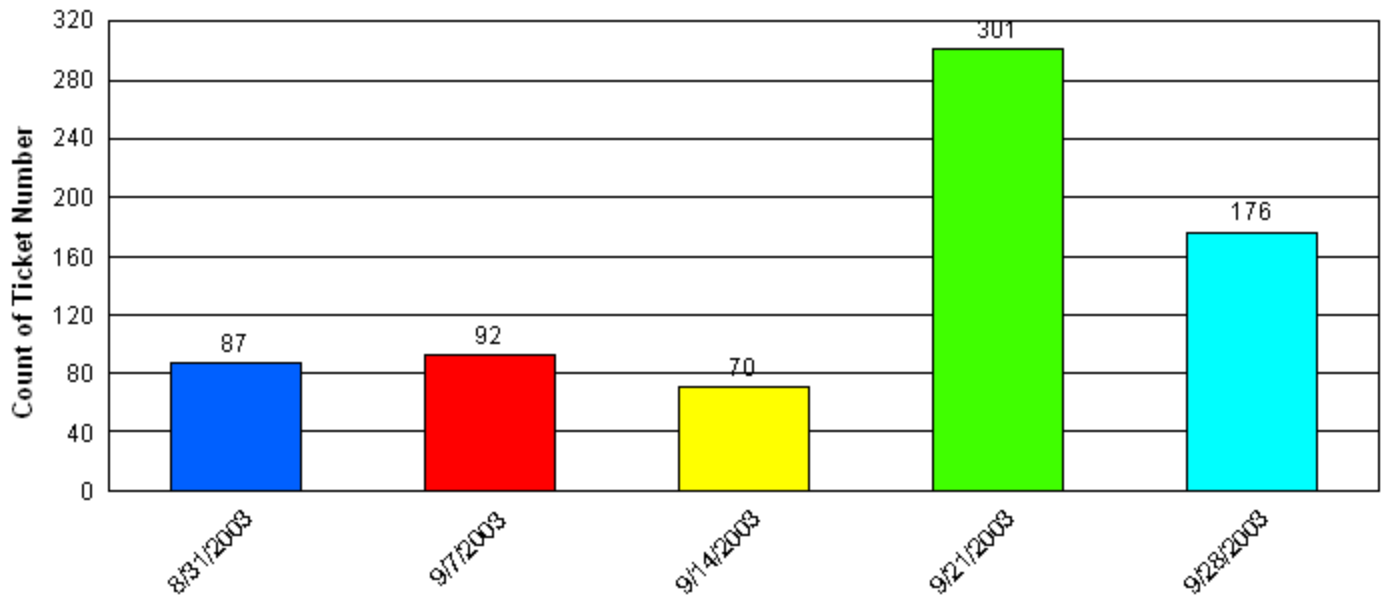
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000072203	09/16/2003	List Deletion Request: KOS_SSR
Ticket Number:	0000072202	09/16/2003	List Deletion Request: AGENDA_SSR
Ticket Number:	0000072201	09/16/2003	List Deletion Request: BES_SSR
Ticket Number:	0000072194	09/15/2003	(cab)Web List Request
Ticket Number:	0000072193	09/15/2003	(ericksoncab)Web List Request
Ticket Number:	0000072107	09/15/2003	disk quota
Ticket Number:	0000072056	09/13/2003	SSHing into the Linux servers w/color
Ticket Number:	0000072032	09/12/2003	Deleted group in squirrel mail
Ticket Number:	0000071948	09/11/2003	Customer sees email, cannot open it; "need to be logged in"
Ticket Number:	0000072301	09/16/2003	discussion board
Ticket Number:	0000071949	09/11/2003	[Fwd: MyUMBC email account blocked]
Ticket Number:	0000071932	09/11/2003	CGI on UserPages...
Ticket Number:	0000071838	09/10/2003	lpUMBC Feedback: Comments
Ticket Number:	0000072318	09/17/2003	User does not have Inbox
Ticket Number:	0000072547	09/22/2003	Work Order Request
Ticket Number:	0000072675	09/23/2003	Co-ownership
Ticket Number:	0000072808	09/24/2003	Question about list passwords
Ticket Number:	0000072799	09/24/2003	Fw: SquirrelMail problem
Ticket Number:	0000072757	09/24/2003	connection to cs1post??
Ticket Number:	0000072679	09/23/2003	No subject
Ticket Number:	0000072640	09/23/2003	listproc
Ticket Number:	0000072438	09/20/2003	Oracle Account Password Reset
Ticket Number:	0000072400	09/17/2003	xemacs difficulty; ECS021 & 104A
Ticket Number:	0000073312	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073316	09/28/2003	Re: Account Deactivation Notification
Ticket Number:	0000073647	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073646	09/30/2003	Re: Account Deactivation Notification
Ticket Number:	0000073435	09/29/2003	ftp.gl.umbc.edu not responding
Ticket Number:	0000073549	09/30/2003	Email account for Financial Dept.
Ticket Number:	0000073562	09/30/2003	account information
Ticket Number:	0000073533	09/30/2003	List Deletion Request: ILLCMWEB
Ticket Number:	0000073406	09/29/2003	CSEE Major Quota Increase
Ticket Number:	0000073332	09/28/2003	reset connections to gl machines

Create
Date

Short Description

Count of Ticket Number / Create Date

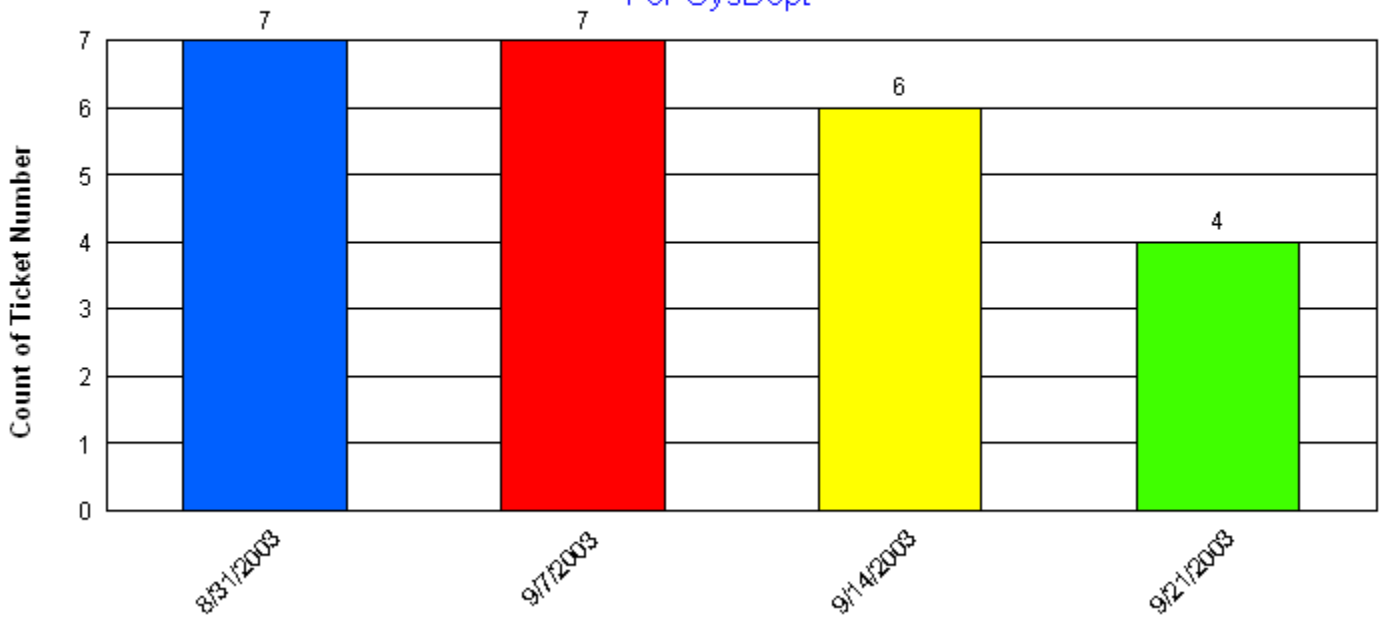
For SysCore



<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
champ	24		
Closed	Total: 18		
Ticket Number: 0000072365	09/17/2003	ProEngineer	
Ticket Number: 0000072720	09/23/2003	take down old website (fwd)	
Ticket Number: 0000072387	09/17/2003	[Fwd: engr account]	
Ticket Number: 0000072638	09/23/2003	pro E	
Ticket Number: 0000071913	09/11/2003	[Fwd: RE: computer disposal]	
Ticket Number: 0000072097	09/14/2003	OSX	
Ticket Number: 0000072099	09/14/2003	Re: OSX	
Ticket Number: 0000070879	09/03/2003	[Fwd: RE: Celebrating the arrival of Dr. Marc Zupan]	
Ticket Number: 0000071242	09/05/2003	Re: OS X	
Ticket Number: 0000071199	09/04/2003	OS X	
Ticket Number: 0000071318	09/05/2003	pro-e	
Ticket Number: 0000071438	09/08/2003	CS Server	
Ticket Number: 0000071514	09/08/2003	Uri's lab - old cad pc broken	
Ticket Number: 0000070730	09/02/2003	Pro-E install	
Ticket Number: 0000071659	09/09/2003	Re: SAE	
Ticket Number: 0000072984	09/26/2003	No subject	
Ticket Number: 0000071889	09/11/2003	[Fwd: list MEGRADSTUDENTS: Mail Error Notification]	
Ticket Number: 0000070757	09/02/2003	actaeon.cs.umbc.edu	
laura	Total: 6		
Closed	Total: 6		
Ticket Number: 0000072012	09/12/2003	model account for ravikum	
Ticket Number: 0000071223	09/05/2003	lancair/hayden disk problem	
Ticket Number: 0000071609	09/09/2003	STOUT replacement disk in (tested ok, case not ok)	
Ticket Number: 0000072127	09/15/2003	system not workin (xylose.chem)	
Ticket Number: 0000072326	09/17/2003	lancair msi license addition.	
Ticket Number: 0000072483	09/22/2003	lancair internal system disk failure	

Count of Ticket Number / Create Date

For SysDept



Create

Date

Short Description

Total Remedy Tickets Closed or Resolved between

09/01/2003 and 09/30/2003 :

3093

Count of Ticket Number / Create Date & HD Department Section

