

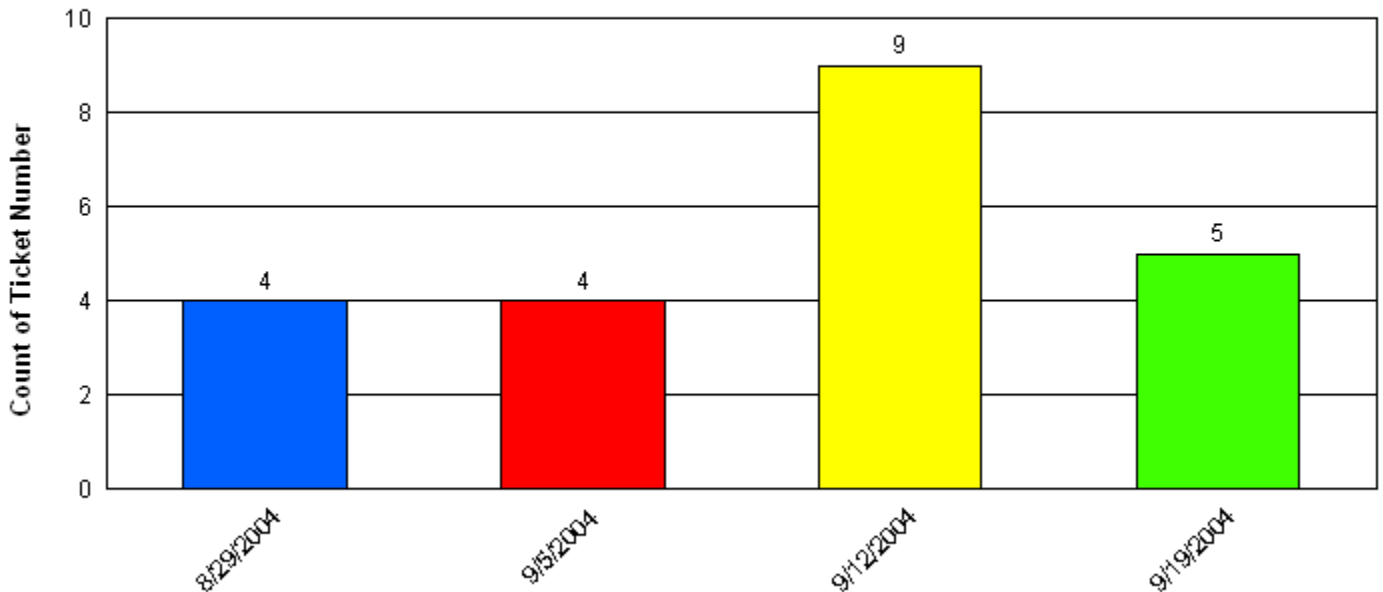
Closed/Resolved Tickets by OIT Section

Tickets Created Between 09/01/2004 and 09/30/2004

DPET	Total:	Create Date	Short Description
jglove1	22		
Resolved	Total: 13		
Ticket Number: 0000101186	09/17/2004	Total: 4	Request to add URL link to Winter Website
Ticket Number: 0000101208	09/17/2004		Update to Systems Engineering Web Site
Ticket Number: 0000101207	09/17/2004		Update to Erickson Web Site
Ticket Number: 0000101338	09/20/2004		A Winter Session Text Update
Closed	Total: 9		
Ticket Number: 0000099886	09/03/2004		Re-Image ISD Lab Computer
Ticket Number: 0000099887	09/03/2004		Computer not able to connect to network in ISD lab.
Ticket Number: 0000100139	09/07/2004		e-teacher web site template
Ticket Number: 0000100095	09/07/2004		Disable web page
Ticket Number: 0000100342	09/09/2004		Install ENDNOTE 8
Ticket Number: 0000100907	09/15/2004		Modifications to Greg's Emailing
Ticket Number: 0000100638	09/13/2004		novell access
Ticket Number: 0000099663	09/02/2004		Configure computers in ACIV Computer Lab
Ticket Number: 0000099822	09/03/2004		very slow speed, small print, difficulty printing and setting different
stevenhl	Total: 9		
Resolved	Total: 2		
Ticket Number: 0000101257	09/19/2004		Get Copier Moved From SC to Main Campus
Ticket Number: 0000101039	09/16/2004		More Powerful Computer Needed
Closed	Total: 7		
Ticket Number: 0000100682	09/13/2004		Access to description.cfm
Ticket Number: 0000101669	09/23/2004		Upload Cybergroup Database
Ticket Number: 0000100465	09/09/2004		Check for Winzip on ISD Computers
Ticket Number: 0000101203	09/17/2004		Nick Yeates needs Open House Data
Ticket Number: 0000101205	09/17/2004		Upload Cybergroup Database
Ticket Number: 0000101298	09/20/2004		Link to Winter Session 2005 Schedule of Classes
Ticket Number: 0000101265	09/19/2004		Problems in ISD lab

Count of Ticket Number / Create Date

For DPET



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Desktop Support	Total:	528	
Desktop		Total:	19
Closed		Total:	19
Ticket Number:	0000100889	09/15/2004	student/walkin - do we handle hardware
Ticket Number:	0000100978	09/16/2004	ECON-dept machine show a security screen
Ticket Number:	0000100986	09/16/2004	Dr Edwards / Math dept - mac not connecting to network
Ticket Number:	0000101109	09/17/2004	Trela/Socy - scan a doc and it's poor quality
Ticket Number:	0000102245	09/30/2004	not getting IP connection
Ticket Number:	0000101827	09/27/2004	Betsy/grad school - have tojan virus - screen will not disappear
Ticket Number:	0000101294	09/20/2004	Biol /dept machine - blue screen of death...
Ticket Number:	0000101004	09/16/2004	spss - bookstore referred me to hd to borrow a copy of 11.5
Ticket Number:	0000099495	09/01/2004	Faculty-off campus/Installed sp2-pc now having major problems
Ticket Number:	0000100502	09/10/2004	psyc lab for d schultz does not have access to network drives
Ticket Number:	0000100503	09/10/2004	jokund1 - pw for novell not working
Ticket Number:	0000101446	09/21/2004	Sasser Virus
Ticket Number:	0000101483	09/22/2004	Student - do not see coupon for ms pro
Ticket Number:	0000101825	09/27/2004	Do not have H or I drive
Ticket Number:	0000101591	09/23/2004	Not able to log into workstation.
Ticket Number:	0000101828	09/27/2004	EVA - payroll - one machine done - how to print to another
Ticket Number:	0000101956	09/28/2004	Monitor is not coming on.
Ticket Number:	0000102203	09/30/2004	Can not log iinto network
Ticket Number:	0000101890	09/27/2004	Customer needs help downloading spybot
HD:PPP		Total:	1
Closed		Total:	1
Ticket Number:	0000101381	09/21/2004	Susquehanna Rm 227 - x20156 Windows

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
afort1			40	
	Resolved		Total: 10	
Ticket Number:	0000100928	09/15/2004		Janice Schwartz is having "Wireless" connectivity issues.
Ticket Number:	0000102189	09/30/2004		Work Order Request
Ticket Number:	0000101835	09/27/2004		Grad school running slow (might be virus)
Ticket Number:	0000101917	09/27/2004		Grad School Virus outbreak technical details; ticket #101835
Ticket Number:	0000102071	09/29/2004		Netscape mail - Profile in use / can not access email
Ticket Number:	0000102081	09/29/2004		No mail in netscape -
Ticket Number:	0000102084	09/29/2004		Can not save to c drive- you may not have permission
Ticket Number:	0000102080	09/29/2004		McAfee Install
Ticket Number:	0000102077	09/29/2004		Certain applications no longer run
Ticket Number:	0000102087	09/29/2004		Mozilla does not display email
	Closed		Total: 30	
Ticket Number:	0000100370	09/09/2004		Asset Security Alert
Ticket Number:	0000100372	09/09/2004		Asset Security Alert
Ticket Number:	0000100675	09/13/2004		Needs data transferred from old machine to new machine. Fine Arts 4
Ticket Number:	0000100739	09/14/2004		DELTA TRAINING ROOM
Ticket Number:	0000100376	09/09/2004		Asset Security Alert
Ticket Number:	0000100481	09/10/2004		PC works extremely slow when connected to jack
Ticket Number:	0000100375	09/09/2004		Asset Security Alert
Ticket Number:	0000099946	09/04/2004		Customer unable to log onto network
Ticket Number:	0000099964	09/05/2004		User can not log on to resnet
Ticket Number:	0000100082	09/07/2004		Library faculty room lan access
Ticket Number:	0000100090	09/07/2004		Cisco VPN Client install
Ticket Number:	0000100112	09/07/2004		`Resnet/Ethernet Jack problem
Ticket Number:	0000100111	09/07/2004		Walker bld 2. rm 406. 443-604-0347. User cannot access resnet page.
Ticket Number:	0000100113	09/07/2004		VPN problem
Ticket Number:	0000100940	09/15/2004		Trisha Watson is having a problem typing on her PC.
Ticket Number:	0000101220	09/18/2004		Hillside apt breton rm 841. x27333. User keeps getting kicked off
Ticket Number:	0000099725	09/02/2004		Sus 177. x20205. Says network cable is plugged in but goes not see n
Ticket Number:	0000100369	09/09/2004		Asset Security Alert
Ticket Number:	0000099536	09/01/2004		Grant Venus McDonald Oracle Read Access to HR Production
Ticket Number:	0000099606	09/01/2004		Internet Explorer/Cannot find server
Ticket Number:	0000099640	09/01/2004		HBR 353D: Resnet - unable to find NIC driver
Ticket Number:	0000099774	09/02/2004		Unable to obtain valid IP address
Ticket Number:	0000099878	09/03/2004		Computer is not turning on. Power cable plugged in.
Ticket Number:	0000099800	09/02/2004		Chesapeake rm 308. 443-254-6838. Can't connect to resnet.
Ticket Number:	0000099780	09/02/2004		Nanticoke rm 143. x27295. Machine seems to log off reset and won't l
Ticket Number:	0000099736	09/02/2004		Jack Check
Ticket Number:	0000099642	09/01/2004		User is getting 0.0.0.0, may be Ethernet card?
Ticket Number:	0000099608	09/01/2004		Not able to connect to internet
Ticket Number:	0000099553	09/01/2004		Harbor 426A. x27823. Can't login to resnet, after hitting login, says p
Ticket Number:	0000099534	09/01/2004		Patapsco 228 / All zero's for IP - can not connect to resnet
chrism			Total: 10	
	Closed		Total: 10	
Ticket Number:	0000101616	09/23/2004		Asset Security Alert
Ticket Number:	0000100087	09/07/2004		no access to H or user drive
Ticket Number:	0000099538	09/01/2004		Fine arts 001 and 002 lab computers won't login.
Ticket Number:	0000101317	09/20/2004		Novell shared drives unaccessable, taking long to log in
Ticket Number:	0000101339	09/20/2004		user jyoder1/Not allowed to change her AD pw
Ticket Number:	0000100786	09/14/2004		Asset Security Alert
Ticket Number:	0000101515	09/22/2004		H: drive does not appear
Ticket Number:	0000101688	09/24/2004		Users Files Need Restoring
Ticket Number:	0000101608	09/23/2004		Asset Security Alert
Ticket Number:	0000101585	09/23/2004		Admin 709 : Login issues: Novell / AD

edortiz		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	107
		<u>Total:</u>	28
Ticket Number:	0000100743	09/14/2004	PUB POLICY: 233 - Local Printer setup
Ticket Number:	0000100922	09/15/2004	Hard drive wipe
Ticket Number:	0000101395	09/21/2004	Windows and essential software reinstall
Ticket Number:	0000101329	09/20/2004	Work Order Request
Ticket Number:	0000101126	09/17/2004	Both of the laptops (Bessie May and wezzie) in social sciences rm 40
Ticket Number:	0000101415	09/21/2004	Math/Psyc rm 224. x53146. Computer is slow and freezes, come s up w
Ticket Number:	0000101488	09/22/2004	Spyware problems
Ticket Number:	0000101509	09/22/2004	Novell install on umbc-owned laptop
Ticket Number:	0000101511	09/22/2004	Erickson rm 184. x52591. Internet explorer keeps crashing.
Ticket Number:	0000101448	09/21/2004	customer having problems with outlook
Ticket Number:	0000101428	09/21/2004	machine is sluggish
Ticket Number:	0000101531	09/22/2004	Cannot read Netscape mail because side scroll always stays at top and
Ticket Number:	0000101621	09/23/2004	RAC 305: PC asking for office disc
Ticket Number:	0000101741	09/24/2004	Can't save to Novell Network Drives
Ticket Number:	0000102104	09/29/2004	Errors writing to I: drive
Ticket Number:	0000101749	09/24/2004	Customer unable to bypass windows workstation password
Ticket Number:	0000101905	09/27/2004	User had mozilla mail setup as pop, needs to change it to imap but ne
Ticket Number:	0000101944	09/28/2004	Eddie recently upgraded machine receiving a shell error
Ticket Number:	0000102237	09/30/2004	ADIV B - 322 : Novell login problems
Ticket Number:	0000102208	09/30/2004	Need HW checked out for noise
Ticket Number:	0000102150	09/29/2004	user is having a problem with local account on a novell machine
Ticket Number:	0000102147	09/29/2004	VPN Reinstalled
Ticket Number:	0000102135	09/29/2004	Pub. Policy 212. x52061. Thinks CD-ROM is dead. Please check to c
Ticket Number:	0000102111	09/29/2004	New Dell Laptop
Ticket Number:	0000101989	09/28/2004	Virus infection, Windows files comprimised
Ticket Number:	0000101876	09/27/2004	ACIV (a) - 114 - Matlab
Ticket Number:	0000101818	09/27/2004	Work Order Request
Ticket Number:	0000102295	09/30/2004	Admin Bld. rm 532. x2337. Windows XP Bluescreens.

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		79	
Ticket Number: 0000101503	09/22/2004		Error viewing docs in Internet Explorer
Ticket Number: 0000101530	09/22/2004		MP301B; new HP 1300N installed, computers in lab need drivers in
Ticket Number: 0000101846	09/27/2004		Work Order Request
Ticket Number: 0000101521	09/22/2004		Work Order Request
Ticket Number: 0000102083	09/29/2004		UC-HP2200 - Printer error
Ticket Number: 0000100332	09/09/2004		Eddie - He said to bring over laptop they would reformat it
Ticket Number: 0000100430	09/09/2004		Joined to AD
Ticket Number: 0000100436	09/09/2004		Machine swap
Ticket Number: 0000100697	09/13/2004		Outlook chimes only when trying to open it but won't open.
Ticket Number: 0000100570	09/11/2004		Customer obtaining errors after computer boots
Ticket Number: 0000101064	09/16/2004		Work Order Request
Ticket Number: 0000100500	09/10/2004		Customer receives Internal Error on Novell Log In attempt
Ticket Number: 0000100485	09/10/2004		PC/WinXP - disk drive D not working-keeps saying to please insert d
Ticket Number: 0000100445	09/09/2004		need novell installed
Ticket Number: 0000100428	09/09/2004		Customer unable to log onto novell
Ticket Number: 0000100355	09/09/2004		AD installed for briley
Ticket Number: 0000100399	09/09/2004		Lab laptop needs to be formatted with windows xp, novell, office suit
Ticket Number: 0000101954	09/28/2004		Computer running slowly
Ticket Number: 0000100818	09/14/2004		Missing Folders
Ticket Number: 0000100797	09/14/2004		Erickson Front desk machine died. Will no longer turn on.
Ticket Number: 0000101478	09/22/2004		Printer error
Ticket Number: 0000100769	09/14/2004		Load mozilla on computer
Ticket Number: 0000100765	09/14/2004		CHEM 549B: OS Re-install (win2k)
Ticket Number: 0000100720	09/13/2004		Would like SPSS 11 installed on her computer. Windows XP
Ticket Number: 0000100780	09/14/2004		ITE 370, x51631. Needs matlab installed on windows xp machine.
Ticket Number: 0000100676	09/13/2004		Office suite installed on laptop with windows xp. ITE 452.
Ticket Number: 0000100403	09/09/2004		Please format hard drive and re-install Windows XP on infected PC
Ticket Number: 0000100387	09/09/2004		Customer unable to login into windows workstation
Ticket Number: 0000099857	09/03/2004		Customer can't log in to Novell
Ticket Number: 0000099873	09/03/2004		Customer needs MATLAB installed
Ticket Number: 0000099910	09/03/2004		Resnet hangs on redirection
Ticket Number: 0000100032	09/07/2004		ADMIN 224: Office 2003 Word Clip art
Ticket Number: 0000100352	09/09/2004		LIB 214: Honors College Lounge machines
Ticket Number: 0000100255	09/08/2004		Computer in Rm. 224 - Dr. Temple
Ticket Number: 0000100250	09/08/2004		Login and redirecting loops
Ticket Number: 0000100241	09/08/2004		rac322. x56356. Needs a machine reformatted and put xp on it.
Ticket Number: 0000100350	09/09/2004		LIB 216A: Calendar crashing, email running slowly
Ticket Number: 0000100216	09/08/2004		Reflections hangs
Ticket Number: 0000100211	09/08/2004		Novell: Tree or server can not be found
Ticket Number: 0000100205	09/08/2004		Machines keeps crashing
Ticket Number: 0000100192	09/08/2004		Errors in results window; novell keeps prompting to login
Ticket Number: 0000100191	09/08/2004		Black ink not printing from color deskjet
Ticket Number: 0000100466	09/09/2004		Work Order Request
Ticket Number: 0000100286	09/08/2004		PSYC Graduate Lab not able to print
Ticket Number: 0000100108	09/07/2004		Machine is infested with spyware
Ticket Number: 0000100099	09/07/2004		Soc Sci. rm 402. Office in lab, 3 laptops need novell and connection t
Ticket Number: 0000100045	09/07/2004		PUP 424: Tree or server could not be found
Ticket Number: 0000100654	09/13/2004		Joanna is getting an error message when trying to print.
Ticket Number: 0000100839	09/14/2004		New LaserJet Printer
Ticket Number: 0000100905	09/15/2004		Math/psyc rm 217. come to 211 since no one in 217. x52459. Comput
Ticket Number: 0000101043	09/16/2004		Admin 732. x52312. User has new dell optiplex gx270 with cd rom. B
Ticket Number: 0000101058	09/16/2004		Help format PC
Ticket Number: 0000101291	09/20/2004		Work Order Request
Ticket Number: 0000101268	09/19/2004		User needs Matlab installed in lab

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000101142	09/17/2004	Boot Error On
Ticket Number:	0000101178	09/17/2004	Computer screen seems to go blank in the middle of use. rm 364. bio s
Ticket Number:	0000101046	09/16/2004	Windows does not finish booting.
Ticket Number:	0000101011	09/16/2004	CHEM 540: Reformat & Reinstall win98 machine
Ticket Number:	0000100913	09/15/2004	Computer Install
Ticket Number:	0000100929	09/15/2004	[PC s/w] Install Atlas TI in 4th floor lab
Ticket Number:	0000101391	09/21/2004	VPN warning 201 the subsystem is not available
Ticket Number:	0000101332	09/20/2004	Local workstation password
Ticket Number:	0000101304	09/20/2004	Possibly video card going bad / Win2000 (psyc lab)
Ticket Number:	0000100873	09/15/2004	HP/Reflections/VPN Concern
Ticket Number:	0000100334	09/09/2004	Netscape Uninstall/Reinstall
Ticket Number:	0000100542	09/10/2004	Novell Client Install
Ticket Number:	0000099759	09/02/2004	Customer unable to log onto novell
Ticket Number:	0000099540	09/01/2004	New Dell with xp, needs novell.
Ticket Number:	0000099565	09/01/2004	Work Order Request
Ticket Number:	0000099598	09/01/2004	Chem 540. PC keeps crashin and rebooting. Windows 98 machine.
Ticket Number:	0000100280	09/08/2004	login issues
Ticket Number:	0000099740	09/02/2004	User wants to remove some programs from computer but does not ha
Ticket Number:	0000099682	09/02/2004	PATAPSCO 104: unable to login to novell
Ticket Number:	0000099632	09/01/2004	Dual monitor setup; monitors no output
Ticket Number:	0000099568	09/01/2004	Move to vlan cause can't connect . Mac 00-B0-D0-55-2F-DB. IP 130
Ticket Number:	0000099559	09/01/2004	need Novell client
Ticket Number:	0000099528	09/01/2004	Cant not download onenote (office 2003)
Ticket Number:	0000100669	09/13/2004	Work Order Request
Ticket Number:	0000099726	09/02/2004	Novell print que needed
jhenn1		<u>Total:</u>	24
Resolved		<u>Total:</u>	4
Ticket Number:	0000100172	09/07/2004	Customer unable to bypass resnet log on page
Ticket Number:	0000101757	09/24/2004	jack is not working
Ticket Number:	0000102096	09/29/2004	Netscape 7 does not display email
Ticket Number:	0000101912	09/27/2004	Can't log into Resnet
Closed		<u>Total:</u>	20
Ticket Number:	0000101565	09/22/2004	Potomac 279. x20857. User just getting 169 ip.
Ticket Number:	0000099897	09/03/2004	Resnet log in page endless redirect
Ticket Number:	0000099942	09/04/2004	can't get to Resnet login.
Ticket Number:	0000099989	09/06/2004	Work Order Request
Ticket Number:	0000100156	09/07/2004	Diagnosis for labtop
Ticket Number:	0000100222	09/08/2004	Hillside rm241b. x27357. User's jack not giving ip.
Ticket Number:	0000100404	09/09/2004	RESNET: Connection Setup
Ticket Number:	0000100491	09/10/2004	Walker Avenue Internet Disconnects and Slow Network
Ticket Number:	0000100444	09/09/2004	Chesapeak rm 376. x20475. Needs comp setup for resnet.
Ticket Number:	0000100722	09/13/2004	Wireless Problem
Ticket Number:	0000100640	09/13/2004	Harbor Hall Rm303-B/Not reciving an IP
Ticket Number:	0000100097	09/07/2004	Sus N. rm 161. x20202 Hangs on login page.
Ticket Number:	0000099784	09/02/2004	Poor Internet Performace (Walker Ave)
Ticket Number:	0000099627	09/01/2004	Resnet Jack Check
Ticket Number:	0000099551	09/01/2004	Walker Ave. Building 2. Rm 2409. WinXP. Can't get internet.
Ticket Number:	0000099975	09/06/2004	Resnet will not come up
Ticket Number:	0000100912	09/15/2004	Playstation 2
Ticket Number:	0000101083	09/16/2004	HBR 554A: Connection dropping frequently
Ticket Number:	0000101139	09/17/2004	Work Order Request
Ticket Number:	0000101311	09/20/2004	Jack Check

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
jhill4		<u>Total:</u>	25	
	Resolved	<u>Total:</u>	3	
Ticket Number:	0000100158	09/07/2004		ResNet Help
Ticket Number:	0000101931	09/27/2004		User is unable to get logged in
Ticket Number:	0000102173	09/29/2004		jack needs to be checked
	Closed	<u>Total:</u>	22	
Ticket Number:	0000101433	09/21/2004		laptop can't connect to resnet 9/23 7pm
Ticket Number:	0000101566	09/22/2004		User unable to get through Resnet Redirecting
Ticket Number:	0000101435	09/21/2004		cannot get on resnet, may have sasser 9/23 6pm
Ticket Number:	0000100552	09/10/2004		Customer unable to log onto resnet
Ticket Number:	0000100568	09/11/2004		My computer
Ticket Number:	0000099896	09/03/2004		Resnet Hang on redirect
Ticket Number:	0000100312	09/08/2004		User getting 169.x.x.x IP address
Ticket Number:	0000100239	09/08/2004		Resnet login page not working
Ticket Number:	0000100132	09/07/2004		Customer unable to connect via any jack in dorm room
Ticket Number:	0000100273	09/08/2004		Resnet Setup/Maegan Supple
Ticket Number:	0000100313	09/08/2004		User has third lockout of resnet
Ticket Number:	0000100315	09/08/2004		User can't get past login page
Ticket Number:	0000100951	09/15/2004		user has been blocked
Ticket Number:	0000101216	09/18/2004		Jack is giving 0.0.0.0 ip. walker bld 1 rm113C. x26025
Ticket Number:	0000101335	09/20/2004		WESTHILL - Tangier 513
Ticket Number:	0000101303	09/20/2004		Appt 9/22 @ 11:30 Potomac Rm159 x20811-Had virus/reloaded os-
Ticket Number:	0000101277	09/20/2004		connection help
Ticket Number:	0000100336	09/09/2004		Verify Machine is clear of sasser
Ticket Number:	0000099798	09/02/2004		Cheasapeak north basement rm 71. x20429. Can't login to resnet.
Ticket Number:	0000099525	09/01/2004		Laptop - winXP -Check jack-hangs trying to reach resnet page
Ticket Number:	0000100169	09/07/2004		Customer needs assistance setting up wireless
Ticket Number:	0000099567	09/01/2004		Wireless Configuration

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
josh		<u>Total:</u>	46	
Resolved		<u>Total:</u>	27	
Ticket Number:	0000100528	09/10/2004		Virus/spyware infected machine
Ticket Number:	0000100979	09/16/2004		SAS 9.1 CDs
Ticket Number:	0000101528	09/22/2004		Cannot install acrobat reader
Ticket Number:	0000102097	09/29/2004		Most of app's are not firing up - stating missing files for BSG Group i
Ticket Number:	0000102057	09/29/2004		Problems accessing Remedy.
Ticket Number:	0000101981	09/28/2004		ADMIN 530 : "Virus" Removal
Ticket Number:	0000101786	09/26/2004		Corporate Time Sync for Blackberry
Ticket Number:	0000102095	09/29/2004		HIGH - Can not delete dialog box with scanner msg to continue
Ticket Number:	0000102094	09/29/2004		Windows Media Player does not run; access denied.
Ticket Number:	0000102093	09/29/2004		Can't update virus definitions
Ticket Number:	0000102089	09/29/2004		Customer can not use QuickBooks
Ticket Number:	0000102085	09/29/2004		Successful login - Most icons do not appear upon desktop
Ticket Number:	0000102079	09/29/2004		Eudora crashes upon execution
Ticket Number:	0000102063	09/29/2004		CRITICAL - DO not have adm priv anymore and I need this for my w
Ticket Number:	0000102062	09/29/2004		AD816 -No mail showing up in Netscape
Ticket Number:	0000102103	09/29/2004		Unable to run R25
Ticket Number:	0000102149	09/29/2004		Virus: Machine keeps rebooting
Ticket Number:	0000102139	09/29/2004		Active Directory Problem - Cannot Upgrade McAfee
Ticket Number:	0000102112	09/29/2004		winXP- AD problem - Profile not working on pc
Ticket Number:	0000102110	09/29/2004		R25 - can log in to system but following error happens....(see below)
Ticket Number:	0000102109	09/29/2004		Can not delete files from My Documents
Ticket Number:	0000102105	09/29/2004		Netscape - lost profile/address book for email / netscape
Ticket Number:	0000102101	09/29/2004		No longer able to run ICQ
Ticket Number:	0000101984	09/28/2004		List of Customers having symptoms similar to Grad School "Virus"
Ticket Number:	0000102113	09/29/2004		Customer can not access email
Ticket Number:	0000101715	09/24/2004		Make Set of Matlab R14 Media for Math
Ticket Number:	0000102068	09/29/2004		Mail not showing up in netscape - Asking to create a profile
Closed		<u>Total:</u>	19	
Ticket Number:	0000101498	09/22/2004		Netscape 7.1 email delivery
Ticket Number:	0000101695	09/24/2004		No I-drive
Ticket Number:	0000101692	09/24/2004		No H or I drives
Ticket Number:	0000100050	09/07/2004		Work Order Request
Ticket Number:	0000100089	09/07/2004		Palm not syncing to corporate time
Ticket Number:	0000100299	09/08/2004		VPN client gives error "install dne, installing error while installing d
Ticket Number:	0000100325	09/09/2004		Maple 9.5 CDs
Ticket Number:	0000100337	09/09/2004		Network drives not available
Ticket Number:	0000100457	09/09/2004		still having a problem
Ticket Number:	0000100443	09/09/2004		User major needs AD privileges for Netscape
Ticket Number:	0000099708	09/02/2004		Need copy of Maple 9.5
Ticket Number:	0000099580	09/01/2004		TESTBOOK - click on icon from desktop-Nothing happens
Ticket Number:	0000099771	09/02/2004		Renset log on problems (Harbor 212d)
Ticket Number:	0000099584	09/01/2004		Need Newest Versions of All Licensed Software at HD
Ticket Number:	0000099575	09/01/2004		Mathmatica 5
Ticket Number:	0000099548	09/01/2004		not able to login to HP after enforcing VPN
Ticket Number:	0000099573	09/01/2004		User cant log into Oracle
Ticket Number:	0000100916	09/15/2004		Can't login anymore
Ticket Number:	0000101180	09/17/2004		Set up computer for Network Printer and Bookmark transfer

kirkley1		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		<u>Total:</u> 13	
Ticket Number:	0000099988	09/06/2004	Work Order Request
Ticket Number:	0000101462	09/21/2004	Customers requests free diagnosis
Ticket Number:	0000101596	09/23/2004	Appt scheduled 9/27 @ 6pm
Closed		<u>Total:</u> 10	
Ticket Number:	0000101389	09/21/2004	Appt scheduled 9/23 @ 12 - Susquehanna Rm227 - Number 20156
Ticket Number:	0000100390	09/09/2004	MS Office Reinstall
Ticket Number:	0000099881	09/03/2004	User has 130 IP and no connection
Ticket Number:	0000100063	09/07/2004	Customer requests help with resnet setup
Ticket Number:	0000100151	09/07/2004	customer is unable to log onto resnet
Ticket Number:	0000101360	09/20/2004	Can only use umbc sites on resnet
Ticket Number:	0000099622	09/01/2004	user can't get connected to the internet
Ticket Number:	0000099572	09/01/2004	McAfee 7 gives errors in updates
Ticket Number:	0000099787	09/02/2004	Resnet Setup
Ticket Number:	0000100279	09/08/2004	Resnet Internet Connection Problems

lasuk	<u>Create</u>	<u>Short Description</u>
Resolved	<u>Date</u>	
	<u>Total:</u> 79	
	<u>Total:</u> 17	
Ticket Number: 0000100795	09/14/2004	[Mac s/w] BS109: Install Matlab 7 OSX
Ticket Number: 0000101410	09/21/2004	[PC s/w] TC325: Install Software
Ticket Number: 0000101322	09/20/2004	[Mac s/w] Macos X 10.3 Reinstall
Ticket Number: 0000101100	09/17/2004	[PC s/w] RAC322: Install McAfee on 9 Laptops - App't 9/27/04 10:1
Ticket Number: 0000101549	09/22/2004	[PC s/w] Phys220: email troubles - App't 9/30 @ 10am
Ticket Number: 0000101603	09/23/2004	[PC h/w] BS014: Machine Won't boot
Ticket Number: 0000101837	09/27/2004	[PC s/w] TRC277: SAS installation
Ticket Number: 0000101988	09/28/2004	[Mac s/w] BS477: Concerns related to Virex 7.2 Scan
Ticket Number: 0000102213	09/30/2004	Tree or server is not available upon login
Ticket Number: 0000102106	09/29/2004	[PC s/w] AD626: Unable to run Windows Update
Ticket Number: 0000102024	09/28/2004	[PC s/w] RAC321: Install HP LJ4300 printer
Ticket Number: 0000101977	09/28/2004	[PDA] PUP409: Pocket PC email
Ticket Number: 0000101903	09/27/2004	SPSS v12 checkout. Due back 9/28
Ticket Number: 0000101896	09/27/2004	[PDA] AD704: Sync'ing Palm with desktop address book
Ticket Number: 0000101866	09/27/2004	[Mac s/w] ACIV414: iMac locks up
Ticket Number: 0000102058	09/29/2004	[net] EH165: ORL: Check Jack
Ticket Number: 0000101735	09/24/2004	[net] AD211: GRADLJ1 Printer Room 211

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		62	
Ticket Number: 0000101397	09/21/2004		South Campus : Customer requests email help
Ticket Number: 0000101512	09/22/2004		[PC s/w] ACIV114: Matlab (latest version)
Ticket Number: 0000101563	09/22/2004		ECS025PC15 is missing java sdk
Ticket Number: 0000101730	09/24/2004		[Mac s/w] Set Up A Mac Laptop To Access A Network Printer
Ticket Number: 0000101721	09/24/2004		Philosophy Department Printer
Ticket Number: 0000101610	09/23/2004		ECS021Pc03
Ticket Number: 0000101599	09/23/2004		[PC s/w] ACIV215: not copying messages to Sent folder
Ticket Number: 0000101525	09/22/2004		[Mac s/w] Problems printing to net printer
Ticket Number: 0000101476	09/22/2004		ECS 021 PC 12 and 03
Ticket Number: 0000101463	09/21/2004		Problems printing from various applications
Ticket Number: 0000099859	09/03/2004		[PC s/w] LIB216D: jack needs to be activated.
Ticket Number: 0000100182	09/07/2004		[net] Chem 240 activation
Ticket Number: 0000100129	09/07/2004		[PC s/w] PUP406: Setup an old GX110 - Needs keyboard
Ticket Number: 0000100261	09/08/2004		[PC s/w] PUP406: Faculty Needs Help Configuring Laptop
Ticket Number: 0000100468	09/09/2004		[PC s/w] MyUMBC login
Ticket Number: 0000099920	09/03/2004		Create novell account for new faculty
Ticket Number: 0000099872	09/03/2004		[net] ITE227: Connection problem
Ticket Number: 0000099860	09/03/2004		[Mac s/w] needs Upgrade to OS 10.
Ticket Number: 0000100373	09/09/2004		Asset Security Alert
Ticket Number: 0000100377	09/09/2004		Asset Security Alert
Ticket Number: 0000100378	09/09/2004		Asset Security Alert
Ticket Number: 0000100379	09/09/2004		Asset Security Alert
Ticket Number: 0000100382	09/09/2004		Asset Security Alert
Ticket Number: 0000100400	09/09/2004		[net] FA410. There are 5 jacks and none are working.
Ticket Number: 0000100803	09/14/2004		install stuff it expander
Ticket Number: 0000100794	09/14/2004		[PC s/w] LH6: install SPSS - request requires approval from AV serv
Ticket Number: 0000100774	09/14/2004		[PC s/w] MP325: uninstall printer driver - App't 9/24/04 9:30 pm
Ticket Number: 0000100710	09/13/2004		[PC s/w] MP310: Mozilla email question
Ticket Number: 0000100693	09/13/2004		[Mac s/w] Install MS Office 2004
Ticket Number: 0000100644	09/13/2004		[PC s/w] TF: Machine still not fixed for BBisser / Judicial Affairs
Ticket Number: 0000100590	09/12/2004		[PC s/w] setup Oracle Calendar - App't Wednesday 2:15 pm
Ticket Number: 0000100505	09/10/2004		[PC s/w] AD727: Whoops unable to open file (GP)
Ticket Number: 0000100490	09/10/2004		[lab] User log in error in Fine Arts 101
Ticket Number: 0000100414	09/09/2004		Activate Jack in Biological Sciences
Ticket Number: 0000100397	09/09/2004		Scanning feature of net copier is down again
Ticket Number: 0000100819	09/14/2004		[Mac s/w] BS468: Upgrade Mac to OS10
Ticket Number: 0000100389	09/09/2004		Asset Security Alert
Ticket Number: 0000100380	09/09/2004		Asset Security Alert
Ticket Number: 0000100381	09/09/2004		Asset Security Alert
Ticket Number: 0000100374	09/09/2004		Asset Security Alert
Ticket Number: 0000100637	09/13/2004		[PC s/w] PUP basement: Needs SPSS installed
Ticket Number: 0000099509	09/01/2004		ECS020-Student are complaining about login time
Ticket Number: 0000099843	09/03/2004		[PC s/w] Update SAS licensing on client PC
Ticket Number: 0000099790	09/02/2004		[net] Chem374-378. Lab Computer cannot connect, says "media state d
Ticket Number: 0000099605	09/01/2004		[lab] afs client cannot start (not configured properly)
Ticket Number: 0000099563	09/01/2004		[PC s/w] FA449: Setup laptop
Ticket Number: 0000099546	09/01/2004		[PC s/w] PUP414: Install SAS & MS Office- Setup printer & PC
Ticket Number: 0000100412	09/09/2004		[Mac s/w] TRC255: Problem launching MATLAB on MACs
Ticket Number: 0000100835	09/14/2004		[Mac s/w] User needs local account created on mac osX to login to m
Ticket Number: 0000100836	09/14/2004		IP and Configuration Needed for Printer
Ticket Number: 0000100954	09/15/2004		Login problems with ECS336 instructor machine
Ticket Number: 0000100970	09/15/2004		[PC s/w] User needs files saved on desktop moved to home
Ticket Number: 0000101016	09/16/2004		Received an error from Dell Diagnostics
Ticket Number: 0000101044	09/16/2004		[Mac s/w] AD723: iBook reports software errors. - App't 9/23/04 12:

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000101060	09/16/2004	Asset Security Alert
Ticket Number:	0000101160	09/17/2004	CHEM552: Chem lab printer needs an IP again.
Ticket Number:	0000101353	09/20/2004	MAC 10 in ECS 021 not printing
Ticket Number:	0000101295	09/20/2004	[PC h/w] AD411: Check out pc for a high pitch noise - Appt 10:15 a
Ticket Number:	0000101103	09/17/2004	Install McAfee Software on Laptop
Ticket Number:	0000101025	09/16/2004	[PC s/w] ACIV114: computer needs access to printers
Ticket Number:	0000101013	09/16/2004	[PC s/w] FA433: Update Netcape Client/Laptop - App't 9/23 10:30 a
Ticket Number:	0000100965	09/15/2004	SPSS latest version installed at podium comp in Pub Policy rm 208.
maboone1		<u>Total:</u>	10
Resolved		<u>Total:</u>	2
Ticket Number:	0000101442	09/21/2004	customer having problems running application in OIT labs
Ticket Number:	0000101727	09/24/2004	No subject
Closed		<u>Total:</u>	8
Ticket Number:	0000101424	09/21/2004	Software for ECS 005
Ticket Number:	0000102108	09/29/2004	login problem
Ticket Number:	0000101969	09/28/2004	computer lab complaint
Ticket Number:	0000100723	09/13/2004	Work Order Request-IMC PC08 headset does not work
Ticket Number:	0000099908	09/03/2004	Work Order Request
Ticket Number:	0000099911	09/03/2004	Work Order Request
Ticket Number:	0000101243	09/18/2004	Adobe Premier not working in 005
Ticket Number:	0000101300	09/20/2004	SAS 9.1.2 Install Question
mikec		<u>Total:</u>	6
Resolved		<u>Total:</u>	1
Ticket Number:	0000101337	09/20/2004	help
Closed		<u>Total:</u>	5
Ticket Number:	0000100530	09/10/2004	can't delete email
Ticket Number:	0000101049	09/16/2004	test
Ticket Number:	0000101235	09/18/2004	jack problem
Ticket Number:	0000101371	09/21/2004	Work Order Request-Resnet/Walker Ave
Ticket Number:	0000101364	09/20/2004	Multiple servers down

omarn		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	82
		<u>Total:</u>	11
Ticket Number:	0000100887	09/15/2004	Work Order Request
Ticket Number:	0000101307	09/20/2004	Error when logging in, no access to shared I: drive
Ticket Number:	0000101306	09/20/2004	Windows reinsall
Ticket Number:	0000101414	09/21/2004	PC WinXP reinstall. LIB 216D
Ticket Number:	0000101310	09/20/2004	Software install
Ticket Number:	0000101624	09/23/2004	Check printer in delta common area for network connection
Ticket Number:	0000101945	09/28/2004	UHS 52: Unable to login to Windows Workstation
Ticket Number:	0000101725	09/24/2004	Customer needs address book and bookmarks back
Ticket Number:	0000101724	09/24/2004	User talked to Omar about syncing palm to calender. Omar said to put
Ticket Number:	0000101718	09/24/2004	Microsoft Office Add In Component Install
Ticket Number:	0000101699	09/24/2004	Problem with netscape mail since novell issues.

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		71	
Ticket Number: 0000101405	09/21/2004		Work Order Request
Ticket Number: 0000101444	09/21/2004		customer unable to log into shared machine in lobby of tech center
Ticket Number: 0000101406	09/21/2004		Work Order Request-SS501 random problems with pc
Ticket Number: 0000101423	09/21/2004		workorder: SAS installation
Ticket Number: 0000101506	09/22/2004		Virus Found in message "Your archive"
Ticket Number: 0000101513	09/22/2004		New printer install at math/psyc 317
Ticket Number: 0000101693	09/24/2004		Printer needs to be moved back
Ticket Number: 0000101548	09/22/2004		[Fwd: Can't Connect to HP Using VPN]
Ticket Number: 0000101490	09/22/2004		Popup misery
Ticket Number: 0000100356	09/09/2004		Novell client install
Ticket Number: 0000100359	09/09/2004		Corporate Time installed for Julie Harris
Ticket Number: 0000100792	09/14/2004		AD needs to be reinstalled
Ticket Number: 0000100785	09/14/2004		Bio Science rm 359. x52211 Needs novell installed on machine.
Ticket Number: 0000100750	09/14/2004		IP Printing from laptop
Ticket Number: 0000100674	09/13/2004		Ref: Configure new Palm to connect to Calendar
Ticket Number: 0000100671	09/13/2004		Oracle Calendar Install
Ticket Number: 0000100659	09/13/2004		Please add to Vlan for ability to do HP file transfers
Ticket Number: 0000100652	09/13/2004		Microsoft Office, and anti-virus install
Ticket Number: 0000100635	09/13/2004		CD Burner needs new drivers
Ticket Number: 0000100519	09/10/2004		User needs help configuring mozilla mail 1.7. Could not find option t
Ticket Number: 0000100512	09/10/2004		User can only access internet once per computer booting
Ticket Number: 0000100510	09/10/2004		Had netscape mail but mozilla was put on, but would like netscape ma
Ticket Number: 0000100488	09/10/2004		Work Order Request
Ticket Number: 0000100454	09/09/2004		request
Ticket Number: 0000100388	09/09/2004		PUB POLICY basement E5 : CD rom drive broken
Ticket Number: 0000100047	09/07/2004		Trust relationship broken
Ticket Number: 0000099871	09/03/2004		Work Order Request
Ticket Number: 0000099862	09/03/2004		CHEM 130: Novell Install + others
Ticket Number: 0000099870	09/03/2004		Minolta Copier/Printer
Ticket Number: 0000100276	09/08/2004		Need to add printer to computer
Ticket Number: 0000100266	09/08/2004		Novell & Network Printers
Ticket Number: 0000100265	09/08/2004		Dell not working
Ticket Number: 0000100231	09/08/2004		Registry error on boot; win 95
Ticket Number: 0000100218	09/08/2004		detecting w32 worm; McAfee deleting but keeps coming up
Ticket Number: 0000100207	09/08/2004		Work Order Request
Ticket Number: 0000101104	09/17/2004		Admin bld Rm 532. x52337. Windows XP blue screens. physical me
Ticket Number: 0000100105	09/07/2004		rm341. pub policy. x58485. Windows XP won't start up. Crashed onc
Ticket Number: 0000100070	09/07/2004		When trying to access zip drive, it says "specified drive mapping is i
Ticket Number: 0000100046	09/07/2004		TRC 225: Virus removal
Ticket Number: 0000100040	09/07/2004		Request for Service
Ticket Number: 0000099901	09/03/2004		SS 513 SAS install on lab machines
Ticket Number: 0000100520	09/10/2004		[Fwd: printing a payroll report]
Ticket Number: 0000099512	09/01/2004		(no subject)
Ticket Number: 0000099643	09/01/2004		Work Order Request
Ticket Number: 0000099845	09/03/2004		Work Order Request
Ticket Number: 0000099842	09/03/2004		Windows XP machine crashing. Chem 109A. x52491.
Ticket Number: 0000099754	09/02/2004		Work Order Request
Ticket Number: 0000100831	09/14/2004		reconfigure account security settings on 3 computers
Ticket Number: 0000099689	09/02/2004		UC 110: No sound, XP machine
Ticket Number: 0000099678	09/02/2004		Reformatting computers
Ticket Number: 0000100742	09/14/2004		UC 112: Computer won't boot winXP
Ticket Number: 0000099581	09/01/2004		Work Order Request
Ticket Number: 0000099517	09/01/2004		New Ticket for Omar Napier
Ticket Number: 0000100642	09/13/2004		Customer can not log into her machine

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000100910	09/15/2004	PC Install
Ticket Number:	0000101516	09/22/2004	MATLAB Release 14 Installl
Ticket Number:	0000100992	09/16/2004	Outlook 2002
Ticket Number:	0000101296	09/20/2004	PC shows bagel virus - will not clean
Ticket Number:	0000101236	09/18/2004	ticket #000009254
Ticket Number:	0000101136	09/17/2004	Fatal Computer error
Ticket Number:	0000101073	09/16/2004	Work Order Request
Ticket Number:	0000101062	09/16/2004	Chem 550. x53844. Needs novell installed on machine with windows 9
Ticket Number:	0000101040	09/16/2004	PC running very slow
Ticket Number:	0000101029	09/16/2004	McAfee re-install
Ticket Number:	0000101017	09/16/2004	Unable to login
Ticket Number:	0000100998	09/16/2004	FA: 541 Local account creation needed
Ticket Number:	0000100963	09/15/2004	new computer install & setup
Ticket Number:	0000101124	09/17/2004	Need Novell Client Install
Ticket Number:	0000100952	09/15/2004	Add printers to machine
Ticket Number:	0000101330	09/20/2004	TRC 223 - Virus Scan Install
Ticket Number:	0000101148	09/17/2004	Customer no longer able to print to shared printer

		<u>Create</u>	
		<u>Date</u>	
talder1		<u>Total:</u>	66
Resolved		<u>Total:</u>	17
<u>Ticket Number:</u>	<u> </u>	<u> </u>	<u>Short Description</u>
Ticket Number:	0000100253	09/08/2004	Cant get on Resnet
Ticket Number:	0000099633	09/01/2004	offcampus student can't connect through vpn
Ticket Number:	0000099742	09/02/2004	wireless access in ITE (login error)
Ticket Number:	0000101118	09/17/2004	Laptop /Winxp - On-site service for troubleshooting
Ticket Number:	0000101240	09/18/2004	Customer unable to log onto network
Ticket Number:	0000101485	09/22/2004	Free Diagnosis of pc
Ticket Number:	0000101358	09/20/2004	User reports Resnet service has gotten worse
Ticket Number:	0000101253	09/19/2004	Cant pull up website and loses connection
Ticket Number:	0000101006	09/16/2004	Work Order Request
Ticket Number:	0000099960	09/05/2004	Customer is "losing IP lease"
Ticket Number:	0000099724	09/02/2004	not able to connect due to virus
Ticket Number:	0000101595	09/23/2004	PPP appt scheduled for 9/27 @ 5:30 - at helpdesk
Ticket Number:	0000102180	09/29/2004	Work Order Request
Ticket Number:	0000101751	09/24/2004	Customer unable to log onto resnet
Ticket Number:	0000101921	09/27/2004	Virus removal for FEE
Ticket Number:	0000102042	09/28/2004	Possible virus on labtop
Ticket Number:	0000101923	09/27/2004	Walker 2310. x26475. Wants to do pay \$60 Windows XP pro reins

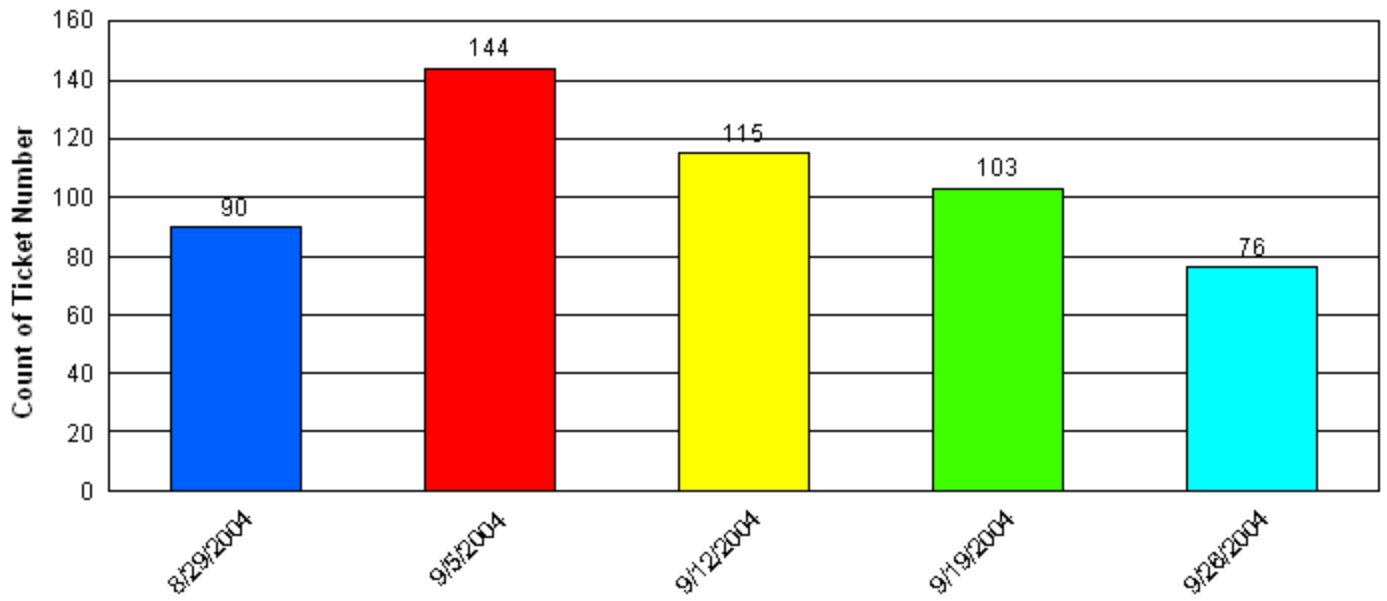
<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		49	
Ticket Number: 0000101393	09/21/2004		SUS 177: No Connection
Ticket Number: 0000099966	09/05/2004		Resnet is not letting user log in
Ticket Number: 0000100302	09/08/2004		Harbor Hall 266A. x28017. User would like virus and spyware clean
Ticket Number: 0000100075	09/07/2004		Resnet connection problems
Ticket Number: 0000100298	09/08/2004		Harbor 266b. x28824. Cannot load resnet page. getting 130 ip. Tried i
Ticket Number: 0000100259	09/08/2004		RESNET: Free diagnosis; pc does not start
Ticket Number: 0000100263	09/08/2004		TICKET # 0000099561
Ticket Number: 0000100196	09/08/2004		Resnet Setup
Ticket Number: 0000100165	09/07/2004		Set up resnet
Ticket Number: 0000100155	09/07/2004		Work Order Request
Ticket Number: 0000100121	09/07/2004		PPP Laptop/Windows XP
Ticket Number: 0000100106	09/07/2004		Pat rm 254. x20642. User requests virus removal for the fee.
Ticket Number: 0000100088	09/07/2004		Off campus, using local network router cannot run vpn or access black
Ticket Number: 0000100064	09/07/2004		Work Order Request
Ticket Number: 0000100058	09/07/2004		Customer unable to get past resnet login page
Ticket Number: 0000100071	09/07/2004		Harbor Hall rm 103. x27715. No resnet connection.
Ticket Number: 0000099995	09/06/2004		Work Order Request
Ticket Number: 0000099991	09/06/2004		Work Order Request
Ticket Number: 0000099968	09/05/2004		User gets Internal Server Error when logging into Resnet
Ticket Number: 0000100422	09/09/2004		Asset Security Alert
Ticket Number: 0000100826	09/14/2004		Wireless and Vernier problems
Ticket Number: 0000100714	09/13/2004		Fee Virus removal. Windows 2000. Not sure of what virus but sounds
Ticket Number: 0000100628	09/13/2004		Walker Avenue, Phase 1, Resnet
Ticket Number: 0000100617	09/12/2004		Work Order Request-Virus
Ticket Number: 0000100523	09/10/2004		Resnet Set Up Assistantance
Ticket Number: 0000100585	09/11/2004		TERRACE apts, unable to get to resnet
Ticket Number: 0000100571	09/11/2004		user is having a problem connecting through vernier
Ticket Number: 0000100832	09/14/2004		Ticket Number follow-up
Ticket Number: 0000100991	09/16/2004		Student / Need laptop to be diagnose for problem of not loading windo
Ticket Number: 0000100847	09/14/2004		Chesapeak rm 309. x20358. Would like someont to loko at a Dell wit
Ticket Number: 0000101167	09/17/2004		Virus removal On - Site Service
Ticket Number: 0000101366	09/20/2004		Work Order Request
Ticket Number: 0000101189	09/17/2004		Customer blocked from resnet and needs to have machine checked
Ticket Number: 0000101002	09/16/2004		Sasser Virus Removal
Ticket Number: 0000100920	09/15/2004		walker rm 406. 443-604-0347. Adam talked to user. User will use for
Ticket Number: 0000099883	09/03/2004		169 in New Hall 215
Ticket Number: 0000099806	09/02/2004		Customer cannot reach umbc pages.
Ticket Number: 0000099799	09/02/2004		Walker 4210A: Not getting IP
Ticket Number: 0000099796	09/02/2004		Customer not able to connect to resnet
Ticket Number: 0000099767	09/02/2004		Resnet Setup
Ticket Number: 0000100830	09/14/2004		RESNET: Security block, inspection
Ticket Number: 0000099745	09/02/2004		PC backup and reinstall. CHEM 274.
Ticket Number: 0000099561	09/01/2004		Wireless getting 169 IP
Ticket Number: 0000099644	09/01/2004		User can't authenticate onto resnet
Ticket Number: 0000099721	09/02/2004		HARBOR 212D : Jack Check
Ticket Number: 0000099728	09/02/2004		Walker 3120b: slow connection
Ticket Number: 0000099722	09/02/2004		HARBOR 212C - Jack Check
Ticket Number: 0000099662	09/02/2004		Appt 9/7 @ Noon -Laptop - DIALup from home not working or wirele
Ticket Number: 0000100091	09/07/2004		Patapasco: 18 - Resnet connection issues

Create
Date

Short Description

Count of Ticket Number / Create Date

For Desktop Support



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Financial Services: Peo	Total:	57	
cnewton		Total: 6	
Closed		Total: 6	
Ticket Number: 0000101057		09/16/2004	Auxiliary Fund Balance
Ticket Number: 0000101119		09/17/2004	PS Support Request
Ticket Number: 0000100122		09/07/2004	question
Ticket Number: 0000101411		09/21/2004	Retriever
Ticket Number: 0000101508		09/22/2004	Retriever
Ticket Number: 0000101429		09/21/2004	PS Support Request
rpreston		Total: 1	
Closed		Total: 1	
Ticket Number: 0000100109		09/07/2004	2005001C Journal entry on grant detail report
tkuonen		Total: 13	
Closed		Total: 13	
Ticket Number: 0000100411		09/09/2004	OTD
Ticket Number: 0000100799		09/14/2004	Security Question
Ticket Number: 0000101403		09/21/2004	remedy
Ticket Number: 0000102005		09/28/2004	Changing Vendor Govt Classification
Ticket Number: 0000101719		09/24/2004	Requisition Approval
Ticket Number: 0000101541		09/22/2004	Dept Code Problem with On-line Requisition
Ticket Number: 0000100902		09/15/2004	Purchase order 241
Ticket Number: 0000101289		09/20/2004	Remedy
Ticket Number: 0000101010		09/16/2004	Remedy
Ticket Number: 0000101005		09/16/2004	Access for Damion McLaren in PeopleSoft Finance
Ticket Number: 0000100950		09/15/2004	[Fwd: Re: PeopleSoft Access for Damion McLaren]
Ticket Number: 0000100942		09/15/2004	Department number
Ticket Number: 0000099840		09/03/2004	Security Modification

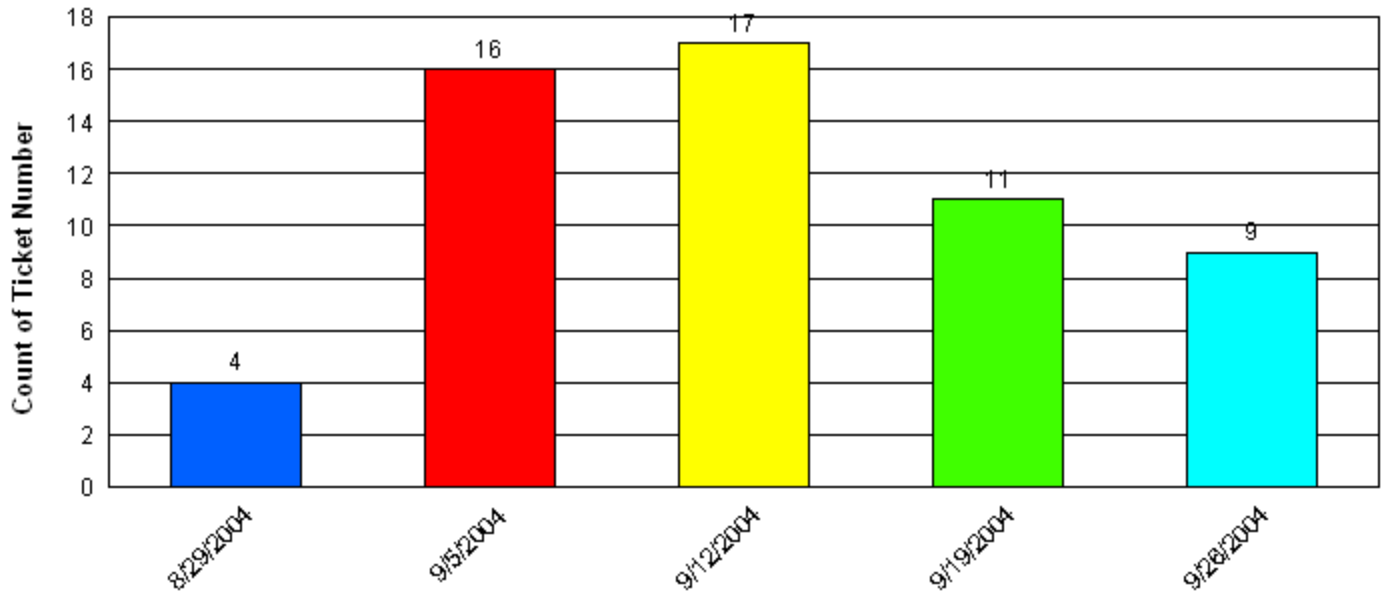
<u>weller</u>	<u>Create</u>	<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	
	<u>Total:</u>	
		<u>Total:</u>
		37
	<u>Total:</u>	37
Ticket Number: 0000100812	09/14/2004	(no subject)
Ticket Number: 0000099768	09/02/2004	JE for subcontracts
Ticket Number: 0000099700	09/02/2004	Req ChartString Splits question
Ticket Number: 0000099494	09/01/2004	JE and F&A issue
Ticket Number: 0000100843	09/14/2004	Remove encumbrance
Ticket Number: 0000101141	09/17/2004	Req Recon Problem
Ticket Number: 0000101487	09/22/2004	Budget Chk Problem
Ticket Number: 0000101340	09/20/2004	Change Order Problem
Ticket Number: 0000101316	09/20/2004	PO approval Issue
Ticket Number: 0000100872	09/15/2004	remedy req 1143
Ticket Number: 0000101736	09/24/2004	Travel Expense Inquiry
Ticket Number: 0000101857	09/27/2004	Department Security Update
Ticket Number: 0000101859	09/27/2004	1 Cannot delete line on Req
Ticket Number: 0000101878	09/27/2004	Req Security problem
Ticket Number: 0000102090	09/29/2004	2 vendors, same vendor #
Ticket Number: 0000102125	09/29/2004	Grant Summary Report question (cv527298)
Ticket Number: 0000102074	09/29/2004	Printed PO issue
Ticket Number: 0000101987	09/28/2004	Requisitions
Ticket Number: 0000101863	09/27/2004	budget check
Ticket Number: 0000100339	09/09/2004	Invoice Credits
Ticket Number: 0000100391	09/09/2004	data entry
Ticket Number: 0000100427	09/09/2004	REQ READY TO SOURCE REPORT
Ticket Number: 0000100402	09/09/2004	Budget Check
Ticket Number: 0000100870	09/15/2004	Req Recon Security Issue
Ticket Number: 0000100711	09/13/2004	OTD
Ticket Number: 0000100651	09/13/2004	Closing POs
Ticket Number: 0000100629	09/13/2004	reallocation of visa charges
Ticket Number: 0000100601	09/12/2004	PO ChartString Revision needed
Ticket Number: 0000100547	09/10/2004	remedy - req ready to source report
Ticket Number: 0000100480	09/10/2004	Security change requested
Ticket Number: 0000099951	09/05/2004	Norton AntiVirus detected a virus in a message you sent. The infect
Ticket Number: 0000100019	09/07/2004	Protect Your Suntrust Account
Ticket Number: 0000100015	09/07/2004	Protect Your Suntrust Account
Ticket Number: 0000100012	09/07/2004	Protect Your Suntrust Account
Ticket Number: 0000100002	09/07/2004	Protect Your Suntrust Account
Ticket Number: 0000100001	09/07/2004	Protect Your Suntrust Account
Ticket Number: 0000100000	09/07/2004	Protect Your Suntrust Account

Create
Date

Short Description

Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



Helpdesk	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
HD:Tape_Changes		<u>Total:</u> 5	
Closed		<u>Total:</u> 5	
Ticket Number: 0000100472		09/10/2004	Daily tape change for 9/9/04
Ticket Number: 0000100603		09/12/2004	Tape changes for 9/12/04
Ticket Number: 0000101636		09/23/2004	Tape changed done for 9/23
Ticket Number: 0000102264		09/30/2004	tape change for 9/30 - thursday
Ticket Number: 0000101048		09/16/2004	Tape change for 9/16

HelpDesk

Create

Date

Total: 79

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		79	
Ticket Number: 0000100881	09/15/2004		kreizenb/thtr - over quota and can not delete
Ticket Number: 0000100994	09/16/2004		Account is filled to 97% / Bickel
Ticket Number: 0000101105	09/17/2004		Engl lab - FA/
Ticket Number: 0000101114	09/17/2004		Memo from CWIT to create acct for temp use S.Sorkin
Ticket Number: 0000101290	09/20/2004		Kira / CSEE - new employee/pin number and ssn do not match
Ticket Number: 0000101134	09/17/2004		Customer could not access eudor mail client
Ticket Number: 0000101123	09/17/2004		Where are the directions to create an account
Ticket Number: 0000100997	09/16/2004		pin reset for faculty member via audrey ellis/biol
Ticket Number: 0000100886	09/15/2004		nanmille - reached 100% quota - can not access mail
Ticket Number: 0000099586	09/01/2004		Reset security password for Sherma Platt
Ticket Number: 0000099707	09/02/2004		password reset
Ticket Number: 0000099542	09/01/2004		Reset password
Ticket Number: 0000100833	09/14/2004		Password Reset request
Ticket Number: 0000099499	09/01/2004		Not able to access bb
Ticket Number: 0000099506	09/01/2004		Student-Lab/where do i find the class info for a/d
Ticket Number: 0000099513	09/01/2004		jwan1 - account/pw not working
Ticket Number: 0000099803	09/02/2004		Password reset request
Ticket Number: 0000099713	09/02/2004		add customer to BSG group for VPN
Ticket Number: 0000099691	09/02/2004		PT Faculty needs new account
Ticket Number: 0000099604	09/01/2004		Reset password for Kharri16
Ticket Number: 0000100202	09/08/2004		Reset Password
Ticket Number: 0000099544	09/01/2004		Reset Password
Ticket Number: 0000099539	09/01/2004		ddixon - email problems, quota always low
Ticket Number: 0000099523	09/01/2004		Add RonaldT to vpn list
Ticket Number: 0000099521	09/01/2004		Reset password
Ticket Number: 0000099519	09/01/2004		Student-walkin
Ticket Number: 0000099731	09/02/2004		password reset
Ticket Number: 0000099510	09/01/2004		Reset Password
Ticket Number: 0000099503	09/01/2004		Steve Jones/Lib - is their a timeout period for the lab machines
Ticket Number: 0000099497	09/01/2004		j45-forgot pw and pin
Ticket Number: 0000099500	09/01/2004		Student-offcampus, where are your located. need to stop by
Ticket Number: 0000099847	09/03/2004		add TA to 3 psyc Bb courses
Ticket Number: 0000099489	09/01/2004		Student-walkin,can i get access to here from home
Ticket Number: 0000101375	09/21/2004		Password Reset for jung
Ticket Number: 0000101434	09/21/2004		meyerhoff - boss is back and can not access her email
Ticket Number: 0000101505	09/22/2004		mconnel - need temp increase
Ticket Number: 0000101588	09/23/2004		Goldberg - calling for a student having email problems.
Ticket Number: 0000102199	09/30/2004		Linux/xmacs - lab suspended...
Ticket Number: 0000102304	09/30/2004		Customer called for various questions
Ticket Number: 0000102216	09/30/2004		change pw yesterday - it is not working today.
Ticket Number: 0000102258	09/30/2004		Test
Ticket Number: 0000102259	09/30/2004		Phone Tech with David Slater.
Ticket Number: 0000102200	09/30/2004		Claire - having trouble delete trash from mail
Ticket Number: 0000102091	09/29/2004		email - netscape mail is freezing. Phyllis / geog
Ticket Number: 0000101955	09/28/2004		password not working for rial
Ticket Number: 0000101889	09/27/2004		Password Reset
Ticket Number: 0000101834	09/27/2004		Betsy - still get a warning upon bootup about a virus
Ticket Number: 0000101829	09/27/2004		Edward J Hinke - account dept / new employee
Ticket Number: 0000101815	09/27/2004		hulme1 - locked out of account last night.
Ticket Number: 0000101826	09/27/2004		wastar1 - having problems with dialin
Ticket Number: 0000102198	09/30/2004		What is the server info for IMAP...
Ticket Number: 0000101691	09/24/2004		don velli - is novell having issues/can not log in
Ticket Number: 0000101594	09/23/2004		Problems accessing H drive / bwells
Ticket Number: 0000101953	09/28/2004		cat - folks sending me email are telling me it is returning

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000101486	09/22/2004	Not getting an IP / mo11
Ticket Number:	0000100536	09/10/2004	Cannot access BB6
Ticket Number:	0000100432	09/09/2004	Customer requested password reset
Ticket Number:	0000100492	09/10/2004	student - offcampus / pin number not working
Ticket Number:	0000100746	09/14/2004	Student - off campus
Ticket Number:	0000102193	09/30/2004	Nothing is displayed on OIT web site
Ticket Number:	0000100755	09/14/2004	Need to verify user id and pw
Ticket Number:	0000100745	09/14/2004	Faculty - can not authorize students for closed course
Ticket Number:	0000100650	09/13/2004	Increase quota for shahegh
Ticket Number:	0000100647	09/13/2004	Webmail did not save sent email's
Ticket Number:	0000100599	09/12/2004	Reset Password
Ticket Number:	0000100787	09/14/2004	Fax recieved - Have not recieved my email pw
Ticket Number:	0000100493	09/10/2004	quota at 100 - student/walkin
Ticket Number:	0000100435	09/09/2004	Customer requested a password reset
Ticket Number:	0000100461	09/09/2004	Password reset request
Ticket Number:	0000100415	09/09/2004	Password Reset
Ticket Number:	0000100464	09/09/2004	Reset Password
Ticket Number:	0000099854	09/03/2004	change pw yesterday - not working today
Ticket Number:	0000100206	09/08/2004	Reset password
Ticket Number:	0000100240	09/08/2004	Reset password
Ticket Number:	0000100209	09/08/2004	Reset password
Ticket Number:	0000100173	09/07/2004	Blackboard is up and running
Ticket Number:	0000100136	09/07/2004	Customer forgot password
Ticket Number:	0000100212	09/08/2004	Created account
Ticket Number:	0000100131	09/07/2004	Sasser virus

		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
anna		<u>Total:</u>	192
	Resolved	<u>Total:</u>	32
Ticket Number:	0000100748	09/14/2004	email account request
Ticket Number:	0000101001	09/16/2004	problem logging in to myumbc email account
Ticket Number:	0000101370	09/21/2004	I have been locked out of Resnet twice
Ticket Number:	0000101468	09/22/2004	memory quota
Ticket Number:	0000102061	09/29/2004	anti-virus software
Ticket Number:	0000101574	09/22/2004	Email Using Outlook
Ticket Number:	0000101579	09/23/2004	Work Order Request-Can not access email
Ticket Number:	0000101940	09/28/2004	No subject
Ticket Number:	0000101933	09/27/2004	Office 2003
Ticket Number:	0000101910	09/27/2004	My trash folder wont work
Ticket Number:	0000101841	09/27/2004	Is Blackboard down?
Ticket Number:	0000101847	09/27/2004	Work Order Request
Ticket Number:	0000101814	09/27/2004	Virus
Ticket Number:	0000101803	09/27/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000101850	09/27/2004	[Fwd: A virus was detected in a document you authored.]
Ticket Number:	0000101789	09/26/2004	email addresses
Ticket Number:	0000101883	09/27/2004	Students not receiving emails from blackboard
Ticket Number:	0000101722	09/24/2004	Microsoft Discount
Ticket Number:	0000101643	09/23/2004	Work Order Request-Can not delete mail
Ticket Number:	0000101623	09/23/2004	burke // problem sending files as netscape mail attachments
Ticket Number:	0000102305	09/30/2004	NEED YOUR HELP PLEASE
Ticket Number:	0000102297	09/30/2004	question
Ticket Number:	0000102308	09/30/2004	Fw: More Memory
Ticket Number:	0000102271	09/30/2004	Work Order Request
Ticket Number:	0000102265	09/30/2004	User requests to be removed from engl 291_0301_SP2004
Ticket Number:	0000102253	09/30/2004	[Fwd: problem]
Ticket Number:	0000102178	09/29/2004	how to print in labs
Ticket Number:	0000102307	09/30/2004	Program files
Ticket Number:	0000102076	09/29/2004	EMAIL
Ticket Number:	0000102047	09/28/2004	Work Order Request
Ticket Number:	0000102008	09/28/2004	Weird UMBC Email Issues
Ticket Number:	0000101986	09/28/2004	McAfee vs. Internet Explorer

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		160	
Ticket Number: 0000101489	09/22/2004		Work Order Request
Ticket Number: 0000101589	09/23/2004		Linux lab request
Ticket Number: 0000101635	09/23/2004		Novell problems
Ticket Number: 0000101634	09/23/2004		Physical Plant user issue
Ticket Number: 0000101633	09/23/2004		my outlook isnt working
Ticket Number: 0000101587	09/23/2004		Work Order Request
Ticket Number: 0000101573	09/22/2004		Problem with student accessing blackboard
Ticket Number: 0000101561	09/22/2004		Blackboard Course Removal
Ticket Number: 0000101507	09/22/2004		testiing
Ticket Number: 0000101496	09/22/2004		Email
Ticket Number: 0000101495	09/22/2004		downloading a trial or purchase
Ticket Number: 0000101461	09/21/2004		Work Order Request
Ticket Number: 0000099853	09/03/2004		Work Order Request
Ticket Number: 0000099912	09/03/2004		No subject
Ticket Number: 0000099924	09/04/2004		RE: Download Linux link dead
Ticket Number: 0000099907	09/03/2004		SAS 9.0 checkout
Ticket Number: 0000099905	09/03/2004		failure to get emails
Ticket Number: 0000100101	09/07/2004		quota warning
Ticket Number: 0000100068	09/07/2004		Disk Usage
Ticket Number: 0000100066	09/07/2004		pass reset
Ticket Number: 0000100061	09/07/2004		faculty pin number
Ticket Number: 0000100056	09/07/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000100034	09/07/2004		Protect Your Suntrust Account
Ticket Number: 0000100011	09/07/2004		Protect Your Suntrust Account
Ticket Number: 0000100010	09/07/2004		Protect Your Suntrust Account
Ticket Number: 0000100009	09/07/2004		Protect Your Suntrust Account
Ticket Number: 0000099996	09/06/2004		[Fwd: FW: Warning-I don't know if it is true but...]
Ticket Number: 0000099994	09/06/2004		Work Order Request
Ticket Number: 0000099990	09/06/2004		Work Order Request
Ticket Number: 0000099987	09/06/2004		Forgot password...
Ticket Number: 0000099982	09/06/2004		Forwarding mail
Ticket Number: 0000099981	09/06/2004		Quick question about newsgroups
Ticket Number: 0000100310	09/08/2004		BB course deletion
Ticket Number: 0000100247	09/08/2004		Blackboard
Ticket Number: 0000100234	09/08/2004		Software
Ticket Number: 0000100189	09/08/2004		Work Order Request
Ticket Number: 0000100185	09/08/2004		UMBC user name
Ticket Number: 0000100175	09/07/2004		Blackboard Course Deletion
Ticket Number: 0000100154	09/07/2004		Work Order Request
Ticket Number: 0000100145	09/07/2004		Hard drive crashed
Ticket Number: 0000100142	09/07/2004		User cannot send mail but can receive it. in sus 156. x20226.
Ticket Number: 0000100130	09/07/2004		Hello Helpdesk
Ticket Number: 0000100116	09/07/2004		Customer not able to access Grants database through VPN
Ticket Number: 0000101009	09/16/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000100322	09/09/2004		Blackboard - estimated time until return?
Ticket Number: 0000100275	09/08/2004		Work Order Request
Ticket Number: 0000100284	09/08/2004		RE: Account Deactivation Notification
Ticket Number: 0000100213	09/08/2004		imap/pop client configuration
Ticket Number: 0000099978	09/06/2004		Work Order Request
Ticket Number: 0000099977	09/06/2004		BB deletion request
Ticket Number: 0000099963	09/05/2004		help deleting bad files
Ticket Number: 0000099949	09/04/2004		Work Order Request
Ticket Number: 0000100467	09/09/2004		Labcheck 9-9-04 22.00
Ticket Number: 0000100828	09/14/2004		student's email

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000100782	09/14/2004	RESNET: Security Block; verify machine is clean
Ticket Number:	0000100871	09/15/2004	Work Order Request-Quota increase
Ticket Number:	0000100771	09/14/2004	Work Order Request-RedHat Linux problem
Ticket Number:	0000100703	09/13/2004	Work Order Request
Ticket Number:	0000100876	09/15/2004	David Chavis
Ticket Number:	0000100579	09/11/2004	gzip (Linux) usage
Ticket Number:	0000100554	09/10/2004	bad connection in walker 3
Ticket Number:	0000100553	09/10/2004	PIN No.?
Ticket Number:	0000100538	09/10/2004	Hello... is anyone listening???
Ticket Number:	0000100517	09/10/2004	redHat question
Ticket Number:	0000100527	09/10/2004	re[13]
Ticket Number:	0000100494	09/10/2004	Staff member needs a quota increase for e-mail.
Ticket Number:	0000100476	09/10/2004	Morning Lab Check Sept 10 8:00 a.m.
Ticket Number:	0000100473	09/10/2004	Dia-Up Hours
Ticket Number:	0000100470	09/10/2004	Checklist 9-10-04 0.00
Ticket Number:	0000100460	09/09/2004	Phonemail 9/9/04 7pm
Ticket Number:	0000100631	09/13/2004	Work Order Request
Ticket Number:	0000100626	09/13/2004	blocking email addresses
Ticket Number:	0000100605	09/12/2004	Work Order Request
Ticket Number:	0000100602	09/12/2004	Work Order Request-Need to prevent spam
Ticket Number:	0000100627	09/13/2004	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000100459	09/09/2004	umbc internet question
Ticket Number:	0000100453	09/09/2004	Switching to UMBC's Server
Ticket Number:	0000100451	09/09/2004	Unblock from resnet
Ticket Number:	0000100448	09/09/2004	Red hat linux laon
Ticket Number:	0000100426	09/09/2004	problem
Ticket Number:	0000100446	09/09/2004	Class Enroll
Ticket Number:	0000100806	09/14/2004	Work Order Request-Not seeing a course in BB
Ticket Number:	0000099817	09/02/2004	Labcheck 9-2-04 22.00
Ticket Number:	0000099815	09/02/2004	Phonemail, Thursday 9/2 7:00pm
Ticket Number:	0000099805	09/02/2004	Work Order Request
Ticket Number:	0000099794	09/02/2004	Disk space
Ticket Number:	0000099783	09/02/2004	question
Ticket Number:	0000099778	09/02/2004	access to umbc server at shady grove
Ticket Number:	0000100118	09/07/2004	Add Two Users to HP LDAP Group
Ticket Number:	0000099748	09/02/2004	UMBC email account for Blackboard Access
Ticket Number:	0000099674	09/02/2004	bb course deletion
Ticket Number:	0000099841	09/03/2004	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000099834	09/03/2004	9/3/04 Morning Voicemail Check 8 a.m.
Ticket Number:	0000099833	09/03/2004	9/3/04 Opening Lab Check
Ticket Number:	0000099832	09/03/2004	Disk space
Ticket Number:	0000099827	09/03/2004	No subject
Ticket Number:	0000099825	09/03/2004	No subject
Ticket Number:	0000099824	09/03/2004	No subject
Ticket Number:	0000099823	09/03/2004	Fix forwarding email address
Ticket Number:	0000099820	09/03/2004	Checklist 9-3-04 0.00
Ticket Number:	0000099630	09/01/2004	Work Order Request
Ticket Number:	0000099614	09/01/2004	Unable to connect to VPN
Ticket Number:	0000099612	09/01/2004	Fw: Returned mail: see transcript for details
Ticket Number:	0000099906	09/03/2004	a glitch
Ticket Number:	0000100277	09/08/2004	Work Order Request
Ticket Number:	0000100260	09/08/2004	Cd package problem
Ticket Number:	0000099554	09/01/2004	Work Order Request
Ticket Number:	0000099850	09/03/2004	Work Order Request
Ticket Number:	0000099511	09/01/2004	Fwd: Network Associates Webshield - e-mail Content Alert

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000099507	09/01/2004	foto
Ticket Number:	0000099504	09/01/2004	foto
Ticket Number:	0000099532	09/01/2004	[Fwd: Re:]
Ticket Number:	0000099492	09/01/2004	Checklist 9-1-04 8.00
Ticket Number:	0000099491	09/01/2004	Software
Ticket Number:	0000099486	09/01/2004	Re:
Ticket Number:	0000099594	09/01/2004	Enroll Kazuhiro Yamada in IS 413
Ticket Number:	0000101355	09/20/2004	Allowing someone else to upload files
Ticket Number:	0000099535	09/01/2004	Blackboard Course Deletion
Ticket Number:	0000099481	09/01/2004	BlackBoard Courses
Ticket Number:	0000099482	09/01/2004	BlackBoard Courses
Ticket Number:	0000099484	09/01/2004	blackboard course deletion
Ticket Number:	0000099483	09/01/2004	please answer me!
Ticket Number:	0000099651	09/01/2004	JSTOR access from home
Ticket Number:	0000101440	09/21/2004	profile space
Ticket Number:	0000100883	09/15/2004	Blackboard Course removal
Ticket Number:	0000101373	09/21/2004	Yesterday's Visit
Ticket Number:	0000101367	09/20/2004	Work Order Request
Ticket Number:	0000101349	09/20/2004	Getting kicked off resnet
Ticket Number:	0000101333	09/20/2004	incidental question on new Dell laptop
Ticket Number:	0000101416	09/21/2004	Quota increase
Ticket Number:	0000101326	09/20/2004	Request delete courses from my blackboard
Ticket Number:	0000101315	09/20/2004	Novell
Ticket Number:	0000101292	09/20/2004	Work Order Request
Ticket Number:	0000101285	09/20/2004	Work Order Request
Ticket Number:	0000101272	09/19/2004	danmin1
Ticket Number:	0000101254	09/19/2004	having computer problems
Ticket Number:	0000101249	09/19/2004	Is this a possible viral thing in my account?
Ticket Number:	0000101238	09/18/2004	resnet access restore
Ticket Number:	0000101217	09/18/2004	FRUSTRATED WITH SPAM
Ticket Number:	0000101214	09/18/2004	SPAM
Ticket Number:	0000101169	09/17/2004	email account for new employee
Ticket Number:	0000101153	09/17/2004	question on the job
Ticket Number:	0000101193	09/17/2004	SSH login
Ticket Number:	0000101143	09/17/2004	full email
Ticket Number:	0000101133	09/17/2004	Work Order Request
Ticket Number:	0000101131	09/17/2004	Blackboard question
Ticket Number:	0000101121	09/17/2004	Work Order Request
Ticket Number:	0000101108	09/17/2004	QUOTA WARNING QUESTION
Ticket Number:	0000101396	09/21/2004	Novell Password
Ticket Number:	0000101176	09/17/2004	re [5]:
Ticket Number:	0000101173	09/17/2004	Account creation
Ticket Number:	0000101409	09/21/2004	Problems with Squirrel Mail
Ticket Number:	0000101185	09/17/2004	Class not showing on my blackboard
Ticket Number:	0000100885	09/15/2004	Work Order Request
Ticket Number:	0000100966	09/15/2004	VPN Off-Campus Connection
Ticket Number:	0000100976	09/16/2004	forwarding
Ticket Number:	0000101138	09/17/2004	ID#0000101108 Re: Ticket : QUOTA WARNING QUESTION (Re
Ticket Number:	0000101230	09/18/2004	email forwarding broken (ldague1)
Ticket Number:	0000100925	09/15/2004	Work Order Request-Need to control spam mail
Ticket Number:	0000100890	09/15/2004	PIN for my.umbc.edu

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
egabri1	<u>Total:</u> 5	
Closed	<u>Total:</u> 5	
Ticket Number: 0000101273	09/19/2004	User getting 169 IP address suddenly
Ticket Number: 0000101356	09/20/2004	Work Order Request
Ticket Number: 0000099610	09/01/2004	UC Center 112 (communications) Computer hangs on drive L:/ load f
Ticket Number: 0000100529	09/10/2004	SAS 8.1 checkout
Ticket Number: 0000100572	09/11/2004	SAS v9.1.2 checkout 9/11/04 3:00pm
ha2	<u>Total:</u> 36	
Resolved	<u>Total:</u> 6	
Ticket Number: 0000101787	09/26/2004	Several routers are down
Ticket Number: 0000101795	09/26/2004	SAS CD checkout
Ticket Number: 0000102078	09/29/2004	Not able to go past novell log in screen
Ticket Number: 0000101801	09/27/2004	Downtime for Sunday, Sept 16th
Ticket Number: 0000102242	09/30/2004	blackboard no longer works on a mac
Ticket Number: 0000101799	09/26/2004	Blackboard Down
Closed	<u>Total:</u> 30	
Ticket Number: 0000101459	09/21/2004	SAS 9.0 checkout 9/21
Ticket Number: 0000101672	09/24/2004	Can not get into blackboard
Ticket Number: 0000100576	09/11/2004	SAS 8.1 cd set checked out
Ticket Number: 0000100586	09/11/2004	labcheck 9.11 @ 10pm
Ticket Number: 0000100587	09/11/2004	Closing tasks
Ticket Number: 0000100589	09/11/2004	Work Order Request
Ticket Number: 0000100597	09/12/2004	Checklist 9-12-04 12.00
Ticket Number: 0000100616	09/12/2004	check jack in FA 107
Ticket Number: 0000100817	09/14/2004	mcafee emergency disk creation
Ticket Number: 0000100685	09/13/2004	Lab access for ECS104A
Ticket Number: 0000100610	09/12/2004	Fwd: resnet connectivitiy problems
Ticket Number: 0000100593	09/12/2004	hiHelpdesk
Ticket Number: 0000100588	09/11/2004	Re [21]:
Ticket Number: 0000100577	09/11/2004	9/11/04 2:00pm phone mail check
Ticket Number: 0000100580	09/11/2004	9/11/04 5:00pm lab check
Ticket Number: 0000099935	09/04/2004	Tape changes 9/4/04
Ticket Number: 0000099936	09/04/2004	9/4/04 2:00pm phone mail check
Ticket Number: 0000099943	09/04/2004	9/4/04 5:00pm lab check
Ticket Number: 0000099947	09/04/2004	Lab check 9/4/04 10 pm
Ticket Number: 0000099967	09/05/2004	Labcheck 9-5-04 17.00
Ticket Number: 0000099961	09/05/2004	VM check 9-5-04 14.00
Ticket Number: 0000099953	09/05/2004	Checklist 9-5-04 12.00
Ticket Number: 0000099971	09/05/2004	Work Order Request
Ticket Number: 0000099944	09/04/2004	9/4/04 7:00pm phone mail check
Ticket Number: 0000099488	09/01/2004	not able to connect to resnet; can't get IP info
Ticket Number: 0000101226	09/18/2004	Walker: can't get online
Ticket Number: 0000101259	09/19/2004	Blackboard Courses
Ticket Number: 0000101263	09/19/2004	Re: data line activation
Ticket Number: 0000101233	09/18/2004	RE: [ID# 0000101232] VPN off campus Access: offline? 000010123
Ticket Number: 0000101252	09/19/2004	having computer problems

kherna1		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		Total: 41	
		Total: 5	
Ticket Number:	0000101681	09/24/2004	User needs temporary quota increase
Ticket Number:	0000101723	09/24/2004	[Fwd: important]: Who is this?
Ticket Number:	0000102172	09/29/2004	Login Problem
Ticket Number:	0000102169	09/29/2004	internal server error
Ticket Number:	0000102036	09/28/2004	SPSS cd loan
Closed		Total: 36	
Ticket Number:	0000101443	09/21/2004	SAS CD Loan
Ticket Number:	0000101480	09/22/2004	Checklist 9-22-04 7.30
Ticket Number:	0000101445	09/21/2004	Phonemail 9/21/04 2pm
Ticket Number:	0000101501	09/22/2004	testing
Ticket Number:	0000101540	09/22/2004	Problems logging in
Ticket Number:	0000101502	09/22/2004	testing
Ticket Number:	0000101576	09/22/2004	VM check 7pm 9/22/04
Ticket Number:	0000102158	09/29/2004	ASAET (AlphaSigmaAlphaEpsilonTau) +webpage
Ticket Number:	0000101810	09/27/2004	Re:
Ticket Number:	0000101477	09/22/2004	Labcheck 9-22-04 3.30
Ticket Number:	0000099882	09/03/2004	SAS 9.0 checkout due back tuesday.
Ticket Number:	0000100235	09/08/2004	Software
Ticket Number:	0000100274	09/08/2004	Tape Change 9-8-04
Ticket Number:	0000100327	09/09/2004	bb logs in but not loading courses, webauth is up
Ticket Number:	0000100016	09/07/2004	Printer Configuration
Ticket Number:	0000100956	09/15/2004	SAS 9.1.2 check out. Due back 9/16
Ticket Number:	0000101174	09/17/2004	Redhat cd loan
Ticket Number:	0000100683	09/13/2004	[Fwd: [Fwd: RE: warm regards from Beer-Sheva ... Monday at 5pm]]
Ticket Number:	0000100681	09/13/2004	UMBC linux loan
Ticket Number:	0000100462	09/09/2004	Borrowing Linux CD
Ticket Number:	0000101554	09/22/2004	Network Printer in MP301
Ticket Number:	0000101577	09/23/2004	Lab check 10pm 9/22/04
Ticket Number:	0000101578	09/23/2004	Lab check 12am 9/23/04
Ticket Number:	0000101334	09/20/2004	SAS 9.1.2 loan
Ticket Number:	0000101225	09/18/2004	UMBC Linux 3.0 loan
Ticket Number:	0000101069	09/16/2004	Trouble logging in to myUMBC via IE
Ticket Number:	0000101003	09/16/2004	Red Hat Linux 3.0
Ticket Number:	0000100969	09/15/2004	Problems Installing SPSS 11.0 on non UMBC owned PC
Ticket Number:	0000100964	09/15/2004	[Fwd: Hello... is anyone listening???
Ticket Number:	0000100961	09/15/2004	Work Order Request-Problem w/logging to lib machines
Ticket Number:	0000100936	09/15/2004	Isabel needs her email quota increased.
Ticket Number:	0000100901	09/15/2004	SAS CD: 6 disks
Ticket Number:	0000100820	09/14/2004	Helpdesk CD
Ticket Number:	0000099838	09/03/2004	SAS 8.1 4cd checkout.
Ticket Number:	0000099626	09/01/2004	SAS 9.0 check out 9/1
Ticket Number:	0000101376	09/21/2004	Password reset for "jyoder1"

	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>		
kincaid	<u>Total:</u>	36	
Resolved	<u>Total:</u>	8	
Ticket Number: 0000101544	09/22/2004		Problems getting into email; webmail
Ticket Number: 0000101571	09/22/2004		Work Order Request-bb problem
Ticket Number: 0000101617	09/23/2004		[Fwd: VPN access]
Ticket Number: 0000102086	09/29/2004		Fwd: MAILBOX MEMORY (fwd)
Ticket Number: 0000101957	09/28/2004		quota increase request
Ticket Number: 0000101855	09/27/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000101813	09/27/2004		New staff member
Ticket Number: 0000101668	09/23/2004		lost mail
Closed	<u>Total:</u>	28	
Ticket Number: 0000101469	09/22/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000101552	09/22/2004		9/22/04 4:00pm Linux CD checkout
Ticket Number: 0000101547	09/22/2004		Process MVBM4023 MVA Flag Return Tape
Ticket Number: 0000101763	09/24/2004		Re [7]:
Ticket Number: 0000101807	09/27/2004		Fw: phenomenon
Ticket Number: 0000101998	09/28/2004		Re:
Ticket Number: 0000102229	09/30/2004		Link Exchange
Ticket Number: 0000102034	09/28/2004		re[19]:
Ticket Number: 0000102014	09/28/2004		SAS 9 CD Loan
Ticket Number: 0000101833	09/27/2004		How one can become a terrorist?
Ticket Number: 0000101808	09/27/2004		Re [14]:
Ticket Number: 0000101804	09/27/2004		Opt-in Marketing
Ticket Number: 0000101697	09/24/2004		[Fwd: Fw: resetting new password]
Ticket Number: 0000100431	09/09/2004		voice mail
Ticket Number: 0000100801	09/14/2004		Downloading attachments sent on C/msexcel
Ticket Number: 0000100776	09/14/2004		student to be put on blackboard
Ticket Number: 0000100550	09/10/2004		UMBC ppp
Ticket Number: 0000100662	09/13/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000100646	09/13/2004		NEW EMPLOYEE - KYLE CARTER
Ticket Number: 0000100594	09/12/2004		Work Order Request-See Ticket 100721-Duplicate request.
Ticket Number: 0000099641	09/01/2004		Norton AntiVirus detected a virus in a message you sent. The infect
Ticket Number: 0000100865	09/15/2004		User might need a quota Increase
Ticket Number: 0000101035	09/16/2004		Need hp account
Ticket Number: 0000101347	09/20/2004		Re [10]
Ticket Number: 0000101417	09/21/2004		Re-activate Ticket # 101058
Ticket Number: 0000101680	09/24/2004		RE: QUOTA WARNING for your myUMBC account
Ticket Number: 0000101112	09/17/2004		410-683-2444 / In-Seok Choi / CD's for Redhat 2 cds
Ticket Number: 0000100869	09/15/2004		myUMBC Account Creation
mcs pads1	<u>Total:</u>	10	
Resolved	<u>Total:</u>	2	
Ticket Number: 0000101742	09/24/2004		sas 9 loan
Ticket Number: 0000102179	09/29/2004		password reset
Closed	<u>Total:</u>	8	
Ticket Number: 0000100353	09/09/2004		User unable to print to network printer
Ticket Number: 0000100413	09/09/2004		SAS 9 cd loan
Ticket Number: 0000100368	09/09/2004		SAS 9 loan
Ticket Number: 0000100124	09/07/2004		Resnet Connectivity Issue
Ticket Number: 0000100160	09/07/2004		Password Reset
Ticket Number: 0000099792	09/02/2004		SAS CD loan
Ticket Number: 0000100367	09/09/2004		SPSS v12 CD Loan
Ticket Number: 0000099818	09/02/2004		User needs help with resnet

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
mnolan1	Total: 10	
Resolved	Total: 1	
Ticket Number: 0000101851	09/27/2004	Quota Increase
Closed	Total: 9	
Ticket Number: 0000101562	09/22/2004	SAS 9 checkout. 9/22
Ticket Number: 0000101622	09/23/2004	blackboard
Ticket Number: 0000100195	09/08/2004	Laptop battery problem
Ticket Number: 0000100521	09/10/2004	umbc redhat cd loan
Ticket Number: 0000100848	09/14/2004	UMBC linux 3.0 loan
Ticket Number: 0000101479	09/22/2004	How one can become a terrorist?
Ticket Number: 0000099547	09/01/2004	Helped user walk though myUMBC
Ticket Number: 0000100918	09/15/2004	Reset Password
Ticket Number: 0000101063	09/16/2004	Chesapeake 378: Resnet connection issue
moneill1	Total: 18	
Closed	Total: 18	
Ticket Number: 0000101024	09/16/2004	UMBC Account Password Reset for rparle1
Ticket Number: 0000101382	09/21/2004	UMBC Account Password Reset for robhood1
Ticket Number: 0000101026	09/16/2004	UMBC Account Password Reset for malecki
Ticket Number: 0000099669	09/02/2004	UMBC Account Password Reset for jmccomb1
Ticket Number: 0000099672	09/02/2004	UMBC Account Password Reset for henrym1
Ticket Number: 0000099706	09/02/2004	UMBC Account Password Reset for hchen3
Ticket Number: 0000100410	09/09/2004	Work Order Request
Ticket Number: 0000100764	09/14/2004	UMBC Account Password Reset for szuniga1
Ticket Number: 0000100522	09/10/2004	Resnet dumps him off after a couple minutes
Ticket Number: 0000100048	09/07/2004	Quota increase for staff
Ticket Number: 0000100029	09/07/2004	Protect Your Suntrust Account
Ticket Number: 0000100348	09/09/2004	UMBC Account Password Reset for pcarter
Ticket Number: 0000100328	09/09/2004	Blackboard server does not appear to be responding
Ticket Number: 0000100031	09/07/2004	Protect Your Suntrust Account
Ticket Number: 0000100027	09/07/2004	Protect Your Suntrust Account
Ticket Number: 0000100025	09/07/2004	Protect Your Suntrust Account
Ticket Number: 0000101386	09/21/2004	UMBC Account Password Rest for jyoder1
Ticket Number: 0000101452	09/21/2004	UMBC redhat 3.0 loan
myers	Total: 15	
Resolved	Total: 4	
Ticket Number: 0000100499	09/10/2004	USR0241.SAR Signon
Ticket Number: 0000101865	09/27/2004	SAS 9 cd loan
Ticket Number: 0000101952	09/28/2004	HP Account for Stephanie Johnson
Ticket Number: 0000102127	09/29/2004	Reflections
Closed	Total: 11	
Ticket Number: 0000101387	09/21/2004	Schedule Requests
Ticket Number: 0000101963	09/28/2004	HP Account for Edward Hinke
Ticket Number: 0000100268	09/08/2004	Resnet/Internet Problems
Ticket Number: 0000100421	09/09/2004	password reset
Ticket Number: 0000100687	09/13/2004	Sas 9.0 Checkout due back 9/14
Ticket Number: 0000100791	09/14/2004	VPN problem
Ticket Number: 0000099558	09/01/2004	abort session
Ticket Number: 0000100899	09/15/2004	HP Accounts: Courtney Wentzel and Stephanie Southerland
Ticket Number: 0000100917	09/15/2004	HP Account Tim Young
Ticket Number: 0000101181	09/17/2004	Microsoft Windows Update
Ticket Number: 0000101200	09/17/2004	Attn: Miss Barb - computer accounts for new students

	<u>Create</u>	<u>Short Description</u>
myo	<u>Date</u>	
Resolved	<u>Total:</u>	212
	<u>Total:</u>	53
Ticket Number: 0000101937	09/28/2004	VM check 8pm 9/27/04
Ticket Number: 0000100295	09/08/2004	SAS 9.1.2 checkout (7-CD set)
Ticket Number: 0000100548	09/10/2004	VPN group setting
Ticket Number: 0000101076	09/16/2004	Ticket #0000100548
Ticket Number: 0000101456	09/21/2004	re : removing files
Ticket Number: 0000101943	09/28/2004	Morning Checklist, Tuesday 9/28
Ticket Number: 0000101287	09/20/2004	blackboard login
Ticket Number: 0000101536	09/22/2004	Accessing specific CSEE websites
Ticket Number: 0000101618	09/23/2004	Work Order Request
Ticket Number: 0000101674	09/24/2004	Lab check 3:30am 9/24/04
Ticket Number: 0000101776	09/25/2004	9/25/04 5:00pm lab check
Ticket Number: 0000101783	09/26/2004	Morning Tasks + labcheck
Ticket Number: 0000101802	09/27/2004	Lab check 10pm 9/27/04
Ticket Number: 0000102247	09/30/2004	spam i've been getting
Ticket Number: 0000102192	09/30/2004	Wireless
Ticket Number: 0000102186	09/30/2004	Lab check 12am 8/30/04
Ticket Number: 0000102185	09/30/2004	Lab check 10pm 9/29/04
Ticket Number: 0000102182	09/29/2004	VM check 9/29/04 8pm
Ticket Number: 0000102174	09/29/2004	Internal Server Error, NEED HELP
Ticket Number: 0000102171	09/29/2004	Work Order Request-Can not access myUMBC
Ticket Number: 0000102170	09/29/2004	cannot connect to My UMBC
Ticket Number: 0000102165	09/29/2004	email problem
Ticket Number: 0000102146	09/29/2004	User requests more space.
Ticket Number: 0000102138	09/29/2004	User evitak can't use printshop - pls expedite
Ticket Number: 0000102137	09/29/2004	disk quota
Ticket Number: 0000102129	09/29/2004	Excel
Ticket Number: 0000102114	09/29/2004	SPSS Release 12 loan
Ticket Number: 0000102056	09/29/2004	Checklist 9-29-04 7.30
Ticket Number: 0000102054	09/29/2004	Labcheck 9-29-04 6.30
Ticket Number: 0000102053	09/29/2004	Labcheck 9-29-04 2.30
Ticket Number: 0000102309	09/30/2004	Labcheck 9-30-04 22.00
Ticket Number: 0000102013	09/28/2004	Tape changes 9/28/04
Ticket Number: 0000102010	09/28/2004	Freezing Computers
Ticket Number: 0000102006	09/28/2004	Backdoor virus
Ticket Number: 0000102001	09/28/2004	2pm phonemail check.
Ticket Number: 0000101980	09/28/2004	Quota Warning
Ticket Number: 0000101976	09/28/2004	UMBC Linux loan
Ticket Number: 0000101946	09/28/2004	missing e-mails
Ticket Number: 0000101939	09/28/2004	Lab check 12am 9/28/04
Ticket Number: 0000101938	09/28/2004	Lab check 10pm 9/27/04
Ticket Number: 0000101925	09/27/2004	Work Order Request
Ticket Number: 0000101920	09/27/2004	SAS 8.1 CD checkout
Ticket Number: 0000101911	09/27/2004	User requests more quota.
Ticket Number: 0000101932	09/27/2004	difficulty with a program
Ticket Number: 0000101985	09/28/2004	setting up access database on userpages
Ticket Number: 0000101983	09/28/2004	11am phone mail check. 1 msg.
Ticket Number: 0000101784	09/26/2004	Phonemail check - 9.26.04 - 11:30am
Ticket Number: 0000101777	09/25/2004	9/25/04 7:00pm phone mail check
Ticket Number: 0000101773	09/25/2004	9/25/04 2:00pm phone mail check
Ticket Number: 0000101705	09/24/2004	Receiving someone else's mail
Ticket Number: 0000101651	09/23/2004	Work Order Request-myumbc problem
Ticket Number: 0000101670	09/23/2004	labcheck 9-23-04 22.00
Ticket Number: 0000101658	09/23/2004	Trouble with computers I use on campus

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		159	
Ticket Number: 0000101400	09/21/2004		SAS 8.1 cd loan
Ticket Number: 0000101412	09/21/2004		Phonemail, Tuesday 9/21, 11:00am
Ticket Number: 0000101460	09/21/2004		SAS CD checkout
Ticket Number: 0000101510	09/22/2004		SAS V 9 loan - due 9/23 by midnight
Ticket Number: 0000101517	09/22/2004		Increase requested by user.
Ticket Number: 0000101546	09/22/2004		Quota increase requested by user.
Ticket Number: 0000101514	09/22/2004		Quota increase requested by user
Ticket Number: 0000101902	09/27/2004		2004-05 Accessible Web Contest
Ticket Number: 0000101770	09/25/2004		Phone mail check 8am for 9/25 done.
Ticket Number: 0000101769	09/25/2004		9/25 Lab check complete.
Ticket Number: 0000101767	09/25/2004		9/24/04 12:00am lab check
Ticket Number: 0000101764	09/24/2004		9/24/04 10:00pm
Ticket Number: 0000101760	09/24/2004		9/24/04 7:00pm phone mail check
Ticket Number: 0000101752	09/24/2004		All tape changes done for 9/24
Ticket Number: 0000101703	09/24/2004		SAS Version 9 Check Out
Ticket Number: 0000101661	09/23/2004		account for new student
Ticket Number: 0000101644	09/23/2004		Phonemail check 3pm 9.23.04
Ticket Number: 0000101575	09/22/2004		User needs H drive restored
Ticket Number: 0000100335	09/09/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000100341	09/09/2004		Temporary quota increase
Ticket Number: 0000100705	09/13/2004		Blackboard Course Deletion
Ticket Number: 0000100690	09/13/2004		Work Order Request-BB6 problems
Ticket Number: 0000100632	09/13/2004		Checklist 9-13-04 8.00
Ticket Number: 0000100621	09/13/2004		Lab check 12am 9/13/04
Ticket Number: 0000100618	09/12/2004		VM check 7pm 9/12/04
Ticket Number: 0000100607	09/12/2004		Labcheck 9-12-04 17.00
Ticket Number: 0000100606	09/12/2004		User cant log in to resnet
Ticket Number: 0000100591	09/12/2004		I cannot access Blackboard!
Ticket Number: 0000100561	09/11/2004		9/10/04 12:00am lab check
Ticket Number: 0000101175	09/17/2004		All tapes changed for 9/17
Ticket Number: 0000100777	09/14/2004		faxed in password reset.
Ticket Number: 0000100773	09/14/2004		Password Reset faxed in.
Ticket Number: 0000100772	09/14/2004		Faxed in password reset.
Ticket Number: 0000100892	09/15/2004		Tapes changes for 9/14 all done. forgot to put in.
Ticket Number: 0000100752	09/14/2004		squirrel mail problems
Ticket Number: 0000100738	09/14/2004		Trouble accessing BB account
Ticket Number: 0000100737	09/14/2004		VM check 8pm 9/13/04
Ticket Number: 0000100736	09/14/2004		Lab check 9/13/04 11:30p
Ticket Number: 0000100740	09/14/2004		Morning Checklist, Tuesday 9/14
Ticket Number: 0000100718	09/13/2004		SAS 9.1 loan
Ticket Number: 0000100634	09/13/2004		Netscape Mail
Ticket Number: 0000100549	09/10/2004		bb6 delete below from my Blackboard course list
Ticket Number: 0000100545	09/10/2004		SAS 9.1 cd loan
Ticket Number: 0000100425	09/09/2004		Asset Security Alert
Ticket Number: 0000100557	09/10/2004		9/10/04 7:00pm phone mail check
Ticket Number: 0000100558	09/10/2004		9/10/04 10:00pm lab check
Ticket Number: 0000100345	09/09/2004		User requests more quota space.
Ticket Number: 0000099866	09/03/2004		Quota increase requested.
Ticket Number: 0000099959	09/05/2004		Tape Change 9-5-04
Ticket Number: 0000099954	09/05/2004		User is blocked
Ticket Number: 0000099929	09/04/2004		11am phone mail check, 1msg.
Ticket Number: 0000099925	09/04/2004		9/4 7:30 am phonemail check
Ticket Number: 0000099926	09/04/2004		9/4 7:30 lab check
Ticket Number: 0000099923	09/04/2004		9/3/04 12:00am lab check

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	000009921	09/03/2004	9/3/04 10:00pm lab check
Ticket Number:	000009917	09/03/2004	9/3/04 7:00pm phone mail check
Ticket Number:	000009914	09/03/2004	labcheck 8/3/04 5pm
Ticket Number:	0000100321	09/09/2004	Lab check 12am 9/9/04
Ticket Number:	0000100320	09/09/2004	Lab check 10pm 9/8/04
Ticket Number:	0000100317	09/08/2004	VM check 7pm 9/8/04
Ticket Number:	0000100304	09/08/2004	SAS v9.1.2
Ticket Number:	0000100333	09/09/2004	Morning Checklist, Thursday 9/9
Ticket Number:	0000100226	09/08/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000100190	09/08/2004	Work Order Request
Ticket Number:	0000100187	09/08/2004	Checklist 9-8-04 8.00
Ticket Number:	0000100706	09/13/2004	quota increase requested
Ticket Number:	0000100181	09/07/2004	Voice Mail Check 11:30 p.m.
Ticket Number:	0000100180	09/07/2004	problem on email account
Ticket Number:	0000100162	09/07/2004	Lab check 9/7/04 7:30
Ticket Number:	0000100147	09/07/2004	Work Order Request
Ticket Number:	0000100143	09/07/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000100138	09/07/2004	9/7 tape changes done.
Ticket Number:	0000100563	09/11/2004	Lab check sat 9/11 morn
Ticket Number:	0000100123	09/07/2004	Font Size Blackboard
Ticket Number:	0000100405	09/09/2004	CD loan UMBC Redhat
Ticket Number:	0000100305	09/08/2004	Forwarding Address
Ticket Number:	0000100086	09/07/2004	phonemail 9/7/04 11am
Ticket Number:	0000100083	09/07/2004	SAS 8.1
Ticket Number:	0000100193	09/08/2004	Work Order Request
Ticket Number:	0000100069	09/07/2004	Phonemail check 11:00am no msg.
Ticket Number:	0000100038	09/07/2004	Morning Checklist, Tuesday 9/7
Ticket Number:	0000099973	09/06/2004	Lab check 12am 9/6/04
Ticket Number:	0000099972	09/06/2004	VM check 7pm 9/5/04
Ticket Number:	0000099899	09/03/2004	how to allow my teaching assistant access to blackborad for my cours
Ticket Number:	0000099895	09/03/2004	phonemail 8.3.04 2pm
Ticket Number:	0000099867	09/03/2004	11am phone mail check.
Ticket Number:	0000099877	09/03/2004	Quota increase requested.
Ticket Number:	0000099894	09/03/2004	Tape changes done for 9/3
Ticket Number:	0000099893	09/03/2004	Quota increase requested
Ticket Number:	0000100891	09/15/2004	Password reset faxed in by user. 3012989485
Ticket Number:	0000101234	09/18/2004	9/18/04 2:00pm phone mail check
Ticket Number:	0000101380	09/21/2004	Morning Checklist, Tuesday 9/21
Ticket Number:	0000101369	09/21/2004	Lab check 12am 9/21/04
Ticket Number:	0000101368	09/21/2004	VM check 9/20/04 9pm
Ticket Number:	0000101365	09/20/2004	Work Order Request-Email quota
Ticket Number:	0000101284	09/20/2004	Checklist 9-20-04 8.00
Ticket Number:	0000101281	09/20/2004	9/20/04 5:00am lab check
Ticket Number:	0000101278	09/20/2004	9/20/04 2:00am lab check
Ticket Number:	0000101276	09/20/2004	Lab check 12am 9/20/04
Ticket Number:	0000101274	09/19/2004	Work Order Request-Need SAS installed
Ticket Number:	0000101266	09/19/2004	labcheck 9-19-04 17.00
Ticket Number:	0000101269	09/19/2004	19:00 Voicemail Check
Ticket Number:	0000101260	09/19/2004	Phonemail check 9-19-04 14.00
Ticket Number:	0000101248	09/19/2004	Dedicated Server
Ticket Number:	0000101344	09/20/2004	SAS 9.0 CD checkout.
Ticket Number:	0000101246	09/18/2004	Labcheck 9/18/04 10 PM
Ticket Number:	0000101245	09/18/2004	phonemail 9/18/04 7 pm
Ticket Number:	0000101242	09/18/2004	9/18/04 5:00pm lab check
Ticket Number:	0000101223	09/18/2004	Work Order Request

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000101213	09/18/2004	9/18 8am opening voicemail. Lab check T#101212.
Ticket Number:	0000101212	09/18/2004	Lab check complete for 9/18 8am. Everything in order
Ticket Number:	0000101210	09/18/2004	9/18/04 12:00am lab check
Ticket Number:	0000101204	09/17/2004	9/17/04 10:00pm lab check
Ticket Number:	0000101251	09/19/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000101250	09/19/2004	Checklist 9-19-04 12.00
Ticket Number:	0000101128	09/17/2004	Quota increase requested by user.
Ticket Number:	0000101111	09/17/2004	Work Order Request--BB please enroll me in CMSC421
Ticket Number:	0000101094	09/17/2004	9/17 Morning Lab Check
Ticket Number:	0000101088	09/17/2004	Checklist 9-17-04 0.00
Ticket Number:	0000101086	09/16/2004	Labcheck 9-16-04 22.00
Ticket Number:	0000101085	09/16/2004	Pending phonemail 9/16/04 7pm
Ticket Number:	0000101050	09/16/2004	No subject
Ticket Number:	0000101030	09/16/2004	Please delete a course
Ticket Number:	0000101023	09/16/2004	Phonemail check - 11am
Ticket Number:	0000100995	09/16/2004	Red Hat Linux Software CD
Ticket Number:	0000100977	09/16/2004	Morning Checklist, Thursday 9/16
Ticket Number:	0000100972	09/16/2004	Lab Check 10pm 9/15/04
Ticket Number:	0000100971	09/15/2004	VM check 8pm 9/15/04
Ticket Number:	0000100968	09/15/2004	User needs to find where presrsvp@umbc.edu is delivered
Ticket Number:	0000100973	09/16/2004	Lab check 12am 9/16/04
Ticket Number:	0000100861	09/14/2004	Phonemail 9/14 11:30 p.m.
Ticket Number:	0000101198	09/17/2004	Lab Check 9/17/04 9PM
Ticket Number:	0000101197	09/17/2004	9/17/04 7:00pm phone mail check
Ticket Number:	0000101179	09/17/2004	11am/2pm phone mail check.
Ticket Number:	0000101383	09/21/2004	phonemail 8am on 9.21.04
Ticket Number:	0000100868	09/15/2004	Checklist 9-15-04 8.00
Ticket Number:	0000100930	09/15/2004	SAS v9 loaned out
Ticket Number:	0000100938	09/15/2004	Tape Change 9-15-04
Ticket Number:	0000100862	09/15/2004	Lab Check 11:30 p.m. 9/14
Ticket Number:	0000100851	09/14/2004	UMBC linux 3.0 CD loan
Ticket Number:	0000100396	09/09/2004	losing attachments!!!
Ticket Number:	0000101282	09/20/2004	9/20/04 6:00am voice mail check
Ticket Number:	0000101584	09/23/2004	Morning Checklist, Thursday 9/23
Ticket Number:	0000099709	09/02/2004	labcheck 8/2/04 11am
Ticket Number:	0000099703	09/02/2004	myUMBC Password Reset
Ticket Number:	0000099664	09/02/2004	Morning Checklist, Thursday 9/2
Ticket Number:	0000099656	09/02/2004	Lab check 12am 9/2/04
Ticket Number:	0000099655	09/02/2004	Lab check 9pm 9/1/04
Ticket Number:	0000099646	09/01/2004	VM check 7pm 9/1/04
Ticket Number:	0000099810	09/02/2004	user question
Ticket Number:	0000099552	09/01/2004	Walker Ave. Building 2. rm 2111. x26459. Can't connect to internet.
Ticket Number:	0000099974	09/06/2004	Checklist 9-6-04 8.00
Ticket Number:	0000099913	09/03/2004	phone mail 5:30pm
Ticket Number:	0000099835	09/03/2004	User needs to be added to active directory.
Ticket Number:	0000099816	09/02/2004	Tape Changes, Thursday 9/2
Ticket Number:	0000099756	09/02/2004	Not able to login to resnet
Ticket Number:	0000100958	09/15/2004	9/15/04 2:00pm phone mail check
Ticket Number:	0000100564	09/11/2004	Phone mail check sat 9/11 8am. no msges
Ticket Number:	0000100338	09/09/2004	Quota Increase for Facutly

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
pzeaf01		Total:	36	
	Resolved	Total:	6	
Ticket Number:	0000101568	09/22/2004		SAS CD checkout
Ticket Number:	0000102274	09/30/2004		Password Reset
Ticket Number:	0000102100	09/29/2004		Matlab release 11 checkout, due back on 9/30/04
Ticket Number:	0000101979	09/28/2004		password reset
Ticket Number:	0000101864	09/27/2004		password reset
Ticket Number:	0000101792	09/26/2004		pass reset
	Closed	Total:	30	
Ticket Number:	0000101550	09/22/2004		Linux checkout 9/22.
Ticket Number:	0000101754	09/24/2004		password reset
Ticket Number:	0000101748	09/24/2004		password reset
Ticket Number:	0000101732	09/24/2004		MS 330 : Computer wont boot
Ticket Number:	0000099874	09/03/2004		Password reset
Ticket Number:	0000100200	09/08/2004		Cisco VPN Client Install
Ticket Number:	0000100311	09/08/2004		User is blocked from resnet
Ticket Number:	0000100094	09/07/2004		pass reset
Ticket Number:	0000100362	09/09/2004		Password reset
Ticket Number:	0000101324	09/20/2004		Password reset
Ticket Number:	0000100790	09/14/2004		sas 8.1 cd loan
Ticket Number:	0000100704	09/13/2004		password reset
Ticket Number:	0000100702	09/13/2004		Password reset
Ticket Number:	0000100677	09/13/2004		User needs help installing VPN Client
Ticket Number:	0000100438	09/09/2004		pass reset
Ticket Number:	0000100539	09/10/2004		password reset
Ticket Number:	0000100437	09/09/2004		password reset bcole1
Ticket Number:	0000100393	09/09/2004		password reset
Ticket Number:	0000100386	09/09/2004		cd due back 9/10
Ticket Number:	0000100433	09/09/2004		pass reset
Ticket Number:	0000101728	09/24/2004		Password reset
Ticket Number:	0000099734	09/02/2004		Pass reset
Ticket Number:	0000099765	09/02/2004		SAS CD loan
Ticket Number:	0000099762	09/02/2004		CD Checkout
Ticket Number:	0000099764	09/02/2004		password reset
Ticket Number:	0000099673	09/02/2004		myUMBC password reset
Ticket Number:	0000101012	09/16/2004		password reset for valerie3
Ticket Number:	0000101067	09/16/2004		password reset
Ticket Number:	0000101267	09/19/2004		User reports connection drops every few hours
Ticket Number:	0000101140	09/17/2004		password reset

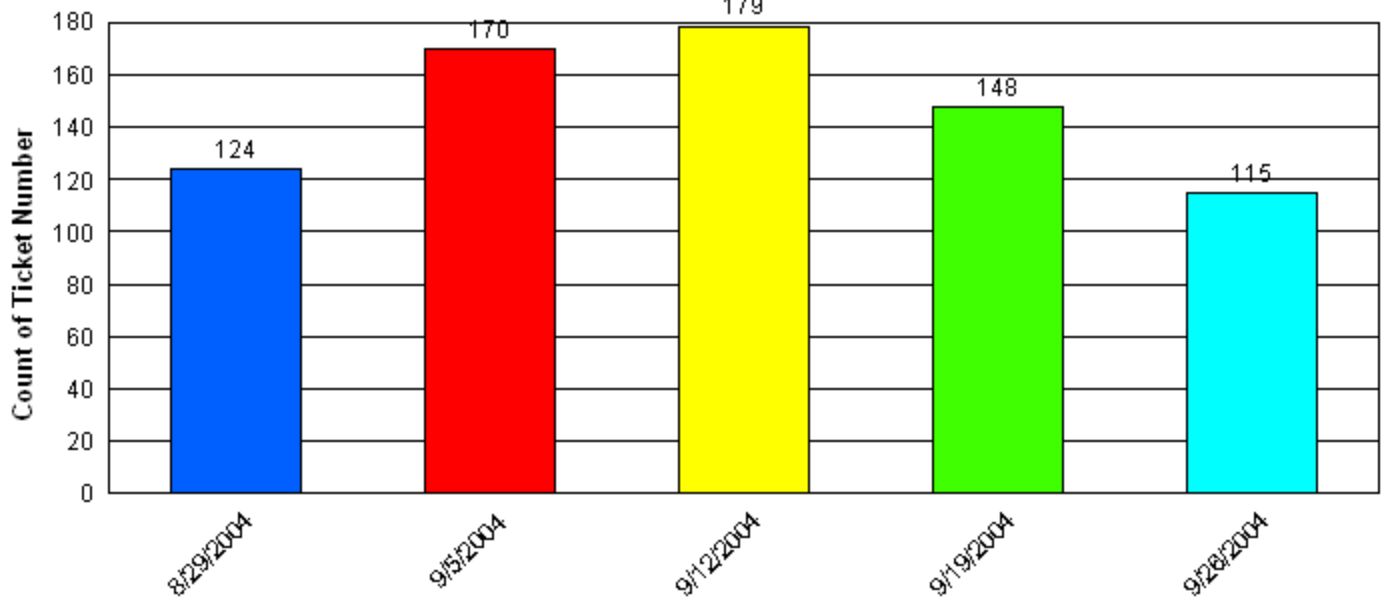
ramosm1		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
Resolved		<u>Total:</u>	41	
Ticket Number:	0000102233	09/30/2004		No record feature for collaboration > chat
Ticket Number:	0000101766	09/24/2004		Work Order Request
Ticket Number:	0000102289	09/30/2004		Customer borrowed 005 deck key
Closed		<u>Total:</u>	38	
Ticket Number:	0000101629	09/23/2004		Help
Ticket Number:	0000101758	09/24/2004		re[5]:
Ticket Number:	0000101765	09/24/2004		Work Order Request
Ticket Number:	0000101778	09/25/2004		re[7]
Ticket Number:	0000101762	09/24/2004		Blackboard Problems
Ticket Number:	0000100395	09/09/2004		Internet help
Ticket Number:	0000100458	09/09/2004		UMBC Internet question
Ticket Number:	0000100815	09/14/2004		Log on Problem
Ticket Number:	0000100798	09/14/2004		Downloading attachments with e-messages
Ticket Number:	0000100793	09/14/2004		Off campus computing
Ticket Number:	0000100751	09/14/2004		ut2004 problems
Ticket Number:	0000101227	09/18/2004		Work Order Request
Ticket Number:	0000100733	09/13/2004		Install for SAS CDs not working correctly.
Ticket Number:	0000100717	09/13/2004		CD check out SAS 6 cd. due back 9/14
Ticket Number:	0000100716	09/13/2004		Sas 9.0 6cd checkout, due back 9/14
Ticket Number:	0000100715	09/13/2004		Sas 9.0 6cd checkout, due back 9/14
Ticket Number:	0000100611	09/12/2004		email
Ticket Number:	0000100609	09/12/2004		E-mail address
Ticket Number:	0000100439	09/09/2004		SAS 9.1.2 loan
Ticket Number:	0000100761	09/14/2004		Work Order Request-Email over quota
Ticket Number:	0000099858	09/03/2004		Work Order Request
Ticket Number:	0000100533	09/10/2004		UMBC redhat 3.0
Ticket Number:	0000100170	09/07/2004		Work Order Request
Ticket Number:	0000100168	09/07/2004		blackboard.umbc.edu log on page not loading
Ticket Number:	0000100157	09/07/2004		SAS CD checkout
Ticket Number:	0000099945	09/04/2004		re[17]
Ticket Number:	0000099940	09/04/2004		set up internet connection appointment
Ticket Number:	0000099939	09/04/2004		re[23]:
Ticket Number:	0000099937	09/04/2004		re[23]:
Ticket Number:	0000099930	09/04/2004		No subject
Ticket Number:	0000099904	09/03/2004		UMBC Linux 3.0 CD loan
Ticket Number:	0000101019	09/16/2004		UMBC Redhat 3.0
Ticket Number:	0000101215	09/18/2004		More SPAM
Ticket Number:	0000101221	09/18/2004		re[12]:
Ticket Number:	0000101211	09/18/2004		network connectivity problems
Ticket Number:	0000101190	09/17/2004		re[18]:
Ticket Number:	0000101093	09/17/2004		Saving groups of messages
Ticket Number:	0000099719	09/02/2004		machine slow after running security CD

Create
Date

Short Description

Count of Ticket Number / Create Date

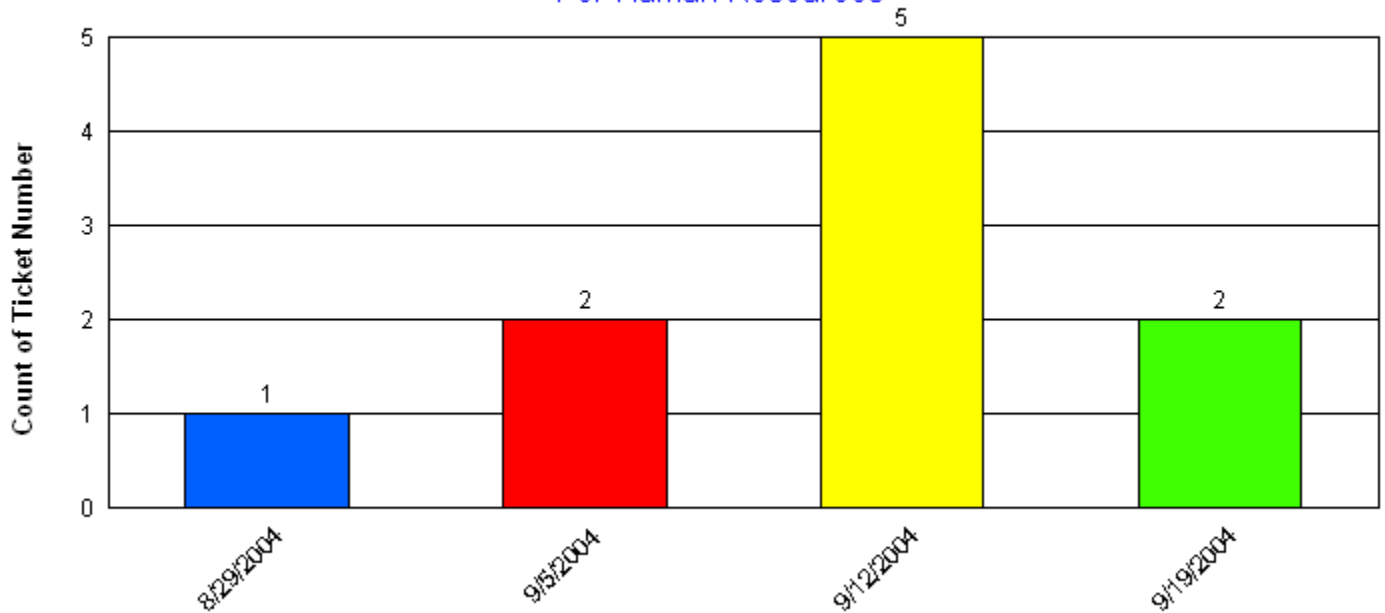
For Helpdesk



Human Resources	Total:	Create Date	Short Description
mcnamara	10		
Closed	Total: 6		
Ticket Number: 0000099698	09/02/2004		address_type edit needed
Ticket Number: 0000101106	09/17/2004		Terminated primary job, but active secondary jobs
Ticket Number: 0000101527	09/22/2004		PS Support Request
Ticket Number: 0000100645	09/13/2004		PAY_Calendar data missing?
Ticket Number: 0000100779	09/14/2004		tuition remission
Ticket Number: 0000101597	09/23/2004		PS Support Request
rsanders	Total: 4		
Closed	Total: 4		
Ticket Number: 0000100543	09/10/2004		Change Par Report
Ticket Number: 0000100067	09/07/2004		Work Order Request
Ticket Number: 0000100810	09/14/2004		Payroll Charges Report
Ticket Number: 0000100809	09/14/2004		Payroll Charges Report

Count of Ticket Number / Create Date

For Human Resources



<u>LAN</u>	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
LAN:LabDesktops	158		
Closed		Total: 1	
Ticket Number: 0000099505		09/01/2004	Steve Jones/Lib-timeout even if pc is locked

enoch	<u>Create</u>	<u>Short Description</u>
Resolved	<u>Date</u>	
	<u>Total:</u> 95	
	<u>Total:</u> 21	
Ticket Number: 0000100344	09/09/2004	User would like printer in rm 210 of field house put on network.
Ticket Number: 0000101942	09/28/2004	Cancel Accounts
Ticket Number: 0000101427	09/21/2004	Chem107: New HP 1300N needs to be added to novell queue.
Ticket Number: 0000101726	09/24/2004	Dept: Student Judicial Programs. Everyone has I:/ drive back but her.
Ticket Number: 0000101822	09/27/2004	Novell account for new employee - User id = ehinke
Ticket Number: 0000101739	09/24/2004	Work Order Request
Ticket Number: 0000101812	09/27/2004	access to Economics
Ticket Number: 0000101830	09/27/2004	FW: J Drive for Cindy Paige
Ticket Number: 0000102156	09/29/2004	new account creation
Ticket Number: 0000102073	09/29/2004	AD password reset
Ticket Number: 0000102064	09/29/2004	When trying to log on....
Ticket Number: 0000102007	09/28/2004	Sociology, gerantology folder i:/sufferingproject needs to be passwor
Ticket Number: 0000102000	09/28/2004	Needs novell password reset. please let her know when its done.
Ticket Number: 0000101973	09/28/2004	Novell password reset
Ticket Number: 0000101967	09/28/2004	Need ad pw reset
Ticket Number: 0000101951	09/28/2004	Inquiry about novell account in research lab
Ticket Number: 0000101949	09/28/2004	SADIV drive for cpaige
Ticket Number: 0000101906	09/27/2004	Create Novell Account
Ticket Number: 0000101891	09/27/2004	User requests novell account for students : m44 (Ghita Moussaide) an
Ticket Number: 0000101874	09/27/2004	Novell access
Ticket Number: 0000101853	09/27/2004	Novell account for new employee Aleksandr Slobodyanik

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000101408	09/21/2004	74	AD password reset
Ticket Number: 0000101534	09/22/2004		Library ad admin account
Ticket Number: 0000101700	09/24/2004		Novell Password
Ticket Number: 0000101720	09/24/2004		Please reset novell password for user: cpaige
Ticket Number: 0000101713	09/24/2004		H drive is missing - have rebooted
Ticket Number: 0000101664	09/23/2004		update novell printer object with new IP
Ticket Number: 0000101657	09/23/2004		Customer unable to log into novell
Ticket Number: 0000101558	09/22/2004		user requesting an account
Ticket Number: 0000101569	09/22/2004		CHEM552: Chem lab printer needs setup
Ticket Number: 0000099856	09/03/2004		User: mijohnso needs novell account for history dept created.
Ticket Number: 0000100060	09/07/2004		MP222A: IP address changed when department moved.
Ticket Number: 0000100135	09/07/2004		create 2 new novell accounts
Ticket Number: 0000100128	09/07/2004		Customer unable to bypass windows workstation dialog box
Ticket Number: 0000100291	09/08/2004		Novell Access Request
Ticket Number: 0000100110	09/07/2004		Novell Password Reset
Ticket Number: 0000100102	09/07/2004		MP222A: IP request for Printer in Africana studies
Ticket Number: 0000100262	09/08/2004		Fac. Customer Requests Novell Password Reset
Ticket Number: 0000100076	09/07/2004		Customer needs access to log in to Biology machines
Ticket Number: 0000100072	09/07/2004		Novell account
Ticket Number: 0000100062	09/07/2004		Novell account creation for faculty
Ticket Number: 0000100242	09/08/2004		Novell Access
Ticket Number: 0000100252	09/08/2004		Novell Password Reset
Ticket Number: 0000100221	09/08/2004		Cant log into a lab machine
Ticket Number: 0000100203	09/08/2004		User can not log in to lab meachine
Ticket Number: 0000100709	09/13/2004		account for Franks
Ticket Number: 0000100215	09/08/2004		Active Directory & access to web pages
Ticket Number: 0000101036	09/16/2004		Novell Password reset
Ticket Number: 0000099958	09/05/2004		Printer keeps disappering
Ticket Number: 0000100300	09/08/2004		Novell Password Reset
Ticket Number: 0000100293	09/08/2004		Novell Account Creation
Ticket Number: 0000100343	09/09/2004		User: Pedrick cannot access "universal voucher form" will not open.
Ticket Number: 0000100365	09/09/2004		FA001 PC24
Ticket Number: 0000100516	09/10/2004		Username: rr1 dept: sociology.
Ticket Number: 0000100357	09/09/2004		Would like Psyc lab novell account setup for lab people to use witho
Ticket Number: 0000100515	09/10/2004		I drive quota increase.
Ticket Number: 0000100526	09/10/2004		Please verify and add user to active directory.
Ticket Number: 0000100944	09/15/2004		User cgreen
Ticket Number: 0000100734	09/13/2004		[Fwd: Novell and Email requests.....]
Ticket Number: 0000100688	09/13/2004		Novell Access
Ticket Number: 0000100663	09/13/2004		reset active directory password.
Ticket Number: 0000100555	09/10/2004		Restricted account
Ticket Number: 0000100788	09/14/2004		Novell Password Reset
Ticket Number: 0000100518	09/10/2004		create novell account
Ticket Number: 0000100655	09/13/2004		Work Order Request
Ticket Number: 0000100297	09/08/2004		new novell account and modification in bio
Ticket Number: 0000099699	09/02/2004		VPN Dialer
Ticket Number: 0000099515	09/01/2004		ASAP Reinstall Microsoft Excel/Windows NT 2000/Food Services
Ticket Number: 0000099577	09/01/2004		Sasser infection
Ticket Number: 0000099732	09/02/2004		Whitney Vitale/USR0104.UADM needs VLAN
Ticket Number: 0000099781	09/02/2004		Malfunctioning PC
Ticket Number: 0000099746	09/02/2004		locked out of machine; last login from "user"
Ticket Number: 0000099585	09/01/2004		Work Order Request
Ticket Number: 0000099537	09/01/2004		Windows hanging after login
Ticket Number: 0000100838	09/14/2004		request

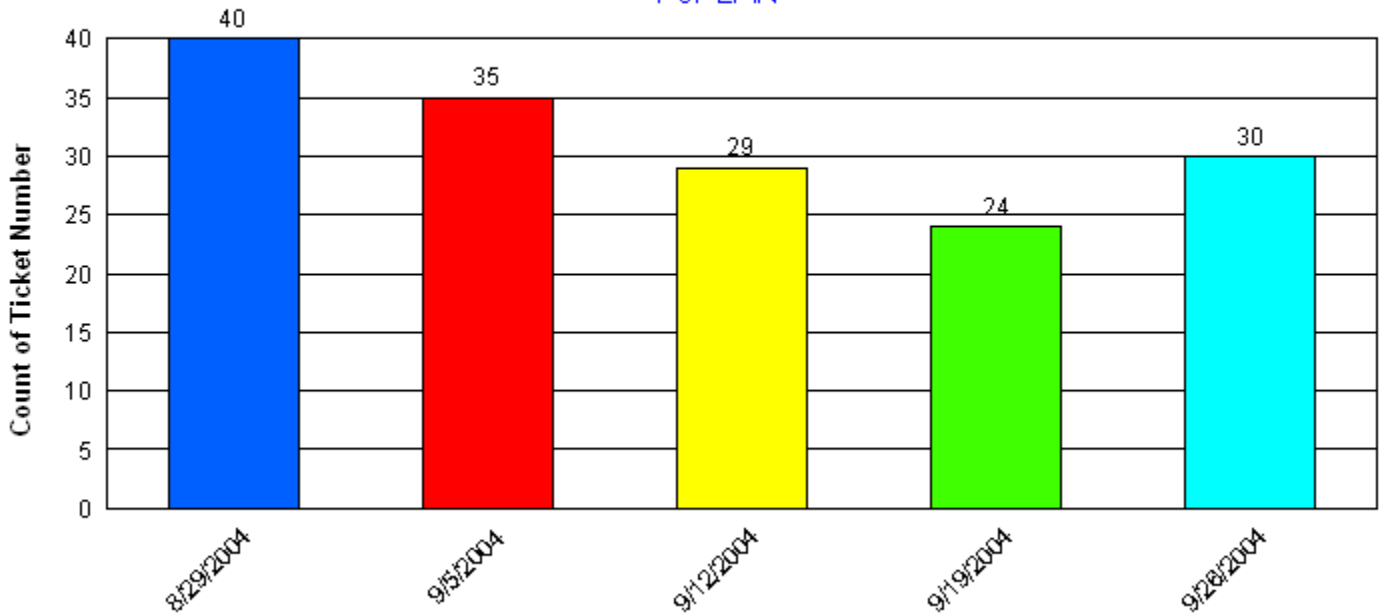
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000101379	09/21/2004	Need to have novell pw reset
Ticket Number:	0000101392	09/21/2004	Novell/AD Password Reset
Ticket Number:	0000101305	09/20/2004	Reset novell pw for suma1 / x52969
Ticket Number:	0000101526	09/22/2004	Customer can not access H: drive
Ticket Number:	0000101170	09/17/2004	new employee needs a novell account
Ticket Number:	0000101157	09/17/2004	Novell Account Creation needed
Ticket Number:	0000101127	09/17/2004	Novell Access Request
Ticket Number:	0000101081	09/16/2004	Work Order Request
Ticket Number:	0000101065	09/16/2004	access to C-drive for Nick Kelly
Ticket Number:	0000101059	09/16/2004	Chem rm 552 lab needs a generic novell login under chem context.
Ticket Number:	0000101051	09/16/2004	OCSS new student-employee accounts
Ticket Number:	0000101045	09/16/2004	Novell Account Creation
Ticket Number:	0000101647	09/23/2004	Novell account for smagid1
Ticket Number:	0000100987	09/16/2004	Work Order Request
Ticket Number:	0000100946	09/15/2004	problem logging into workstation
Ticket Number:	0000100939	09/15/2004	//soci_minolta printer needs to be added to user's printer list.
Ticket Number:	0000100937	09/15/2004	Novell Printer
Ticket Number:	0000100941	09/15/2004	Novell Account Creation
Ticket Number:	0000100897	09/15/2004	Construction Services context for habighur
Ticket Number:	0000100882	09/15/2004	Increase number of concurrent logins

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
jesse		<u>Total:</u>	45	
Resolved		<u>Total:</u>	14	
Ticket Number:	0000102226	09/30/2004		Need AD pw reset - novell works fine.
Ticket Number:	0000102244	09/30/2004		Unable to save files to Novell Network drive
Ticket Number:	0000101675	09/24/2004		Please create an account for Dan Sanzone (sanzone1)
Ticket Number:	0000101965	09/28/2004		Library departmental share
Ticket Number:	0000102239	09/30/2004		Space on H Drive for KBarnes
Ticket Number:	0000102159	09/29/2004		Novell access
Ticket Number:	0000102130	09/29/2004		User: lclark4 just got novell account for sociology, gerontology dept. P
Ticket Number:	0000102082	09/29/2004		Can not log in to workstation
Ticket Number:	0000102004	09/28/2004		Novell workstation specific account
Ticket Number:	0000101994	09/28/2004		User needs novell account for sociology dept. needs access to restric
Ticket Number:	0000101961	09/28/2004		HR I: Drive Access Rights
Ticket Number:	0000102117	09/29/2004		Novell Accounts
Ticket Number:	0000101678	09/24/2004		Please create an account for Sandor Dornbush (sandor1)
Ticket Number:	0000102011	09/28/2004		Customer unable to log onto novell
Closed		<u>Total:</u>	31	
Ticket Number:	0000101673	09/24/2004		The Y drive does not come up
Ticket Number:	0000102069	09/29/2004		After logging into novell - screen is grey - no icons load
Ticket Number:	0000100489	09/10/2004		PP can not access either network printer located in workcontrol
Ticket Number:	0000100498	09/10/2004		secure folder access
Ticket Number:	0000100707	09/13/2004		user franks in athletics says when trying to login to novell, his account
Ticket Number:	0000099879	09/03/2004		Printing blank pages
Ticket Number:	0000099980	09/06/2004		AD password reset
Ticket Number:	0000100349	09/09/2004		Access rights for AD
Ticket Number:	0000100878	09/15/2004		Economics Drvie (I drvive)
Ticket Number:	0000101286	09/20/2004		ORL I drive needs an Increase
Ticket Number:	0000101007	09/16/2004		More I: Drive Space
Ticket Number:	0000099545	09/01/2004		Slow file access on shared drives
Ticket Number:	0000099485	09/01/2004		Novell Account for Steven Roca
Ticket Number:	0000099493	09/01/2004		Venusm does not have access to hr network drives
Ticket Number:	0000099498	09/01/2004		Novell Password Reset
Ticket Number:	0000099777	09/02/2004		AD Admin rights for Helpdesk machines
Ticket Number:	0000099763	09/02/2004		User: jfernand needs novell account for dept: english.
Ticket Number:	0000099757	09/02/2004		Novell Account request for users eparson1 and kellymc1 for social w
Ticket Number:	0000099750	09/02/2004		John Jefferies chair of History requests user get novell account access t
Ticket Number:	0000099710	09/02/2004		User: bolton needs novell account created for dept english.
Ticket Number:	0000099705	09/02/2004		Context change
Ticket Number:	0000099697	09/02/2004		Novell account creation for faculty
Ticket Number:	0000099628	09/01/2004		novell account request
Ticket Number:	0000099623	09/01/2004		Novell Account Creation
Ticket Number:	0000099828	09/03/2004		re-enable accounts for PT HD staff
Ticket Number:	0000099789	09/02/2004		Inquiry into access
Ticket Number:	0000099615	09/01/2004		Novell Account
Ticket Number:	0000099597	09/01/2004		Request Novell Account for Betty King
Ticket Number:	0000099574	09/01/2004		Novell Account Creation
Ticket Number:	0000099564	09/01/2004		User is trying to log into AD
Ticket Number:	0000099543	09/01/2004		Multiple calls about slow Novell access/hanging upon login

		<u>Create</u>	<u>Short Description</u>
vladimir		<u>Date</u>	
Resolved		Total:	17
Ticket Number:	0000101702	09/24/2004	Work Order Request
Ticket Number:	0000101737	09/24/2004	Andrea needs file restored from Novel.
Ticket Number:	0000101716	09/24/2004	[Fwd: Re: Thursday Evening Update Regarding Novell]
Closed		Total:	14
Ticket Number:	0000100036	09/07/2004	Novell Account Creation
Ticket Number:	0000100269	09/08/2004	setup new novell print queue
Ticket Number:	0000100267	09/08/2004	IP request for new Xerox printer
Ticket Number:	0000099529	09/01/2004	MLL - Spanish - need novell account
Ticket Number:	0000099502	09/01/2004	Work Order Request
Ticket Number:	0000099518	09/01/2004	Need novell account for Visual Art
Ticket Number:	0000099851	09/03/2004	Novell account
Ticket Number:	0000099844	09/03/2004	Novell account for amarini1
Ticket Number:	0000099676	09/02/2004	Novell Account for Yi-Fan Kang
Ticket Number:	0000099591	09/01/2004	request for file restoration on the i drive
Ticket Number:	0000099550	09/01/2004	New Lab Assistant in English Writing Labs
Ticket Number:	0000099527	09/01/2004	Restore file on H: drive
Ticket Number:	0000100853	09/14/2004	request for new VPN account
Ticket Number:	0000100914	09/15/2004	Please remove user: swancar from printer hp4100 //umbc/grad_hp4100.

Count of Ticket Number / Create Date

For LAN



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
New Media	Total:	147	
NewMedia:BlackBoard	Total:	1	
Closed	Total:	1	
Ticket Number: 0000100756		09/14/2004	Jenny Preece - has their been any other calls regarding virtual classro
darnold	Total:	2	
Resolved	Total:	1	
Ticket Number: 0000102143		09/29/2004	access to drive P:
Closed	Total:	1	
Ticket Number: 0000101132		09/17/2004	remove from list
ebenson1	Total:	18	
Closed	Total:	18	
Ticket Number: 0000100933		09/15/2004	New BlackBoard Site
Ticket Number: 0000099829		09/03/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000099578		09/01/2004	Wants course Psychology 100 section 0101 for fall 2004. added to b
Ticket Number: 0000099808		09/02/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000099830		09/03/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000099839		09/03/2004	question (please help ASAP!)
Ticket Number: 0000099831		09/03/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000099809		09/02/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000099801		09/02/2004	Course on My Institution
Ticket Number: 0000099541		09/01/2004	foto
Ticket Number: 0000099863		09/03/2004	Bb
Ticket Number: 0000099868		09/03/2004	re : all courses not listed
Ticket Number: 0000099869		09/03/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000100229		09/08/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000100228		09/08/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000100114		09/07/2004	Blackboard Course Creation
Ticket Number: 0000100092		09/07/2004	No subject
Ticket Number: 0000100074		09/07/2004	Blackboard NEW Course: Assign to New Media: Blackboard
fritz	Total:	4	
Closed	Total:	4	
Ticket Number: 0000099648		09/01/2004	Can't access Blackboard
Ticket Number: 0000099772		09/02/2004	Re: Problems with group file exchange
Ticket Number: 0000099652		09/01/2004	Help
Ticket Number: 0000099649		09/01/2004	Can not access blackboard

rarmstro		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	119
		<u>Total:</u>	12
Ticket Number:	0000101642	09/23/2004	merging two Bb courses
Ticket Number:	0000102296	09/30/2004	Chat record feature in blackboard 6
Ticket Number:	0000102301	09/30/2004	Question about Unenrolling Users
Ticket Number:	0000102018	09/28/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000102017	09/28/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000102016	09/28/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000102015	09/28/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000101934	09/27/2004	User is not listed in Blackboard
Ticket Number:	0000101908	09/27/2004	MLL 230
Ticket Number:	0000101824	09/27/2004	Delete courses
Ticket Number:	0000102290	09/30/2004	Customer does not have access to record function in blackboard
Ticket Number:	0000101201	09/17/2004	Customer name is incorrect in blackboard

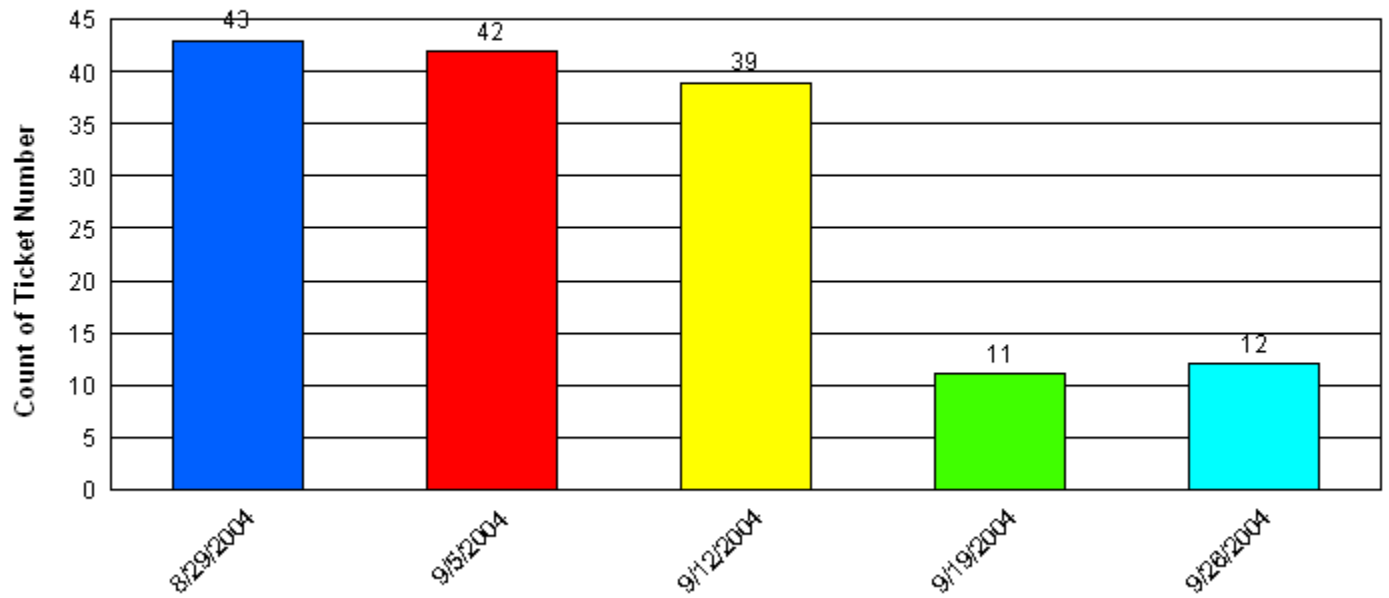
	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
		107	
Ticket Number: 0000101425	09/21/2004		Question on Using Groups
Ticket Number: 0000101467	09/21/2004		enrollment problem
Ticket Number: 0000101782	09/25/2004		Problem...troubleshooting
Ticket Number: 0000101560	09/22/2004		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000099900	09/03/2004		I would like to have confirmation that my teaching assistant Alyson Sp
Ticket Number: 0000099909	09/03/2004		English 100Y
Ticket Number: 0000099915	09/03/2004		Blackboard: login thrash
Ticket Number: 0000099916	09/03/2004		Work Order Request
Ticket Number: 0000099933	09/04/2004		Blackboard
Ticket Number: 0000099948	09/04/2004		Added and Dropped a class..
Ticket Number: 0000099957	09/05/2004		Question about Blackboard
Ticket Number: 0000099979	09/06/2004		Spring Semester 2004 classes
Ticket Number: 0000100238	09/08/2004		Work Order Request
Ticket Number: 0000100232	09/08/2004		Work Order Request
Ticket Number: 0000100186	09/08/2004		Test will not deploy for Introduction to Information Systems I (8030-F
Ticket Number: 0000100183	09/08/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000100177	09/07/2004		Problems downloading from Course Documents
Ticket Number: 0000100176	09/07/2004		user name
Ticket Number: 0000100164	09/07/2004		Customer has no class information when she clicks on her courses
Ticket Number: 0000100161	09/07/2004		Work Order Request
Ticket Number: 0000100140	09/07/2004		students can't see course
Ticket Number: 0000100309	09/08/2004		other classes on blkboard??
Ticket Number: 0000100469	09/10/2004		New Blackboard user
Ticket Number: 0000100042	09/07/2004		Remove courses from Blackboard
Ticket Number: 0000100043	09/07/2004		Copy ENME 204 from Spring 2004
Ticket Number: 0000099993	09/06/2004		Cannot access my class at UMBC
Ticket Number: 0000099992	09/06/2004		Re: UMBC Bb Update: Managing Courses with Multiple Sections
Ticket Number: 0000099983	09/06/2004		blackboard pages won't load
Ticket Number: 0000099962	09/05/2004		Accessing Course Documents from Off Campus...
Ticket Number: 0000099956	09/05/2004		users e-mail is old
Ticket Number: 0000099934	09/04/2004		professor has student's access
Ticket Number: 0000100125	09/07/2004		POSI 899 Shell
Ticket Number: 0000100100	09/07/2004		It's Back!
Ticket Number: 0000100093	09/07/2004		blackboard problem
Ticket Number: 0000100081	09/07/2004		Blackboard
Ticket Number: 0000099931	09/04/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000099922	09/03/2004		remove old classes
Ticket Number: 0000100394	09/09/2004		New instructor for SOCY101 course
Ticket Number: 0000100440	09/09/2004		pls add instructor to CMSC421 on blackboard
Ticket Number: 0000100463	09/09/2004		assigning questions to individual students using an uploaded list
Ticket Number: 0000100814	09/14/2004		course mix-up
Ticket Number: 0000100813	09/14/2004		Work Order Request-BB-prob w/word doc's
Ticket Number: 0000100800	09/14/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000100775	09/14/2004		Removal of last semester courses from blackboard
Ticket Number: 0000100691	09/13/2004		Work Order Request
Ticket Number: 0000101147	09/17/2004		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000100484	09/10/2004		problem
Ticket Number: 0000100482	09/10/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000100449	09/09/2004		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000100735	09/13/2004		Question
Ticket Number: 0000100429	09/09/2004		Course Shells
Ticket Number: 0000100418	09/09/2004		ENGL 209 availability-
Ticket Number: 0000100419	09/09/2004		Grade book error @ blackboard.
Ticket Number: 0000100732	09/13/2004		Missing Class from BlackBoard

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000100730	09/13/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000100719	09/13/2004	Enrolled in too many Spanish Courses
Ticket Number:	0000101145	09/17/2004	taking a class off of blackboard
Ticket Number:	0000100778	09/14/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000100692	09/13/2004	"Enrolled" in the wrong classes.
Ticket Number:	0000100657	09/13/2004	Add instructor to ENME489L
Ticket Number:	0000101849	09/27/2004	BB does not work since the weekend
Ticket Number:	0000100641	09/13/2004	Blackboard login problem
Ticket Number:	0000100619	09/12/2004	No subject
Ticket Number:	0000100600	09/12/2004	Section 0106 missing from Blackboard for PHYS112 (?)
Ticket Number:	0000100612	09/12/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000100596	09/12/2004	Blackboard issue
Ticket Number:	0000100575	09/11/2004	Request For Course
Ticket Number:	0000100574	09/11/2004	Request For Course
Ticket Number:	0000100569	09/11/2004	Problem w/Blackboard
Ticket Number:	0000101308	09/20/2004	Combined Courses
Ticket Number:	0000099876	09/03/2004	question
Ticket Number:	0000099739	09/02/2004	Work Order Request
Ticket Number:	0000099555	09/01/2004	Incorrect Blackboard User Information
Ticket Number:	0000099735	09/02/2004	Hello!
Ticket Number:	0000099694	09/02/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000100272	09/08/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000099687	09/02/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000099837	09/03/2004	Assistance
Ticket Number:	0000099747	09/02/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000099621	09/01/2004	set up blackboard for BIOL483/683
Ticket Number:	0000099701	09/02/2004	EDUC 410 which is also EDUC 658 but actually says EDUC 458.
Ticket Number:	0000099695	09/02/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000099688	09/02/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000099686	09/02/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000099685	09/02/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000099635	09/01/2004	user clicked on Blackboard from myUMBC and was linked to a differ
Ticket Number:	0000099631	09/01/2004	audio assignments
Ticket Number:	0000099624	09/01/2004	Work Order Request
Ticket Number:	0000099583	09/01/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000100845	09/14/2004	EDUC 605
Ticket Number:	0000100953	09/15/2004	Access denied
Ticket Number:	0000101027	09/16/2004	Delete Blackboard Courses
Ticket Number:	0000101022	09/16/2004	[Fwd: Blackboard setup for ENME 403]
Ticket Number:	0000101146	09/17/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000101354	09/20/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000101351	09/20/2004	User: majdi1 needs to be added to blackboard user list as he is not li
Ticket Number:	0000101327	09/20/2004	BB6: Prior gradebooks, still exist?
Ticket Number:	0000101302	09/20/2004	Printing
Ticket Number:	0000101241	09/18/2004	Blackboard Problem
Ticket Number:	0000101219	09/18/2004	BB6 - Problem with setting up Group tools
Ticket Number:	0000101184	09/17/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000101182	09/17/2004	RE: Blackboard gradebook
Ticket Number:	0000101110	09/17/2004	Work Order Request
Ticket Number:	0000101020	09/16/2004	BB Site
Ticket Number:	0000100957	09/15/2004	professional staff senate
Ticket Number:	0000100894	09/15/2004	Help with Bb problem
Ticket Number:	0000100896	09/15/2004	Re: Unable to join group collaboration, but can get archives

vergil		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
Ticket Number:	0000101080	09/16/2004	Request for URL change (Assign to Webdev)
Ticket Number:	0000101320	09/20/2004	user is already owner of "www.psyc.umbc.edu" would like to give ano
Ticket Number:	0000100783	09/14/2004	Request for URL change (Assign to Webdev)
		<u>Total:</u>	3

Count of Ticket Number / Create Date

For New Media



		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
OIT BSG Non People	Total:	124		
BSG:HP3000_Systems				
Closed			Total: 5	
Ticket Number:	0000100486	09/10/2004		security pw for ddixon not working
Ticket Number:	0000100825	09/14/2004		Working on retro's for Carol Pace/Acctg office
Ticket Number:	0000099557	09/01/2004		user could not get in sevis.mis.umbc.edu
Ticket Number:	0000099660	09/02/2004		Create Logfile Tape/SYBM4125
Ticket Number:	0000099690	09/02/2004		BSG group

BSG:Operational_Support

Create

Date

Total: 57

Short Description

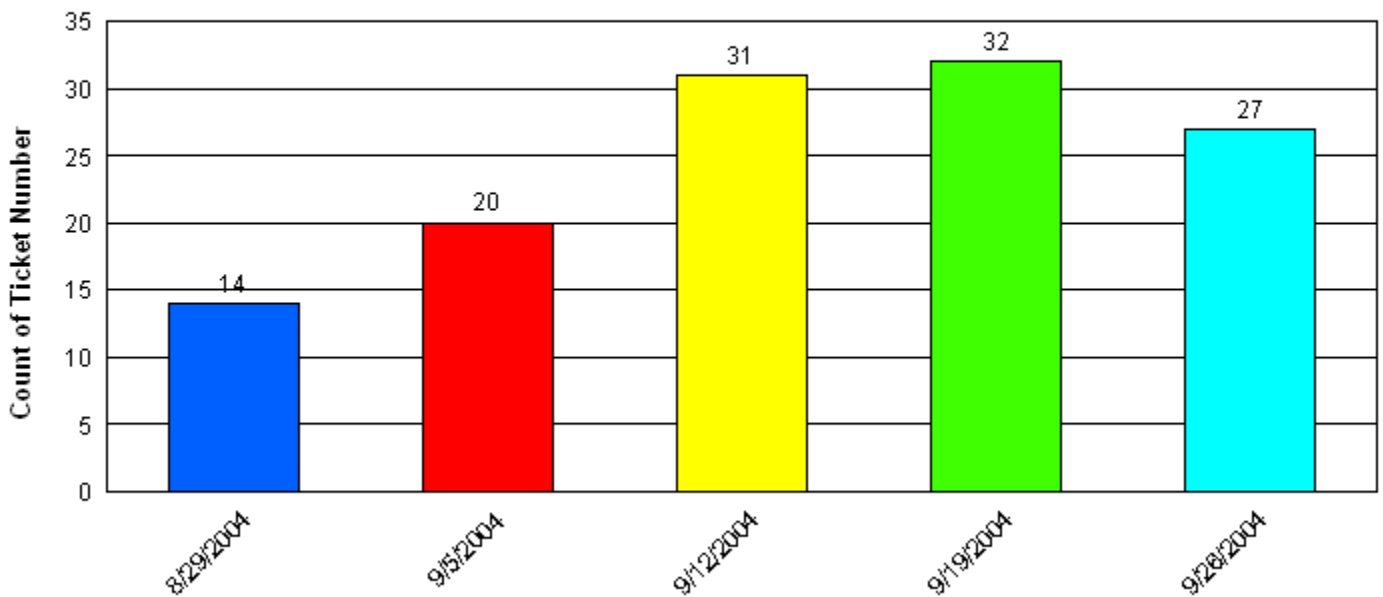
<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
Ticket Number: 0000099556	09/01/2004	57	Abort session usr0007.food
Ticket Number: 0000099579	09/01/2004		Abort USR0009UADM
Ticket Number: 0000099570	09/01/2004		SEssion abort
Ticket Number: 0000100866	09/15/2004		HP Tapes
Ticket Number: 0000100895	09/15/2004		Pull Backup Tapes for Restore
Ticket Number: 0000101377	09/21/2004		HP Tapes 9/21/04
Ticket Number: 0000101449	09/21/2004		Unable to work within SAR Adjust
Ticket Number: 0000101336	09/20/2004		Reactivate Security Password
Ticket Number: 0000101592	09/23/2004		Tapes 9/23
Ticket Number: 0000101115	09/17/2004		Is their a problem with HP - winnie/food serv
Ticket Number: 0000101102	09/17/2004		Vicki-GADM - can not access sar for a student records
Ticket Number: 0000101101	09/17/2004		Kelly/GADM - can not access sar - was able to yesterday
Ticket Number: 0000101098	09/17/2004		Motor Vehicle Tape MVBM4009
Ticket Number: 0000101097	09/17/2004		HP Tapes
Ticket Number: 0000101096	09/17/2004		HP Labels
Ticket Number: 0000101095	09/17/2004		9/16 remedy reports ran and web updated
Ticket Number: 0000100982	09/16/2004		Labels for Admissions/Grad School
Ticket Number: 0000100980	09/16/2004		HP TAPES 9/16/04
Ticket Number: 0000100981	09/16/2004		2009/04 FREEZE TAPES
Ticket Number: 0000100867	09/15/2004		Labels for Admissions/Grad School
Ticket Number: 0000100877	09/15/2004		Security Password Reset
Ticket Number: 0000100331	09/09/2004		mvbr4024 MVA Flag Sending Tape
Ticket Number: 0000100497	09/10/2004		User Schedule Requests
Ticket Number: 0000100653	09/13/2004		HP Tape Changes 9/13/04
Ticket Number: 0000100749	09/14/2004		Nancy,usr0001.oir - not able to connect to hp
Ticket Number: 0000100759	09/14/2004		HP Tape Labels
Ticket Number: 0000100760	09/14/2004		Labels created for Admissions/Grad School
Ticket Number: 0000100757	09/14/2004		HP Tapes
Ticket Number: 0000100479	09/10/2004		MVBR4025 Motor Vehicle Flagging Tape
Ticket Number: 0000100197	09/08/2004		UABR1618 Kelly Gosnell /Schedule UABM1618
Ticket Number: 0000100198	09/08/2004		byRequest Backup for August 2004
Ticket Number: 0000100477	09/10/2004		HP Tape Changes 9/10/04
Ticket Number: 0000100199	09/08/2004		Backup tapes for HPUMBC1,2 and 3
Ticket Number: 0000101384	09/21/2004		Labels and Postcards
Ticket Number: 0000101401	09/21/2004		Reset security password
Ticket Number: 0000102235	09/30/2004		usr0008.gadm - session abort for vicki
Ticket Number: 0000102157	09/29/2004		SAR Report ARBM4438
Ticket Number: 0000102067	09/29/2004		TSL Tape Labels
Ticket Number: 0000102066	09/29/2004		LAbels for Admissions/Grad School
Ticket Number: 0000102065	09/29/2004		HPUMBC1,2,3 Backup Tapes
Ticket Number: 0000101875	09/27/2004		HP1,2,3 Tapes
Ticket Number: 0000101816	09/27/2004		session abort for usr0044.reg
Ticket Number: 0000102197	09/30/2004		Labels for Admissions/Grad School
Ticket Number: 0000102196	09/30/2004		HPUMBC1,2,3 backup tapes
Ticket Number: 0000101747	09/24/2004		Abort session
Ticket Number: 0000101708	09/24/2004		Reset USR0062 and USR0065.GADM
Ticket Number: 0000101696	09/24/2004		Program Parameter Review on USR0297.SAR
Ticket Number: 0000101683	09/24/2004		Labels created for departments
Ticket Number: 0000101682	09/24/2004		HP Tapes UMBC1,2,3
Ticket Number: 0000101639	09/23/2004		Leslie / ADVS labels
Ticket Number: 0000101877	09/27/2004		Post Cards andLabels for Admission, Grad School
Ticket Number: 0000101543	09/22/2004		Delete Job#1170 LRBR3601
Ticket Number: 0000101492	09/22/2004		Nee / Grad School - hangs at level 1 for online apps
Ticket Number: 0000101451	09/21/2004		USR0047.GADM abort session

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000101422	09/21/2004	Having problemms with sec pw for hp / grad school
Ticket Number: 0000101388	09/21/2004	Payroll Entry Forms/Reports
Ticket Number: 0000101385	09/21/2004	TSL Labels for tape backups
BSG:SA_Records_Support	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000100282	09/08/2004	ABort Session
Ticket Number: 0000100821	09/14/2004	Delete job
Ticket Number: 0000099522	09/01/2004	Recreate print file TCBR2214
Ticket Number: 0000099571	09/01/2004	UABR132 Report only recreated
BSG:Web_Infrastructure	<u>Total:</u> 34	
Closed	<u>Total:</u> 34	
Ticket Number: 0000099679	09/02/2004	psyc200 0101 - schultz
Ticket Number: 0000102194	09/30/2004	EHS471 Dwight Polk
Ticket Number: 0000102195	09/30/2004	BIOLOGY/Sandoz Scan Raw Data
Ticket Number: 0000100903	09/15/2004	PSYC 100 Dr. Freiberg
Ticket Number: 0000100911	09/15/2004	biol301 - freeland
Ticket Number: 0000100665	09/13/2004	psayc200 - schultz
Ticket Number: 0000100245	09/08/2004	MISC. EXAM
Ticket Number: 0000100246	09/08/2004	psyc 200 exam
Ticket Number: 0000101420	09/21/2004	psyc200 - schultz
Ticket Number: 0000101614	09/23/2004	psyc100 0301 - obrien
Ticket Number: 0000101532	09/22/2004	psyc100 - freiberg
Ticket Number: 0000102224	09/30/2004	math - exam -what is procedure for exam service
Ticket Number: 0000102204	09/30/2004	CHEM102L Brothers
Ticket Number: 0000102155	09/29/2004	geog - group 2 - rabenhorst
Ticket Number: 0000102154	09/29/2004	geog - group 1 - rabenhorst
Ticket Number: 0000101999	09/28/2004	biol302 - gethmann
Ticket Number: 0000101993	09/28/2004	psyc342 - anderson
Ticket Number: 0000101873	09/27/2004	SOCY 101/401 Dr. Trela
Ticket Number: 0000101871	09/27/2004	AFST 201 T. Robinson
Ticket Number: 0000101686	09/24/2004	psyc285 - dahlquist
Ticket Number: 0000101685	09/24/2004	ehs302 - lebowitz
Ticket Number: 0000101684	09/24/2004	chem102l - brothers
Ticket Number: 0000101640	09/23/2004	rescore psyc100 - freiberg
Ticket Number: 0000102251	09/30/2004	biol251 - fleischmann
Ticket Number: 0000102250	09/30/2004	psyc200 - sonnenschein
Ticket Number: 0000102256	09/30/2004	ecad 360 - cohen
Ticket Number: 0000102255	09/30/2004	psyc210 - richman
Ticket Number: 0000101615	09/23/2004	chem 123 - carpenter
Ticket Number: 0000101604	09/23/2004	psyc100 / starr
Ticket Number: 0000101583	09/23/2004	psyc385 - mcguire
Ticket Number: 0000101582	09/23/2004	phys105 - dymski
Ticket Number: 0000101421	09/21/2004	psyc304 - freiberg
Ticket Number: 0000101441	09/21/2004	psyc370 - provine
Ticket Number: 0000101941	09/28/2004	psyc335 - mcguire
blanchet	<u>Total:</u> 3	
Closed	<u>Total:</u> 3	
Ticket Number: 0000101580	09/23/2004	1160 IRBR3050 ABORT 7/5 56 DS IR #J3639 THU 12:53
Ticket Number: 0000100201	09/08/2004	RCBR3406 User Schedule Request
Ticket Number: 0000099826	09/03/2004	8920 *ARBM4414 +ABORT 8/5 78 CS B10 #J1510 6208 THU

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
paulr			
Closed			
Ticket Number: 0000099625	09/01/2004		Student getting faculty auth ability
Ticket Number: 0000099720	09/02/2004		Schedule of Classes on Web not showing room number for course
Ticket Number: 0000100496	09/10/2004		myumbc-authorize students for a closed course problem
Ticket Number: 0000100509	09/10/2004		User: jmartin is also an instructor and needs faculty options.
	Total:	4	
putro			
Closed			
Ticket Number: 0000100361	09/09/2004		Name Address Bug causing error on second street
Ticket Number: 0000100696	09/13/2004		TSS2003 files was not created
Ticket Number: 0000100625	09/13/2004		ABORT: RDBR2057 J#107
Ticket Number: 0000100566	09/11/2004		Work Order Request
Ticket Number: 0000100565	09/11/2004		Work Order Request
Ticket Number: 0000100398	09/09/2004		Problem with irbr3030 credit level 500 reporting
Ticket Number: 0000100103	09/07/2004		Can't get student to be able to register
Ticket Number: 0000100137	09/07/2004		Questions about Access
Ticket Number: 0000101907	09/27/2004		Questions about TS-HISTORY update
Ticket Number: 0000101899	09/27/2004		Questions about using WEB in Term Course
Ticket Number: 0000099560	09/01/2004		Student claim investigation
Ticket Number: 0000099802	09/02/2004		campus-database personal account information location?
Ticket Number: 0000101071	09/16/2004		Research Student claim of dropped class
Ticket Number: 0000101072	09/16/2004		Need fix of 93-96 class file...they're truncated.
Ticket Number: 0000101090	09/17/2004		ABORT: RNBR2635
Ticket Number: 0000101091	09/17/2004		ABORT: TLOADJCL
Ticket Number: 0000101244	09/18/2004		myUMBC account problems
	Total:	17	

Count of Ticket Number / Create Date

For OIT BSG Non PeopleSoft



OIT Business Systems: P		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Total:		155	
chriss		Total:	37
Resolved		Total:	11
Ticket Number:	0000101872	09/27/2004	Executes 3 scripts in HRPRD
Ticket Number:	0000101842	09/27/2004	Refresh HRCA Instance from Oracle backup of HRPRD on the evenin
Ticket Number:	0000102276	09/30/2004	Pls refresh of HRCA from the backup of 9/29
Ticket Number:	0000102153	09/29/2004	Create a database backup of the HRCA Instance - Hold for restore use
Ticket Number:	0000102120	09/29/2004	Clear R25 Oracle Locks
Ticket Number:	0000102023	09/28/2004	3: Run script in FSDEV for OSP Bolt-on module
Ticket Number:	0000101886	09/27/2004	Grant Oracle read/write access to Ann Byron (username 'byron') in HR
Ticket Number:	0000101964	09/28/2004	Create Database Backup of HRCA Instance -- Hold for Refreshing Af
Ticket Number:	0000101888	09/27/2004	Run Script to alter PO_HDR Record (FSTST)
Ticket Number:	0000101887	09/27/2004	Grant Oracle read access to HRCA for Venus McDonald in HR Dept. (
Ticket Number:	0000101885	09/27/2004	please run script to update Vendor (fsprd)
Closed		Total:	26
Ticket Number:	0000101438	09/21/2004	Run Script in HRPRD
Ticket Number:	0000101494	09/22/2004	Refresh HRPRO instance from backup of HRPRD from evening of 9
Ticket Number:	0000101740	09/24/2004	Execute script in HRPRD
Ticket Number:	0000101522	09/22/2004	Run script in HRTST2
Ticket Number:	0000101600	09/23/2004	3: Create UM_GM_EVENT_LOG table from script
Ticket Number:	0000101746	09/24/2004	Execute 2 scripts in HRPRD
Ticket Number:	0000099875	09/03/2004	Update/Insert/Delete priv. in HRPRO
Ticket Number:	0000100307	09/08/2004	[Fwd: PSHRUAT]
Ticket Number:	0000100452	09/09/2004	Clone
Ticket Number:	0000101309	09/20/2004	PRO Instance Refresh
Ticket Number:	0000100824	09/14/2004	Reset password
Ticket Number:	0000100822	09/14/2004	3 SQL Update request
Ticket Number:	0000100766	09/14/2004	Clone
Ticket Number:	0000100514	09/10/2004	run update script
Ticket Number:	0000100754	09/14/2004	Re-Grant David Syvla (username 'dsylva') full read/write access in Or
Ticket Number:	0000100985	09/16/2004	Grant Ann Byron (username 'byron') full read/write Oracle access to H
Ticket Number:	0000100993	09/16/2004	Execute script in HRPRD
Ticket Number:	0000101113	09/17/2004	Run Script to fix duplicates (fsprd)
Ticket Number:	0000101056	09/16/2004	Run Script to alter PO_HDR Record (FSDEV)
Ticket Number:	0000101156	09/17/2004	HRTRN Access
Ticket Number:	0000101155	09/17/2004	Overlay HRTRN with HRPRD
Ticket Number:	0000099718	09/02/2004	Backup HRSBX Instance as soon as possible
Ticket Number:	0000099760	09/02/2004	Execute script in HRPRO
Ticket Number:	0000099743	09/02/2004	Office of Sponsored Programs (OSP) new user on Grants DB
Ticket Number:	0000099668	09/02/2004	Create tables in HRDEV
Ticket Number:	0000099884	09/03/2004	Create view in HRPRD
dharely		Total:	1
Closed		Total:	1
Ticket Number:	0000100501	09/10/2004	Invoice print problem
dsylva		Total:	5
Resolved		Total:	2
Ticket Number:	0000100712	09/13/2004	No Matching Buffer Error/
Ticket Number:	0000101811	09/27/2004	Production Support - GL Interface for 2005006
Closed		Total:	3
Ticket Number:	0000100456	09/09/2004	Production Support for 2005-005 Payroll Distribution
Ticket Number:	0000100695	09/13/2004	No Matching Buffer Error - Job Data - 1000004630
Ticket Number:	0000100556	09/10/2004	Production Support - GL Interface for 2005005

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
haddaway	Total: 17	
Resolved	Total: 4	
Ticket Number: 0000101991	09/28/2004	Please run script to fix duplicate error (FSPRD)
Ticket Number: 0000101870	09/27/2004	Need restore
Ticket Number: 0000102292	09/30/2004	new user needs access to COUES / Grants Oracle DB
Ticket Number: 0000102232	09/30/2004	please run script to fix data (fsprd)
Closed	Total: 13	
Ticket Number: 0000101567	09/22/2004	Backup HRPRD
Ticket Number: 0000101646	09/23/2004	No subject
Ticket Number: 0000101710	09/24/2004	Run Script in (FSPRD)
Ticket Number: 0000100230	09/08/2004	HRPRD Backup & HRCA
Ticket Number: 0000100233	09/08/2004	Create database for test director
Ticket Number: 0000100258	09/08/2004	Backup of HRPRD
Ticket Number: 0000100283	09/08/2004	Copy Timetrax Tables
Ticket Number: 0000100544	09/10/2004	Clear R25 database locks
Ticket Number: 0000099590	09/01/2004	Set aside backup of HRUAT instance from evening of 8/31/04 until f
Ticket Number: 0000099729	09/02/2004	Timetrax Database Table Copy
Ticket Number: 0000099647	09/01/2004	Refresh HRUAT instance from 9/1/04 evening backup of HRPRD da
Ticket Number: 0000099593	09/01/2004	Identify backups to delete
Ticket Number: 0000100960	09/15/2004	Shadow table Freeze_Dates
jeremy	Total: 15	
Resolved	Total: 7	
Ticket Number: 0000100893	09/15/2004	UW_Employee_Cur and UW_Jobs_Cur were not refreshed in EPM
Ticket Number: 0000101821	09/27/2004	3: Run attached scripts for custom run control page
Ticket Number: 0000101858	09/27/2004	Export tables for Freeze
Ticket Number: 0000101960	09/28/2004	Retriever Load in EPM
Ticket Number: 0000101904	09/27/2004	Run Script to alter PO_HDR Record (FSPRD)
Ticket Number: 0000101892	09/27/2004	PS_CONTRACT table
Ticket Number: 0000102019	09/28/2004	Musick access in EPMDEV PIA
Closed	Total: 8	
Ticket Number: 0000101529	09/22/2004	reloading UWE and UWJ
Ticket Number: 0000101630	09/23/2004	schedule of EDS procedures
Ticket Number: 0000100909	09/15/2004	PS_CONTRACT schedule
Ticket Number: 0000100829	09/14/2004	Last ETL times for HR custom tables
Ticket Number: 0000101120	09/17/2004	Grant tables to OIR users
Ticket Number: 0000099587	09/01/2004	Backup PS_UM_CPAYRUN_TBL table in HRSBX instance and hol
Ticket Number: 0000099776	09/02/2004	EPMDEV access for Marilyn Demorest
Ticket Number: 0000099611	09/01/2004	Update to UW_CNV_XWLK table
jgood	Total: 9	
Resolved	Total: 1	
Ticket Number: 0000102128	09/29/2004	FW: Success - PSXFER: A60E.IR.PRD.R41.IN.TRANSFER.VENDOR.20
Closed	Total: 8	
Ticket Number: 0000101390	09/21/2004	Download
Ticket Number: 0000101704	09/24/2004	FW: ERROR - PSXFER:
Ticket Number: 0000101667	09/23/2004	RE: ERROR - PSXFER:
Ticket Number: 0000101581	09/23/2004	Please add abequose.chem to chem (non-crit) in netsaint
Ticket Number: 0000100329	09/09/2004	Please remove xylose.chem from chem (non crit)
Ticket Number: 0000100039	09/07/2004	Kerberos access to login to Netsaint
Ticket Number: 0000100264	09/08/2004	Put ORATD in backup rotation
Ticket Number: 0000099603	09/01/2004	GL/AP files not being transfered from rsumbc2 to fsprd

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
jking	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000100471	09/10/2004	FW: PeopleSoft Nvision/App designer
Ticket Number: 0000100673	09/13/2004	Retriever in EPM
Ticket Number: 0000100770	09/14/2004	Please add hops.chem.umbc.edu to chem (non crit)
Ticket Number: 0000100763	09/14/2004	add to netsaint
jpatna1	<u>Total:</u> 10	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000102134	09/29/2004	Buffer Error
Closed	<u>Total:</u> 9	
Ticket Number: 0000101481	09/22/2004	PS XLAT Addition
Ticket Number: 0000101711	09/24/2004	Leave Balances
Ticket Number: 0000101482	09/22/2004	Leave Balances
Ticket Number: 0000101545	09/22/2004	Leave Balances
Ticket Number: 0000100049	09/07/2004	Delete Addl Pay Records
Ticket Number: 0000100044	09/07/2004	Fix Life Plan Record
Ticket Number: 0000100051	09/07/2004	Delete Job CTR Records
Ticket Number: 0000100256	09/08/2004	Remove Life Ben Record
Ticket Number: 0000101172	09/17/2004	Leave Balances
kirby	<u>Total:</u> 5	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000101768	09/25/2004	Configure Netbase to use Private network between HP 1 and HP 3
Closed	<u>Total:</u> 4	
Ticket Number: 0000100223	09/08/2004	Print RP30061
Ticket Number: 0000100244	09/08/2004	Connect HPLJ8100DN Printer in Delta Room for Human Resources
Ticket Number: 0000100864	09/15/2004	Adjust DBAUDIT jobs to run in the C queue
Ticket Number: 0000099658	09/02/2004	JSECLOG Aborted
kjoseph	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000100358	09/09/2004	Clear R25 database locks (test)
lrاند	<u>Total:</u> 5	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000101586	09/23/2004	Manager Approval Checkbox
Closed	<u>Total:</u> 4	
Ticket Number: 0000100281	09/08/2004	Security Modification
Ticket Number: 0000100919	09/15/2004	Access to HRCA
Ticket Number: 0000101032	09/16/2004	Provide Assistance Researching Cobols and SQR's that might have be
Ticket Number: 0000101028	09/16/2004	Production Support on Question Regarding Payroll figures from 2004
ostrove	<u>Total:</u> 1	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000101817	09/27/2004	Please move lancair from dept-crit to dept r
preston	<u>Total:</u> 7	
Closed	<u>Total:</u> 7	
Ticket Number: 0000101484	09/22/2004	AP Files for Transfer
Ticket Number: 0000101551	09/22/2004	Process Instance 129240
Ticket Number: 0000101687	09/24/2004	Fw: Please schedule this update Fri, 430pm
Ticket Number: 0000101537	09/22/2004	Process Instance 129240
Ticket Number: 0000101500	09/22/2004	Download
Ticket Number: 0000101018	09/16/2004	FSGLI003
Ticket Number: 0000101107	09/17/2004	State Pay File

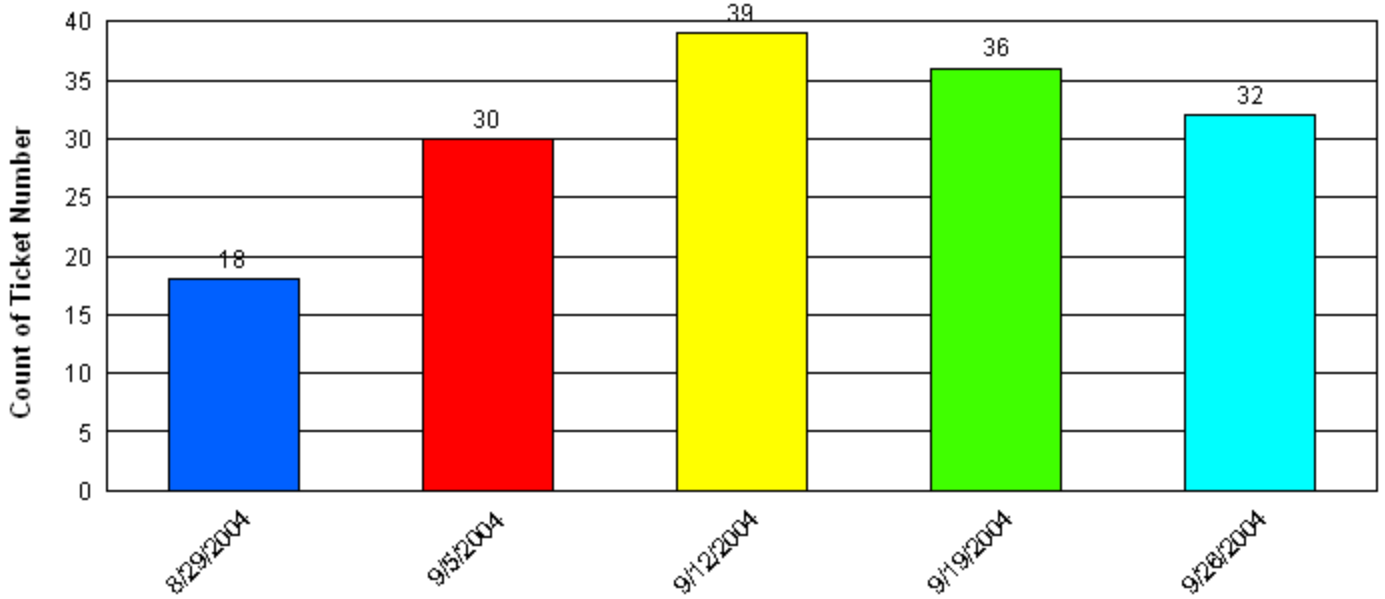
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
psimon	<u>Total:</u> 8	
Closed	<u>Total:</u> 8	
Ticket Number: 0000101099	09/17/2004	No Success
Ticket Number: 0000101288	09/20/2004	No records in staging table
Ticket Number: 0000101533	09/22/2004	2 App Messg HR to Finance
Ticket Number: 0000101626	09/23/2004	Need to Update Personnel Data in Finance System
Ticket Number: 0000101690	09/24/2004	No Success
Ticket Number: 0000102092	09/29/2004	2 PCard transaction not posted on PS statement
Ticket Number: 0000102227	09/30/2004	reload data that was not captured in the upload
Ticket Number: 0000101974	09/28/2004	No Success
slong	<u>Total:</u> 5	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000102115	09/29/2004	Replace 9/14 AP Payment File
Closed	<u>Total:</u> 4	
Ticket Number: 0000100689	09/13/2004	payroll 5 proj resource dept update
Ticket Number: 0000100668	09/13/2004	EPM Update
Ticket Number: 0000099607	09/01/2004	Access to P Drive
Ticket Number: 0000099619	09/01/2004	FW: Change Dept Name
stephen	<u>Total:</u> 25	
Resolved	<u>Total:</u> 4	
Ticket Number: 0000101602	09/23/2004	[Fwd: department time entry reports]
Ticket Number: 0000102050	09/28/2004	Migrate run control component for UMHRR035 (UMBC Positions/In
Ticket Number: 0000101852	09/27/2004	password
Ticket Number: 0000102051	09/28/2004	teCorrect UMHRR013 Crystal to Include Page Heading at the top of e
Closed	<u>Total:</u> 21	
Ticket Number: 0000101430	09/21/2004	Security Access
Ticket Number: 0000101590	09/23/2004	Security changes needed
Ticket Number: 0000101619	09/23/2004	Security Changes needed
Ticket Number: 0000100504	09/10/2004	Security Revision
Ticket Number: 0000100684	09/13/2004	Access to HR Tree Viewer
Ticket Number: 0000100667	09/13/2004	Statement of Payroll Charges HR Security Issue
Ticket Number: 0000100513	09/10/2004	Security Issue
Ticket Number: 0000100789	09/14/2004	Statement of PR Charges
Ticket Number: 0000100511	09/10/2004	Clone HRPRD account for HUTCHINS from GARRET1
Ticket Number: 0000100041	09/07/2004	SOPC: Statement of Payroll Charges Problem
Ticket Number: 0000100057	09/07/2004	Problems filtering results from Employee Labels Query
Ticket Number: 0000100188	09/08/2004	Correction to Timesheet
Ticket Number: 0000100085	09/07/2004	Security Confirmation
Ticket Number: 0000100811	09/14/2004	Payroll Charges Report
Ticket Number: 0000099618	09/01/2004	Security Setup
Ticket Number: 0000100904	09/15/2004	Add Leave Code to Paper Timesheet
Ticket Number: 0000101312	09/20/2004	Security changes needed
Ticket Number: 0000100983	09/16/2004	Having trouble pulling up statement of payroll charges
Ticket Number: 0000101014	09/16/2004	HR Security Access
Ticket Number: 0000100948	09/15/2004	Statement of Payroll Charges
Ticket Number: 0000101162	09/17/2004	Security Access

Create
Date

Short Description

Count of Ticket Number / Create Date

For OIT Business Systems: PeopleSoft



PC Labs

nevans1

Total: 2

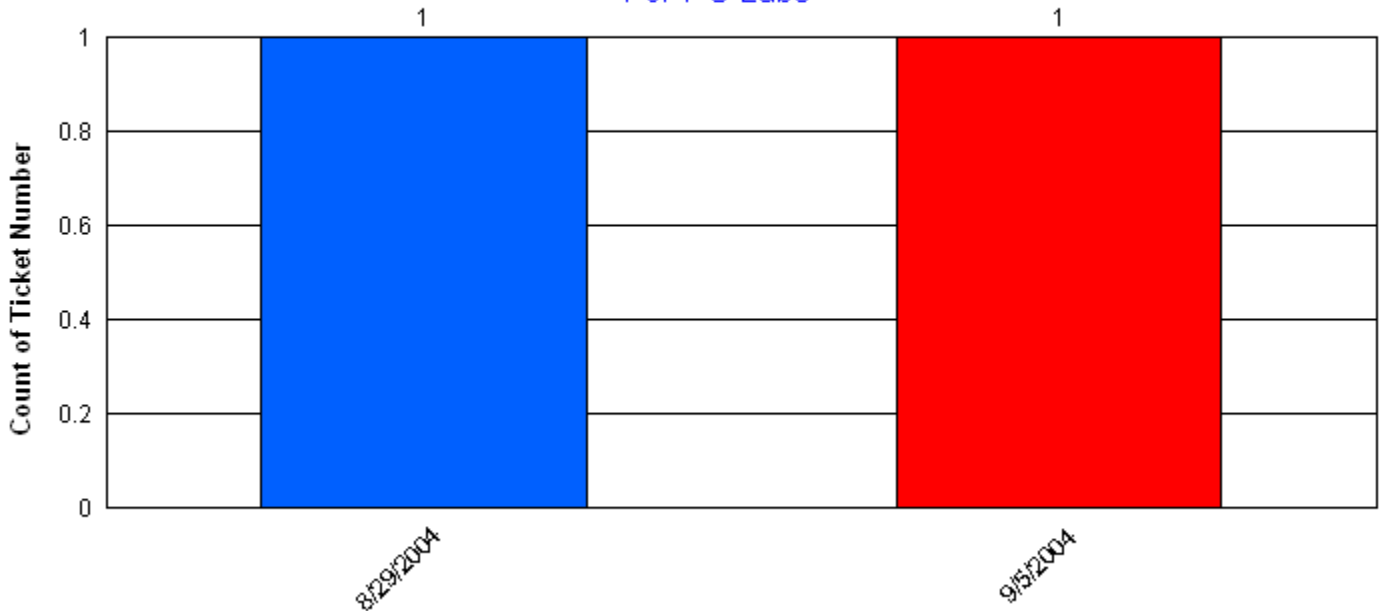
Closed

Total: 2

Ticket Number: 0000099582	09/01/2004	PUP360 Econ PC lab image needs STATA Upgrade
Ticket Number: 0000100383	09/09/2004	Update Data files

Count of Ticket Number / Create Date

For PC Labs



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Physical Networks	Total:	113	
beakja1		Total:	32
Resolved		Total:	4
Ticket Number:	0000099717	09/02/2004	Jack Check
Ticket Number:	0000100134	09/07/2004	Walker rm 2206-B bld 2. x26410. User does not have a network jack i
Ticket Number:	0000101361	09/20/2004	User is not able to connect to resnet 169 IP
Ticket Number:	0000102268	09/30/2004	ADMIN 3rd Floor : Cannot connect to reflections host
Closed		Total:	28
Ticket Number:	0000101968	09/28/2004	Walker Ave Apt -Rm2113 C x26344
Ticket Number:	0000100354	09/09/2004	Physics rm 328. x52840. jack#3280-bo1 . Please activate.
Ticket Number:	0000100583	09/11/2004	Purpose of the Vernier Login System
Ticket Number:	0000100567	09/11/2004	Walker Ave Apartments dropping connections
Ticket Number:	0000100559	09/10/2004	Work Order Request-Walker Ave Apts-connection problems
Ticket Number:	0000100424	09/09/2004	Jack not allowing customer to log onto resnet
Ticket Number:	0000099861	09/03/2004	Jack activation
Ticket Number:	0000100346	09/09/2004	Jack Activation
Ticket Number:	0000100159	09/07/2004	Network slow down
Ticket Number:	0000100146	09/07/2004	Ethernet Port Activation
Ticket Number:	0000100104	09/07/2004	Dr. Robinson need jack activated for his computer also.
Ticket Number:	0000099892	09/03/2004	Walker Network Slow
Ticket Number:	0000099890	09/03/2004	Walker Avenue Slow/Dropping
Ticket Number:	0000099889	09/03/2004	Slow and Repeatedly Disconnecting Network In Walker.
Ticket Number:	0000099758	09/02/2004	Walker bld 3. rm 017. x26574. User authenticates but pages load slow
Ticket Number:	0000099490	09/01/2004	Need jack activated-Walker Ave Apt Rm304
Ticket Number:	0000099531	09/01/2004	Jack Changes in TRC for CUERE
Ticket Number:	0000099569	09/01/2004	Dead jack
Ticket Number:	0000099812	09/02/2004	Customer experiencing slow network connection
Ticket Number:	0000099786	09/02/2004	Poor Internet Performance (Walker Ave)
Ticket Number:	0000099733	09/02/2004	Poor Internet Performance (Walker Ave)
Ticket Number:	0000100417	09/09/2004	Jack determined to be un-operational
Ticket Number:	0000099650	09/01/2004	Walker Avenue users report extremely slow connection
Ticket Number:	0000099562	09/01/2004	Walker ave. bld 1 rm1318. 301-233-6505. Won't connect to network.
Ticket Number:	0000100898	09/15/2004	Activate jacks in music dept
Ticket Number:	0000101082	09/16/2004	User having problems with Resnet
Ticket Number:	0000101129	09/17/2004	Dave says the network in his area is out again. Requested a high
Ticket Number:	0000101135	09/17/2004	Chemistry Suite 109 Netowrk Droppings

cmckin1		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
		<u>Total:</u>	33
Ticket Number:	0000100850	09/14/2004	Customer dropping connection in resnet
Ticket Number:	0000101239	09/18/2004	Customer unable to log onto resnet
Ticket Number:	0000101275	09/19/2004	Walker Avenue reports no connection
Ticket Number:	0000101341	09/20/2004	ip address reconfiguration
Ticket Number:	0000101362	09/20/2004	Resnet trouble in Susquehanna
Ticket Number:	0000101352	09/20/2004	User reporting frequent connection drops in SUS
Ticket Number:	0000101262	09/19/2004	Re: data line activation
Ticket Number:	0000101222	09/18/2004	limited or no connection to the internet
Ticket Number:	0000101195	09/17/2004	Customer having problems with network connection in walker
Ticket Number:	0000101196	09/17/2004	Commons: Reactivate jacks for Kiosks
Ticket Number:	0000100347	09/09/2004	PHYS 328: Wireless Intermittent connection problems
Ticket Number:	0000100278	09/08/2004	(physnet) jack 216-02-TC2
Ticket Number:	0000099671	09/02/2004	[net] Chem549D: Jack Activation 549D-2-T5N
Ticket Number:	0000099680	09/02/2004	SUS 123: PowerBook not getting IP
Ticket Number:	0000099684	09/02/2004	need to change this jack on register in busy food area in Commons
Ticket Number:	0000099849	09/03/2004	Need network ran to new machine in CR - rack B9
Ticket Number:	0000099712	09/02/2004	Harbor Hall 213B/D ext: 57752: Not getting IP from Jack
Ticket Number:	0000099602	09/01/2004	jack aren't working as checked by the Commons IT coordinator
Ticket Number:	0000099645	09/01/2004	User gets 0.0.0.0 IP address
Ticket Number:	0000099716	09/02/2004	Chesapeake 064 ext: 20434
Ticket Number:	0000099855	09/03/2004	Activate jack # 207J-2 and 051-B in BS
Ticket Number:	0000099950	09/05/2004	Work Order Request
Ticket Number:	0000100294	09/08/2004	[net] Activate newly installed jack Academic Srvc Bld 105
Ticket Number:	0000099891	09/03/2004	WEST HILL - Magothy 443
Ticket Number:	0000100483	09/10/2004	ECS 122 Log In Errors on Specific Machines
Ticket Number:	0000100615	09/12/2004	check jack in FA 107
Ticket Number:	0000100524	09/10/2004	customer requests static IP
Ticket Number:	0000100535	09/10/2004	check/activate jack in ITE 110
Ticket Number:	0000100808	09/14/2004	[net] Activate jack 407-02-TC4
Ticket Number:	0000100744	09/14/2004	Need 30 ft network cable for new office
Ticket Number:	0000100534	09/10/2004	Possible Dead Network Jack
Ticket Number:	0000101399	09/21/2004	Susquehana, part of walker down
Ticket Number:	0000101698	09/24/2004	Printer is receiving a floater ip.
damian		<u>Total:</u>	8
Closed		<u>Total:</u>	8
Ticket Number:	0000099984	09/06/2004	I am having a problem hosting a game
Ticket Number:	0000100115	09/07/2004	Work Order Request
Ticket Number:	0000100301	09/08/2004	port blocking on ResNet
Ticket Number:	0000100179	09/07/2004	Re: I thought port 24842 is open.
Ticket Number:	0000099588	09/01/2004	Work Order Request
Ticket Number:	0000099520	09/01/2004	No subject
Ticket Number:	0000099711	09/02/2004	Access to other machines over Resnet
Ticket Number:	0000099791	09/02/2004	Customer not able to access UMBC services from resnet

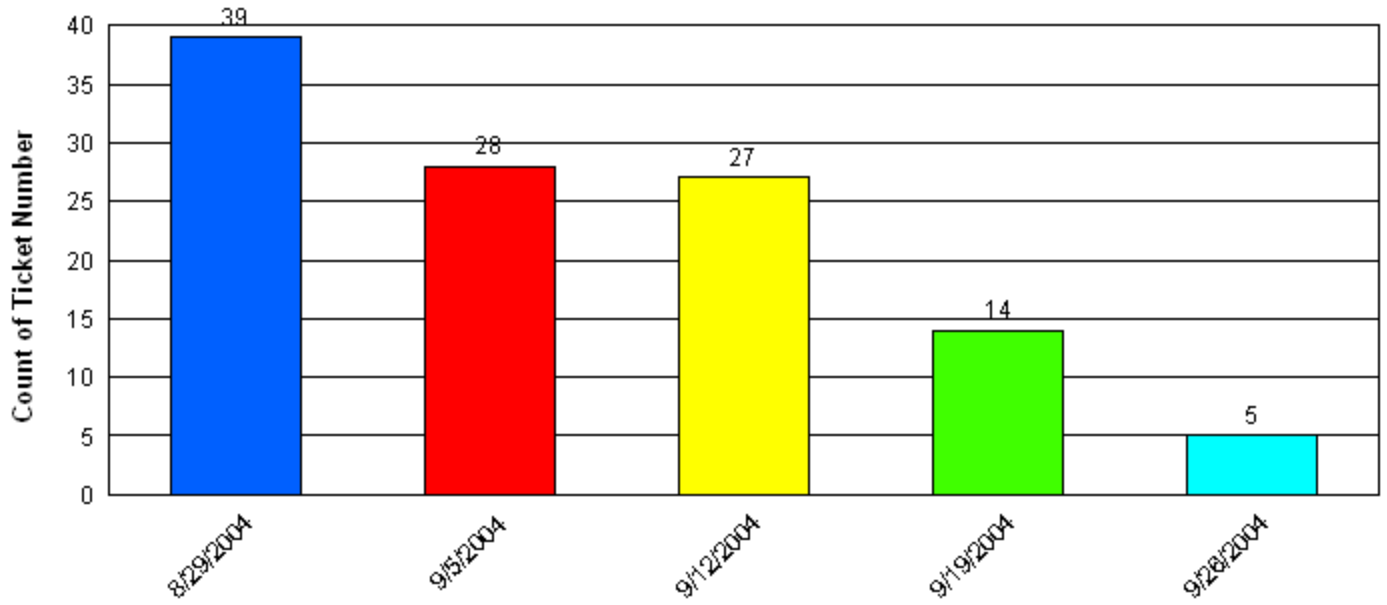
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
rays1	Total: 13	
Resolved	Total: 3	
Ticket Number: 0000101645	09/23/2004	Console and network for new server
Ticket Number: 0000101437	09/21/2004	BS218 Jack #218b-2 in rm 218 is not working.
Ticket Number: 0000101033	09/16/2004	[Site Suvery] CHEM: Install 1 data line
Closed	Total: 10	
Ticket Number: 0000099880	09/03/2004	304 ECS, chem research lab comp can't connect to internet.
Ticket Number: 0000100371	09/09/2004	(physnet) please activate TRC jack 39A
Ticket Number: 0000100560	09/10/2004	jack is dead FA017a jk017a music dept
Ticket Number: 0000100768	09/14/2004	SOUTH CAMPUS: 2048 - Jack Check
Ticket Number: 0000100694	09/13/2004	Jack Activation
Ticket Number: 0000100700	09/13/2004	RAC312A: activate jack#312a
Ticket Number: 0000100661	09/13/2004	jk is dead Bio rm 016. x56322. Jack 016-A1
Ticket Number: 0000099601	09/01/2004	[net] Chem104: Activate jack #33- A
Ticket Number: 0000100842	09/14/2004	Work Order Request-Jack Activation
Ticket Number: 0000101343	09/20/2004	Ports Activated
vicki	Total: 7	
Closed	Total: 7	
Ticket Number: 0000100859	09/14/2004	RE: DNS server
Ticket Number: 0000101319	09/20/2004	DNS modification requests
Ticket Number: 0000101199	09/17/2004	BS011PC05 is picking up a floater IP
Ticket Number: 0000101161	09/17/2004	Work Order Request
Ticket Number: 0000101061	09/16/2004	FA001PC21: dhcp & dns request.
Ticket Number: 0000100879	09/15/2004	Work Order Request
Ticket Number: 0000100243	09/08/2004	Network on the 3rd floor running slow
zicka	Total: 20	
Resolved	Total: 4	
Ticket Number: 0000101171	09/17/2004	ACIV464: PC not getting an IP. 464-3-A
Ticket Number: 0000101819	09/27/2004	Set up dhcp entry for bluehair.ucs.umbc.edu
Ticket Number: 0000102299	09/30/2004	dhcp request for printer on jack# 832-2-tc8
Ticket Number: 0000102217	09/30/2004	Work Order Request-Assign ip to mac addr
Closed	Total: 16	
Ticket Number: 0000101707	09/24/2004	1st Floor TRC Network Drops
Ticket Number: 0000099903	09/03/2004	COMMONS: 2nd floor cabaret - jack activation needed
Ticket Number: 0000100077	09/07/2004	Chem553: PC can't an IP from DHCP
Ticket Number: 0000099938	09/04/2004	fixed ip request
Ticket Number: 0000100126	09/07/2004	Possible dead phone jack
Ticket Number: 0000100679	09/13/2004	Work Order Request
Ticket Number: 0000100805	09/14/2004	Static IP Requests
Ticket Number: 0000099715	09/02/2004	Static IP Requests
Ticket Number: 0000099667	09/02/2004	Chem Move... fructose.chem , need dns, dhcp and net change chang
Ticket Number: 0000099670	09/02/2004	Static ip request for printer
Ticket Number: 0000099741	09/02/2004	dns change for spire.umbc.edu
Ticket Number: 0000099782	09/02/2004	Jack problems
Ticket Number: 0000099755	09/02/2004	FA001PC24: network problem
Ticket Number: 0000099675	09/02/2004	CHEM Move - Jack netwk change, dhcp/dns already done
Ticket Number: 0000101122	09/17/2004	2 network printers in GEOG need both to stay w/Static IP's
Ticket Number: 0000101404	09/21/2004	New PC in JCET

Create
Date

Short Description

Count of Ticket Number / Create Date

For Physical Networks



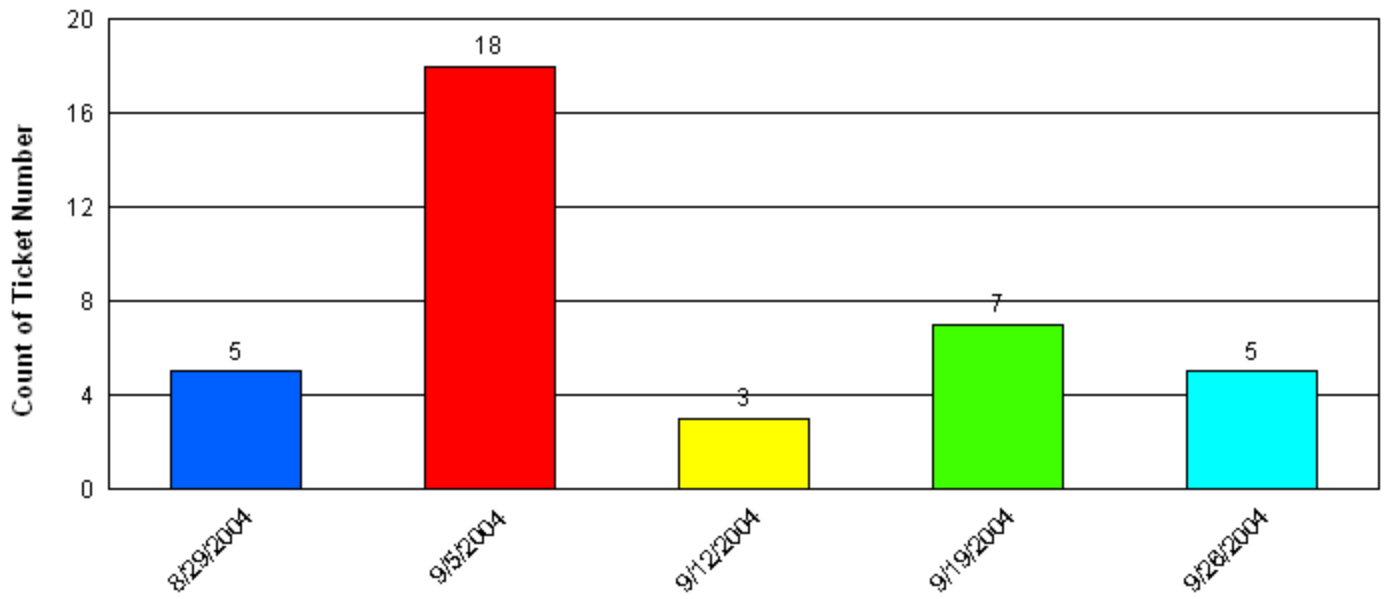
<u>Security</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
Security	38		
Security	Total: 1		
Closed	Total: 1		
Ticket Number: 0000100506	09/10/2004		As per Kevin - Eric states that he can be unlocked - machine was chec
Security:Compromise	Total: 2		
Closed	Total: 2		
Ticket Number: 0000101436	09/21/2004		CD does not seem to be working....
Ticket Number: 0000102072	09/29/2004		Had gobot virus yesterday - what do I do today
akhant1	Total: 16		
Resolved	Total: 3		
Ticket Number: 0000100636	09/13/2004		130.85.75.26 scanning [Remedy ticket 564091]
Ticket Number: 0000101861	09/27/2004		[Fwd: Re:]
Ticket Number: 0000101935	09/27/2004		unknown user
Closed	Total: 13		
Ticket Number: 0000101497	09/22/2004		spam from account jwhite3@umbc.edu
Ticket Number: 0000102187	09/30/2004		re[9]
Ticket Number: 0000101806	09/27/2004		Re [5]
Ticket Number: 0000101601	09/23/2004		[Fwd: Welcome to www.dumpsmarket.ws]
Ticket Number: 0000101539	09/22/2004		Fwd: Welcome to www.dumpsmarket.ws
Ticket Number: 0000100474	09/10/2004		Fw: re[11]
Ticket Number: 0000100475	09/10/2004		Fw: Re [16]
Ticket Number: 0000100053	09/07/2004		More problems? - 130.85.165.196] (HELO ACCOUNTING-44.net)
Ticket Number: 0000101247	09/19/2004		re[4]
Ticket Number: 0000101279	09/20/2004		Baltimore Small-Cap Roadshow
Ticket Number: 0000101280	09/20/2004		Baltimore Small-Cap Roadshow
Ticket Number: 0000099976	09/06/2004		[Fwd: Returned mail: see transcript for details]
Ticket Number: 0000099821	09/03/2004		Intrusion from on-campus computer - 130.85.227.222
andy	Total: 1		
Closed	Total: 1		
Ticket Number: 0000100224	09/08/2004		[Fwd: Returned mail: see transcript for details]
sziaid1	Total: 18		
Closed	Total: 18		
Ticket Number: 0000099997	09/07/2004		September Seminar Schedule
Ticket Number: 0000100022	09/07/2004		Protect Your Suntrust Account
Ticket Number: 0000100028	09/07/2004		Protect Your Suntrust Account
Ticket Number: 0000100166	09/07/2004		Virus Quarantine Notification
Ticket Number: 0000100023	09/07/2004		Protect Your Suntrust Account
Ticket Number: 0000100017	09/07/2004		Protect Your Suntrust Account
Ticket Number: 0000100004	09/07/2004		Protect Your Suntrust Account
Ticket Number: 0000100007	09/07/2004		Protect Your Suntrust Account
Ticket Number: 0000100013	09/07/2004		Protect Your Suntrust Account
Ticket Number: 0000100003	09/07/2004		Protect Your Suntrust Account
Ticket Number: 0000100622	09/13/2004		odd e-mails
Ticket Number: 0000100633	09/13/2004		e-mail i didn't send
Ticket Number: 0000100020	09/07/2004		Protect Your Suntrust Account
Ticket Number: 0000099744	09/02/2004		[Fwd: Just Want to say!] - jreed1
Ticket Number: 0000100323	09/09/2004		re [4]
Ticket Number: 0000099751	09/02/2004		jreed1 spam
Ticket Number: 0000099730	09/02/2004		SPAM Notification - jreed1
Ticket Number: 0000099516	09/01/2004		[Fwd: foto]: Is this from Xiang Li? -> origin: bio-86-12.pooled.umbc.ed

Create
Date

Short Description

Count of Ticket Number / Create Date

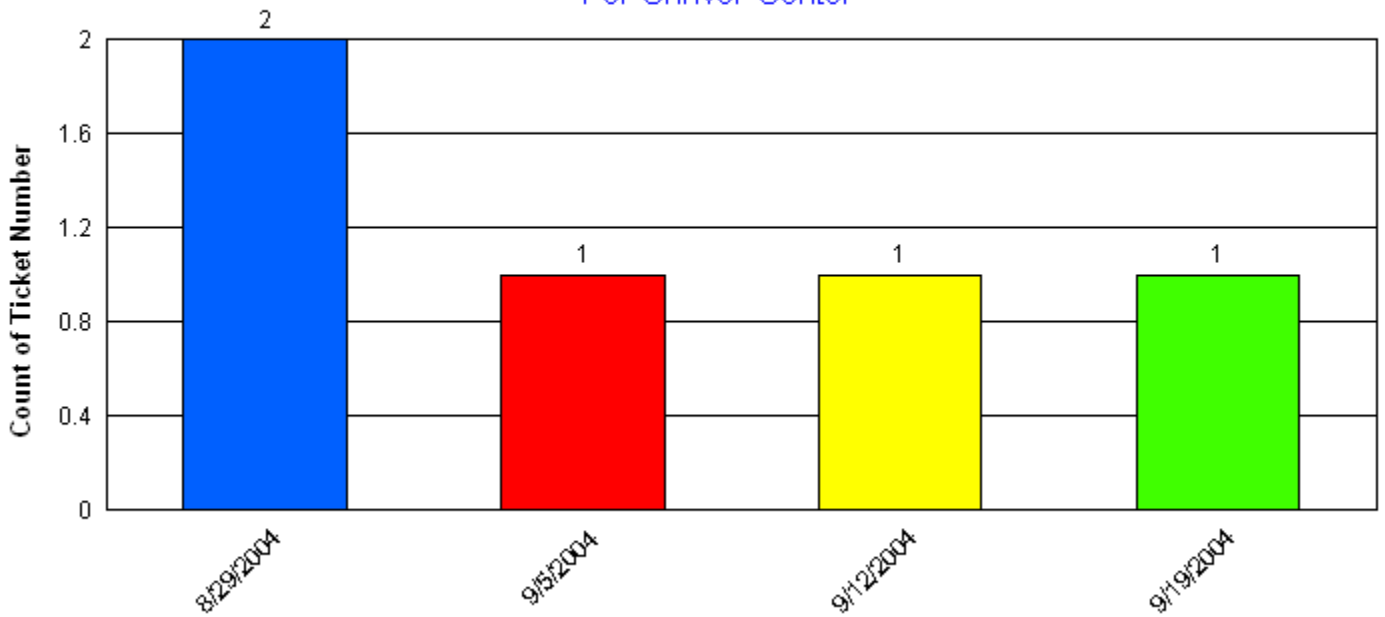
For Security



Shriver Center	Total:	Create Date	Short Description
pscott	5		
Resolved	Total:	5	
Ticket Number: 0000100729		09/13/2004	DSL Problems - Choice PG
Closed	Total:	4	
Ticket Number: 0000100141		09/07/2004	Choice AA - Hope's PC is infected
Ticket Number: 0000101458		09/21/2004	Infected PCs - Choice MC
Ticket Number: 0000099639		09/01/2004	Speakers - CH Hill
Ticket Number: 0000099638		09/01/2004	denise's comp - PG Co.

Count of Ticket Number / Create Date

For Shriver Center



<u>SysCore</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
SysCore:Listproc	Total: 285		
Closed	Total: 1		
Ticket Number: 0000099514		09/01/2004	Dr Lindal-Biolfac listproc
banz	Total: 23		
Closed	Total: 23		
Ticket Number: 0000099659		09/02/2004	Re: Account Deactivation Notification
Ticket Number: 0000099524		09/01/2004	users is having email acct problems
Ticket Number: 0000099813		09/02/2004	Re: Account Deactivation Notification
Ticket Number: 0000099793		09/02/2004	myUMBC logout fails
Ticket Number: 0000099737		09/02/2004	Nusaince E-Mailer with UMBC ID [Fwd: Just Want to say!]
Ticket Number: 0000099723		09/02/2004	Phone Directory
Ticket Number: 0000099657		09/02/2004	Abuse of umbc email
Ticket Number: 0000099653		09/01/2004	UMBC spammer
Ticket Number: 0000100915		09/15/2004	Problem with latex on ECS021PC15 linux image
Ticket Number: 0000100330		09/09/2004	http://bb6.umbc.edu/webapps/portal/frameset.jsp?tab=courses&url=/b
Ticket Number: 0000100324		09/09/2004	Blackboard
Ticket Number: 0000100319		09/08/2004	Blackboard
Ticket Number: 0000100144		09/07/2004	Customer is a returning student
Ticket Number: 0000100052		09/07/2004	Spam Filter, Vacation message pages not coming up
Ticket Number: 0000100326		09/09/2004	Bb problems
Ticket Number: 0000099927		09/04/2004	Blackboard link just hangs on redirecting. Can get to blackboard page
Ticket Number: 0000100416		09/09/2004	Additional Library guest account issuers
Ticket Number: 0000100678		09/13/2004	Customer getting bash instead of tcsh
Ticket Number: 0000100546		09/10/2004	RE: LIMS interface access
Ticket Number: 0000101519		09/22/2004	hfs4 - location of account; cannot access qpan1 folder
Ticket Number: 0000101627		09/23/2004	hfs6 - critical for raid array; mail - imap and pops all critical
Ticket Number: 0000101535		09/22/2004	unable to login to research.umbc.edu
Ticket Number: 0000101607		09/23/2004	can authenticate but page cannot be displayed on admin functions (pas
daleg	Total: 21		
Resolved	Total: 2		
Ticket Number: 0000101709		09/24/2004	php version
Ticket Number: 0000102168		09/29/2004	myUMBC Internal Server Error
Closed	Total: 19		
Ticket Number: 0000101659		09/23/2004	Re: Your details
Ticket Number: 0000101652		09/23/2004	User lost "Mail" Folder and cannot access email by any means. Please
Ticket Number: 0000101660		09/23/2004	Re: {Virus?} Re: Re: Message
Ticket Number: 0000101656		09/23/2004	Work Order Request-Need inbox mail deleted
Ticket Number: 0000100823		09/14/2004	Expired site certificate
Ticket Number: 0000100551		09/10/2004	ISO images downloaded as text
Ticket Number: 0000100204		09/08/2004	listproc subscription questions (fwd)
Ticket Number: 0000100248		09/08/2004	VART space for ART447
Ticket Number: 0000100923		09/15/2004	reporting Error message at 19.50 GMT
Ticket Number: 0000100924		09/15/2004	HELP! Received this message at 19.50 GMT today, 15th September 2
Ticket Number: 0000100935		09/15/2004	listserv owner
Ticket Number: 0000100975		09/16/2004	No subject
Ticket Number: 0000100962		09/15/2004	immigration
Ticket Number: 0000101034		09/16/2004	HUGE spam folder
Ticket Number: 0000100932		09/15/2004	isjobs listproc
Ticket Number: 0000100926		09/15/2004	**Message you sent blocked by our bulk email filter**
Ticket Number: 0000100990		09/16/2004	[Fwd: our course email list: engl326]
Ticket Number: 0000099677		09/02/2004	vart user accounts
Ticket Number: 0000100656		09/13/2004	Email problem

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
dave	<u>Total:</u> 4	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000101798	09/26/2004	Database Connection Unavailable
Closed	<u>Total:</u> 3	
Ticket Number: 0000101504	09/22/2004	Blackboard unavailable
Ticket Number: 0000101761	09/24/2004	Blackboard log on page not loading
Ticket Number: 0000099985	09/06/2004	Cannot access blackboard
jcgriego	<u>Total:</u> 20	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000101867	09/27/2004	Remedy account for slobodya
Closed	<u>Total:</u> 19	
Ticket Number: 0000100037	09/07/2004	Remedy Account Creation
Ticket Number: 0000100065	09/07/2004	Do not have write access to Remedy
Ticket Number: 0000100237	09/08/2004	RE: UMBC Account Maintenance Notification
Ticket Number: 0000100171	09/07/2004	Need more Oracle Accounts for IFSM 420 0301
Ticket Number: 0000100084	09/07/2004	RE: Oracle accounts for CMSC 461, Fall 2004
Ticket Number: 0000100487	09/10/2004	Activate Ann Byron Remedy account
Ticket Number: 0000100725	09/13/2004	Fall 2004(IS 420-Sec 201)- Create oracle database accounts
Ticket Number: 0000099496	09/01/2004	need remedy accounts deleted
Ticket Number: 0000099616	09/01/2004	new faculty and staff online directory
Ticket Number: 0000099702	09/02/2004	User forgot password. Please reset.
Ticket Number: 0000099852	09/03/2004	Re: UMBC Account Maintenance Notification
Ticket Number: 0000100096	09/07/2004	information
Ticket Number: 0000099811	09/02/2004	delete remedy accounts
Ticket Number: 0000100984	09/16/2004	[Fwd: Class List for Fall 2004 IS 410/0101]
Ticket Number: 0000101066	09/16/2004	Email Alias Request
Ticket Number: 0000101342	09/20/2004	Oracle accounts
Ticket Number: 0000101271	09/19/2004	New Hire
Ticket Number: 0000101092	09/17/2004	Ticket#100683 will not open - keeps crashing remedy
Ticket Number: 0000101021	09/16/2004	CMSC 461 Oracle Account

sbrown7		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u> 216	
		<u>Total:</u> 19	
Ticket Number:	0000101856	09/27/2004	List Deletion Request: FYC-ANNOUNCE
Ticket Number:	0000102261	09/30/2004	List Deletion Request: STUDENTS
Ticket Number:	0000101843	09/27/2004	New employee for bus sys group - acct needed
Ticket Number:	0000101975	09/28/2004	password problem
Ticket Number:	0000102303	09/30/2004	MGC List
Ticket Number:	0000102266	09/30/2004	Work Order Request
Ticket Number:	0000102254	09/30/2004	Corporate Time account
Ticket Number:	0000102252	09/30/2004	no subject specified
Ticket Number:	0000102240	09/30/2004	Listserv
Ticket Number:	0000102260	09/30/2004	List Deletion Request: CLASSROOM
Ticket Number:	0000102207	09/30/2004	Work Order Request-Calendar accounts
Ticket Number:	0000102176	09/29/2004	e-mail account removal
Ticket Number:	0000102118	09/29/2004	Strange behaviour with emacs
Ticket Number:	0000101922	09/27/2004	User would like .cshrc.cadence and .cadence restored
Ticket Number:	0000101918	09/27/2004	Remove Listproc
Ticket Number:	0000101823	09/27/2004	Calendar account needed for ehinke
Ticket Number:	0000101797	09/26/2004	subscription to mll news
Ticket Number:	0000101790	09/26/2004	User can't open certain files in linux without them locking up
Ticket Number:	0000101759	09/24/2004	Linux boot problem in Helpdesk PC

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		197	
Ticket Number: 0000100340	09/09/2004		Fwd: list CHAIRS-DIRECTORS: List Message Rejected
Ticket Number: 0000100816	09/14/2004		SGI Lab 104A Issue
Ticket Number: 0000100804	09/14/2004		Work Order Request-Calendar accounts
Ticket Number: 0000100802	09/14/2004		Calendar account for warne
Ticket Number: 0000100796	09/14/2004		New Employee-Athletic Dept
Ticket Number: 0000100841	09/14/2004		Verifying an email went out by listproc
Ticket Number: 0000100762	09/14/2004		Submit
Ticket Number: 0000100713	09/13/2004		(msswim)Web List Request
Ticket Number: 0000100708	09/13/2004		Customer requests URL change
Ticket Number: 0000100670	09/13/2004		Calendar Account Creation Request
Ticket Number: 0000100728	09/13/2004		User can not access commands from SGI image
Ticket Number: 0000100660	09/13/2004		project submission system
Ticket Number: 0000100649	09/13/2004		Guest Accounts User addition
Ticket Number: 0000100648	09/13/2004		submit entry for CMSC 313 section 0101
Ticket Number: 0000100623	09/13/2004		Unsubscribing
Ticket Number: 0000100613	09/12/2004		PREMEDSOCIETY listproc
Ticket Number: 0000100598	09/12/2004		(fys101a04)Web List Request
Ticket Number: 0000100573	09/11/2004		[Fwd: SUBSCRIBE STUDENT-ANNOUNCE]
Ticket Number: 0000100698	09/13/2004		Account on Hercules
Ticket Number: 0000100455	09/09/2004		(llc610)Web List Request
Ticket Number: 0000100450	09/09/2004		Work Order Request
Ticket Number: 0000100447	09/09/2004		Accidental Deletion
Ticket Number: 0000100441	09/09/2004		Additional Library guest account issuers
Ticket Number: 0000100434	09/09/2004		Change of Owner
Ticket Number: 0000100507	09/10/2004		CT Calendar for Academic Services Conference Room
Ticket Number: 0000100420	09/09/2004		(fm_dept_poc)Web List Request
Ticket Number: 0000100595	09/12/2004		Submit group request
Ticket Number: 0000100582	09/11/2004		(eng1407)Web List Request
Ticket Number: 0000100581	09/11/2004		(eng1326)Web List Request
Ticket Number: 0000100562	09/11/2004		regarding ID#0000077962
Ticket Number: 0000100537	09/10/2004		WISE Students listproc
Ticket Number: 0000100407	09/09/2004		(fm_dept_keys)Web List Request
Ticket Number: 0000100364	09/09/2004		User's inbox cannot be accessed. Tried through pine and didn't work e
Ticket Number: 0000100384	09/09/2004		(triangle_forum)Web List Request
Ticket Number: 0000100392	09/09/2004		New Employee
Ticket Number: 0000100406	09/09/2004		(fm_dept_acct)Web List Request
Ticket Number: 0000099864	09/03/2004		need to be added to receive email from umbcreview@umbc.edu
Ticket Number: 0000099865	09/03/2004		grant privs to receive umbcreview@umbc.edu emails
Ticket Number: 0000099918	09/03/2004		(seb-board)Web List Request
Ticket Number: 0000099952	09/05/2004		Fwd: No requests found
Ticket Number: 0000100880	09/15/2004		Restore Mail
Ticket Number: 0000099970	09/05/2004		User needs entire Mail folder restored
Ticket Number: 0000100478	09/10/2004		Cancel Accounts on September 20th
Ticket Number: 0000100208	09/08/2004		User would like forwarding turned off
Ticket Number: 0000100194	09/08/2004		Takushoku List proc. list
Ticket Number: 0000100178	09/07/2004		Setting up submit
Ticket Number: 0000100174	09/07/2004		No subject
Ticket Number: 0000100167	09/07/2004		customer cannot view email messages
Ticket Number: 0000100153	09/07/2004		(is_juniorfaculty)Web List Request
Ticket Number: 0000100152	09/07/2004		(is_juniorfaculty)Web List Request
Ticket Number: 0000100150	09/07/2004		(eng1488fa04)Web List Request
Ticket Number: 0000100149	09/07/2004		(eng1383fa04)Web List Request
Ticket Number: 0000100127	09/07/2004		(ugc)Web List Request
Ticket Number: 0000100120	09/07/2004		change email alias

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000100107	09/07/2004	Unable to login to ECS 104-A
Ticket Number:	0000100098	09/07/2004	Re: Mail Delivery (failure fkams@gamtel.gm)
Ticket Number:	0000100079	09/07/2004	List Deletion Request: CS671
Ticket Number:	0000100078	09/07/2004	List Deletion Request: AGENTS-CLASS
Ticket Number:	0000100073	09/07/2004	(thetadoves)Web List Request
Ticket Number:	0000100059	09/07/2004	Account
Ticket Number:	0000100055	09/07/2004	Customer can't receive email
Ticket Number:	0000100035	09/07/2004	Calendar Account Creation
Ticket Number:	0000100033	09/07/2004	New HD Employee needs Access under Webadmin
Ticket Number:	0000100030	09/07/2004	Protect Your Suntrust Account
Ticket Number:	0000100026	09/07/2004	Protect Your Suntrust Account
Ticket Number:	0000100024	09/07/2004	Protect Your Suntrust Account
Ticket Number:	0000100318	09/08/2004	Work Order Request
Ticket Number:	0000100308	09/08/2004	User would like FILES restored from yesterday
Ticket Number:	0000100303	09/08/2004	Work Order Request-Name is spelt wrong in system
Ticket Number:	0000100296	09/08/2004	request
Ticket Number:	0000100860	09/14/2004	Work Order Request-Quota Increase
Ticket Number:	0000100257	09/08/2004	Faculty Email Address is Misspelled
Ticket Number:	0000100249	09/08/2004	Club/Organization Web Account Info
Ticket Number:	0000100351	09/09/2004	Old email setup
Ticket Number:	0000100021	09/07/2004	Protect Your Suntrust Account
Ticket Number:	0000100018	09/07/2004	Protect Your Suntrust Account
Ticket Number:	0000100014	09/07/2004	Protect Your Suntrust Account
Ticket Number:	0000100008	09/07/2004	Protect Your Suntrust Account
Ticket Number:	0000100006	09/07/2004	Protect Your Suntrust Account
Ticket Number:	0000100005	09/07/2004	Protect Your Suntrust Account
Ticket Number:	0000099998	09/07/2004	(no subject)
Ticket Number:	0000099969	09/05/2004	Fwd: thanks and a final request
Ticket Number:	0000099955	09/05/2004	(hfhofficers)Web List Request
Ticket Number:	0000099932	09/04/2004	(is_facultyinfo)Web List Request
Ticket Number:	0000099928	09/04/2004	submit command for CMSC 491N
Ticket Number:	0000099898	09/03/2004	/afs/umbc.edu/users/p/e/perks/Mail not writable by Pine !!
Ticket Number:	0000099888	09/03/2004	submit for cmsc 611
Ticket Number:	0000100837	09/14/2004	email list issue
Ticket Number:	0000100844	09/14/2004	Libertarian listproc?
Ticket Number:	0000101378	09/21/2004	Your Hong Kong Call Centre
Ticket Number:	0000101348	09/20/2004	set up the submit system for cs482
Ticket Number:	0000101328	09/20/2004	Submit Command for cmpe413
Ticket Number:	0000101325	09/20/2004	(seb_party_committee)Web List Request
Ticket Number:	0000101152	09/17/2004	(uracommittee)Web List Request
Ticket Number:	0000101151	09/17/2004	(aicommittee)Web List Request
Ticket Number:	0000101150	09/17/2004	(writingboard)Web List Request
Ticket Number:	0000101079	09/16/2004	alias "presrsvp@umbc.edu" needs to be created for Tina Murphy for p
Ticket Number:	0000101075	09/16/2004	Account reactivation request
Ticket Number:	0000101031	09/16/2004	listproc help
Ticket Number:	0000101015	09/16/2004	Links not working
Ticket Number:	0000101008	09/16/2004	Disable UMBC email account
Ticket Number:	0000100999	09/16/2004	Email problems
Ticket Number:	0000100996	09/16/2004	www.umbc.edu/security redirect
Ticket Number:	0000100988	09/16/2004	Disk quota exceeded
Ticket Number:	0000101125	09/17/2004	Can't delete folders
Ticket Number:	0000100947	09/15/2004	user says they are owner but histcom@listproc.umbc.edu does not sho
Ticket Number:	0000100945	09/15/2004	Pre-Med Society
Ticket Number:	0000101209	09/17/2004	Need Resources Added to Corporate Time
Ticket Number:	0000101165	09/17/2004	(urastudents)Web List Request

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000101164	09/17/2004	(retention)Web List Request
Ticket Number:	0000101158	09/17/2004	(urcad)Web List Request
Ticket Number:	0000101054	09/16/2004	No subject
Ticket Number:	0000101047	09/16/2004	Student name needs corrected
Ticket Number:	0000101038	09/16/2004	guest login accounts
Ticket Number:	0000101163	09/17/2004	(bookselect)Web List Request
Ticket Number:	0000100840	09/14/2004	problem to login Hercules (research box)
Ticket Number:	0000100874	09/15/2004	Calendar account for KYLE - New employee
Ticket Number:	0000100906	09/15/2004	Need a Novell account creation
Ticket Number:	0000100875	09/15/2004	KYLE - New employee / Novell account needed
Ticket Number:	0000100863	09/15/2004	(writersguild)Web List Request
Ticket Number:	0000100857	09/14/2004	Fwd: Submit
Ticket Number:	0000101632	09/23/2004	(sakhu)Web List Request
Ticket Number:	0000102059	09/29/2004	General Information
Ticket Number:	0000101625	09/23/2004	(sakhu)Web List Request
Ticket Number:	0000101613	09/23/2004	Strange Mail With No Forward
Ticket Number:	0000101611	09/23/2004	UNSUBSCRIPTIONS
Ticket Number:	0000101598	09/23/2004	Not listed as active staff member
Ticket Number:	0000101559	09/22/2004	Setting up submit
Ticket Number:	0000101556	09/22/2004	Please reactivate this account, as user is now a staff member on campus
Ticket Number:	0000101520	09/22/2004	Work Order Request
Ticket Number:	0000101518	09/22/2004	(bookimplement)Web List Request
Ticket Number:	0000101455	09/21/2004	(p-cardas)Web List Request
Ticket Number:	0000101928	09/27/2004	(pat_prayer)Web List Request
Ticket Number:	0000101927	09/27/2004	(pmc_prayer)Web List Request
Ticket Number:	0000101926	09/27/2004	(sus_prayer)Web List Request
Ticket Number:	0000101919	09/27/2004	(maps)Web List Request
Ticket Number:	0000101913	09/27/2004	(cpk_prayer)Web List Request
Ticket Number:	0000101897	09/27/2004	(leipslab)Web List Request
Ticket Number:	0000101895	09/27/2004	(chartwell)Web List Request
Ticket Number:	0000101880	09/27/2004	(educ489b)Web List Request
Ticket Number:	0000101839	09/27/2004	(diversityinc)Web List Request
Ticket Number:	0000102302	09/30/2004	(uramentors)Web List Request
Ticket Number:	0000102291	09/30/2004	(umbc-efl)Web List Request
Ticket Number:	0000102205	09/30/2004	list ownership address correction
Ticket Number:	0000101992	09/28/2004	List Proc
Ticket Number:	0000101930	09/27/2004	(hbr_prayer)Web List Request
Ticket Number:	0000101929	09/27/2004	(erk_prayer)Web List Request
Ticket Number:	0000101796	09/26/2004	(team4)Web List Request
Ticket Number:	0000101794	09/26/2004	JEFF HOLMICH
Ticket Number:	0000101781	09/25/2004	(socialcultural)Web List Request
Ticket Number:	0000101679	09/24/2004	Please create an account for Sandor Dornbush (sandor1)
Ticket Number:	0000101676	09/24/2004	Please create an account for Dan Sanzone (sanzone1)
Ticket Number:	0000101665	09/23/2004	Incorrect Student Name
Ticket Number:	0000101653	09/23/2004	submit setup
Ticket Number:	0000101457	09/21/2004	(ciccommons)Web List Request
Ticket Number:	0000101454	09/21/2004	(p-cardas.listproc.umbc.edu)Web List Request
Ticket Number:	0000101398	09/21/2004	Request
Ticket Number:	0000101450	09/21/2004	Guest account request
Ticket Number:	0000101402	09/21/2004	email access denied
Ticket Number:	0000101628	09/23/2004	logging into Resnet gives a table of info below
Ticket Number:	0000099501	09/01/2004	Need Calendar Accounts
Ticket Number:	0000099696	09/02/2004	(eng1100_2698)Web List Request
Ticket Number:	0000099749	09/02/2004	(francemerrick)Web List Request
Ticket Number:	0000099738	09/02/2004	ID#000009963 email problem, potentially lost data

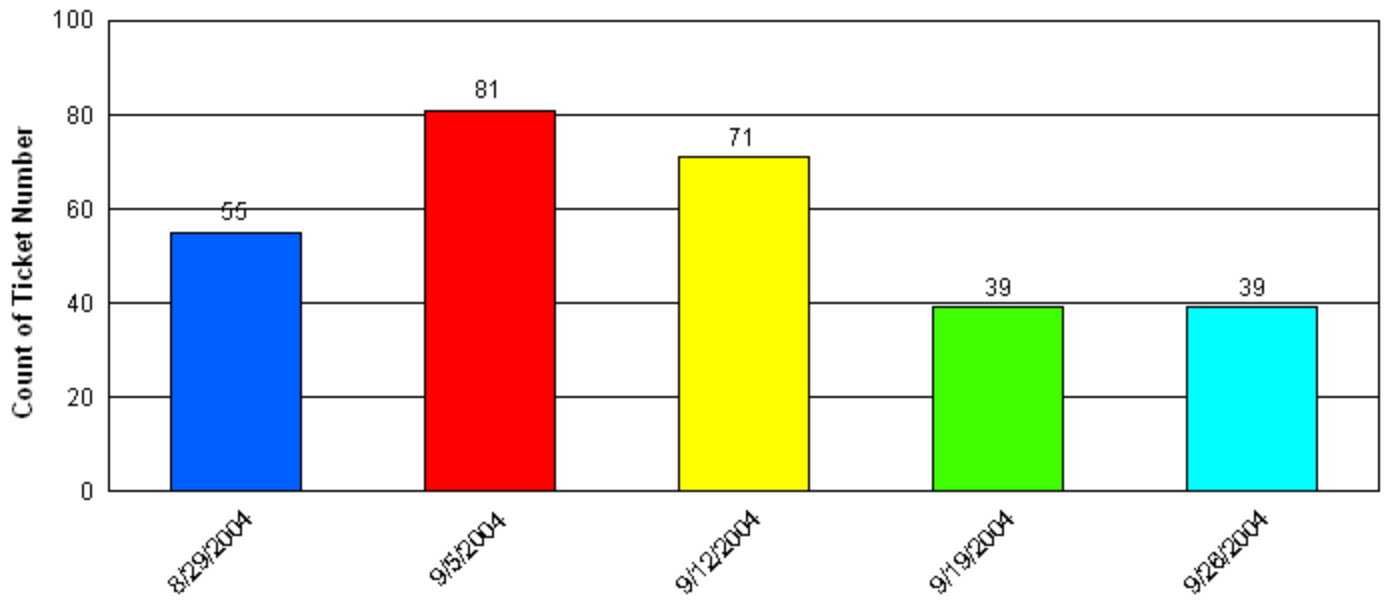
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000099636	09/01/2004	(friendsofprojectteam)Web List Request
Ticket Number:	0000099634	09/01/2004	email problem, potentially lost data
Ticket Number:	0000099613	09/01/2004	(cfa)Web List Request
Ticket Number:	0000099609	09/01/2004	Calendar Accounts
Ticket Number:	0000099600	09/01/2004	User cannot login to webmail. Gives inbox query error after loggin in.
Ticket Number:	0000099599	09/01/2004	Customer can log into myUMBC, but not webmail
Ticket Number:	0000099596	09/01/2004	change owner for web volume
Ticket Number:	0000099846	09/03/2004	Staff Customer Requests CorpTime Accoun
Ticket Number:	0000099836	09/03/2004	Web Alias Request for UMBC Visitor Guide
Ticket Number:	0000099814	09/02/2004	Customer having problems with umbc account
Ticket Number:	0000099797	09/02/2004	please unsubscribe me
Ticket Number:	0000099779	09/02/2004	Listproc - change access
Ticket Number:	0000099770	09/02/2004	Equestrian listproc
Ticket Number:	0000099769	09/02/2004	(crosscountryclub)Web List Request
Ticket Number:	0000099766	09/02/2004	Webmail Problem: everything goes back to the login screen
Ticket Number:	0000099761	09/02/2004	(fyc-announce)Web List Request
Ticket Number:	0000099753	09/02/2004	(servicelearninginterns)Web List Request
Ticket Number:	0000099752	09/02/2004	email date problem reemerged
Ticket Number:	0000100288	09/08/2004	Add alias to transit@umbc.edu
Ticket Number:	0000099592	09/01/2004	(iso)Web List Request
Ticket Number:	0000099589	09/01/2004	Need calendar account.
Ticket Number:	0000099566	09/01/2004	(me_dptc)Web List Request
Ticket Number:	0000099533	09/01/2004	Assignment of the e-mail address sga@umbc.edu
Ticket Number:	0000099530	09/01/2004	calendar account needed
Ticket Number:	0000099666	09/02/2004	(engl490)Web List Request
Ticket Number:	0000099804	09/02/2004	HELP
Ticket Number:	0000100287	09/08/2004	Delete email addresses
Ticket Number:	0000099654	09/02/2004	Request for Calendar Account Creation
Ticket Number:	0000099727	09/02/2004	Email address changed from wfitz to "wfitzger"
Ticket Number:	0000099775	09/02/2004	(service)Web List Request
Ticket Number:	0000100989	09/16/2004	trying to join list-serve
Ticket Number:	0000100686	09/13/2004	List Deletion Request: HONORS-COLLEGE-PARENTS
Ticket Number:	0000100900	09/15/2004	Library guest account issuers

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysCore



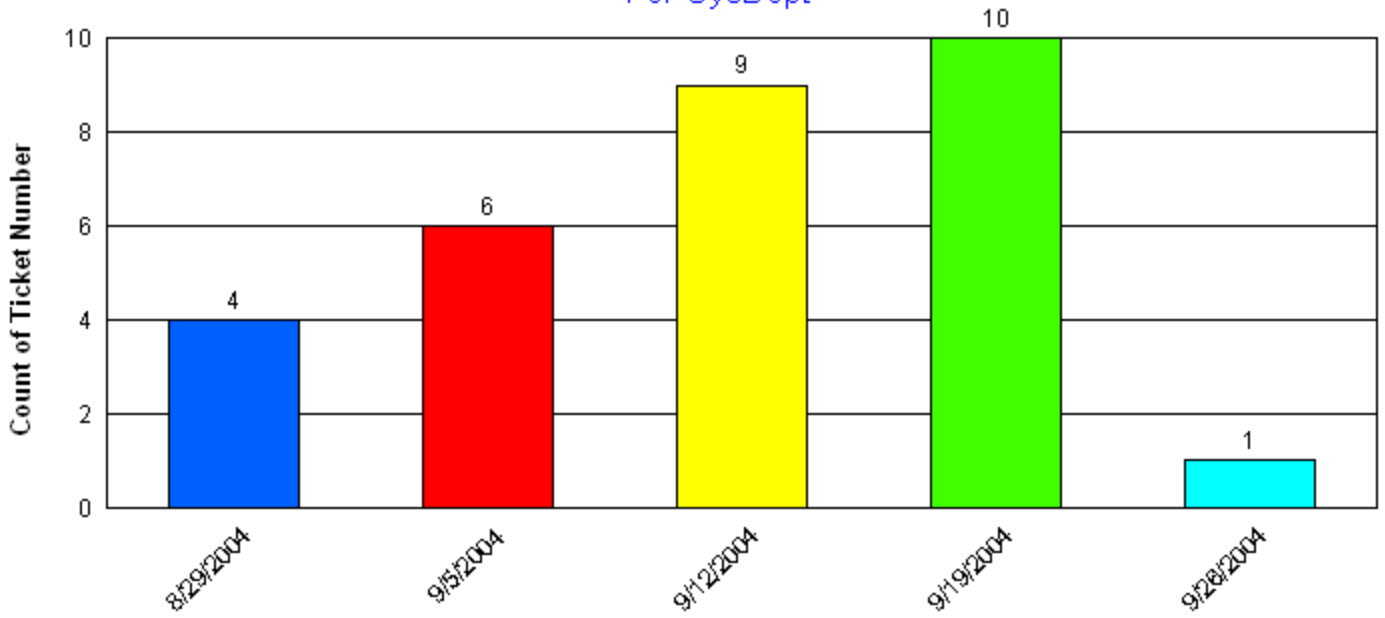
<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
champ	30		
Closed		Total: 11	
Ticket Number: 0000099508		09/01/2004	Can not access lab in ECS114
Ticket Number: 0000099692		09/02/2004	Email problem (sending/recieving)
Ticket Number: 0000099788		09/02/2004	Matlab Licensing
Ticket Number: 0000099629		09/01/2004	[Fwd: Important Safety Recall]
Ticket Number: 0000101491		09/22/2004	Please print
Ticket Number: 0000101638		09/23/2004	No subject
Ticket Number: 0000101538		09/22/2004	Urgent-Please pring 10 copies
Ticket Number: 0000100584		09/11/2004	Please format for MSword
Ticket Number: 0000100781		09/14/2004	[Fwd: Email list]
Ticket Number: 0000101078		09/16/2004	customer unable to log into ecs 114 lab
Ticket Number: 0000101432		09/21/2004	Can we do this?
laura		Total: 17	
Closed		Total: 17	
Ticket Number: 0000101237		09/18/2004	Tape changes 9/18/04
Ticket Number: 0000101372		09/21/2004	Model 8mm tapedrive not working
Ticket Number: 0000101283		09/20/2004	Re: DNA (hook back up)
Ticket Number: 0000101255		09/19/2004	Tape Change 9-19-04
Ticket Number: 0000099999		09/07/2004	Accounts for klssgi1.chem
Ticket Number: 0000100227		09/08/2004	ptplot and jdk 1.3
Ticket Number: 0000100747		09/14/2004	testing one last time...
Ticket Number: 0000100630		09/13/2004	Kiosk image for Commons (RHEL)
Ticket Number: 0000100753		09/14/2004	final test ignore
Ticket Number: 0000100741		09/14/2004	testing ignore
Ticket Number: 0000100624		09/13/2004	Insight II problem groupG
Ticket Number: 0000100578		09/11/2004	Tape changes 9/11/04
Ticket Number: 0000100531		09/10/2004	[net] CHEM006: User damaged jack# 005-D-19
Ticket Number: 0000100401		09/09/2004	Create accounts for David on model.chem and omega500.chem
Ticket Number: 0000101447		09/21/2004	All tapes changed for 9/21
Ticket Number: 0000101779		09/25/2004	Tape Changes 9/25/04
Ticket Number: 0000101734		09/24/2004	user maljef1 data link to /klssgi1/data missing
randy		Total: 2	
Resolved		Total: 1	
Ticket Number: 0000101862		09/27/2004	JCET South Campus having Network issues
Closed		Total: 1	
Ticket Number: 0000100639		09/13/2004	Bypassing RH Network registration for UMBC RH 3

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysDept



Total Remedy Tickets Closed or Resolved between 09/01/2004 and 09/30/2004 : 2410

Count of Ticket Number / Create Date & HD Department Section

