

Closed/Resolved Tickets by OIT Section

Tickets Created Between 09/01/2005 and 09/30/2005

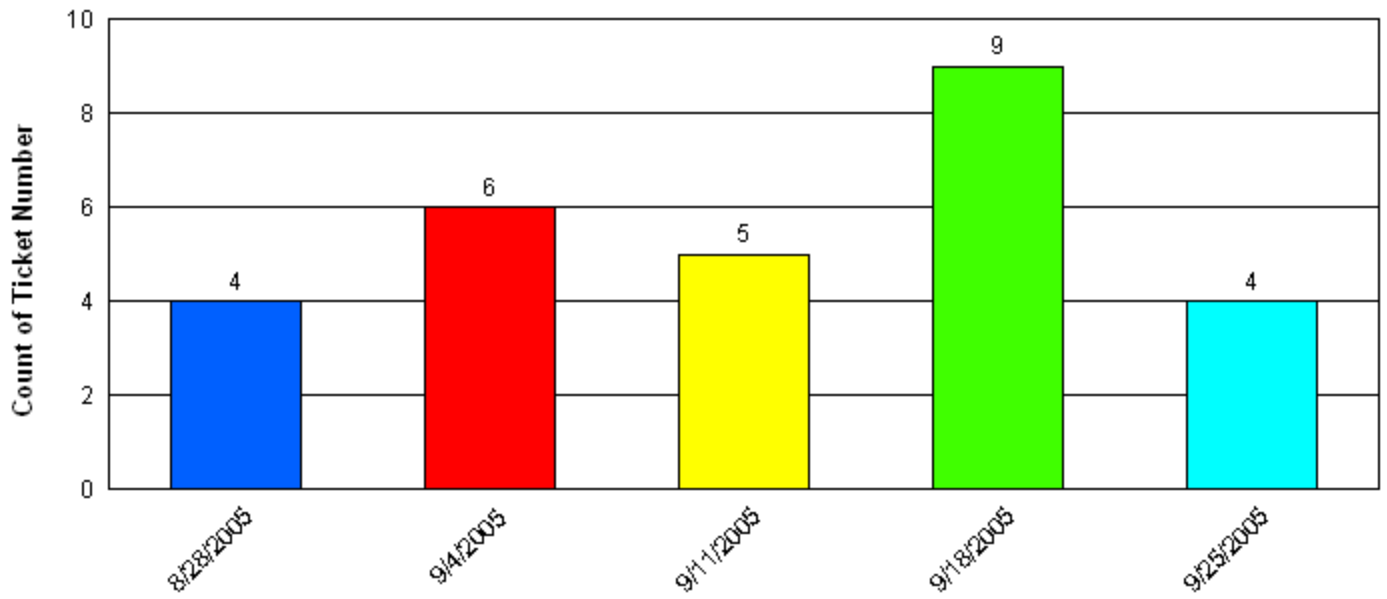
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
BSG:Acad_Admin	Total:	28	
blanchet		Total: 7	
Closed		Total: 7	
Ticket Number:	0000126646	09/30/2005	8885 ARBR3979 +ABORT 8/5 CS A04 #J3620 1193 FRI 3:
Ticket Number:	0000125318	09/13/2005	ABORT: ARBR3952
Ticket Number:	0000124841	09/07/2005	Modifications to AXBR4570 output file
Ticket Number:	0000124860	09/07/2005	Contract type in orl records not correct
Ticket Number:	0000124868	09/07/2005	ARBR3952 - Cashiering Settlement Report - Abort
Ticket Number:	0000125969	09/21/2005	RDBR2022 Abort
Ticket Number:	0000125971	09/21/2005	TLOADJCL Abort
dina		Total: 9	
Closed		Total: 9	
Ticket Number:	0000125823	09/19/2005	Modifications to UA programs for new file layout
Ticket Number:	0000125041	09/09/2005	ABAORT: UABM1688 and UABM1623
Ticket Number:	0000125089	09/09/2005	R25 Installation on Student machine in Commons
Ticket Number:	0000126241	09/23/2005	Install software-Resource 25
Ticket Number:	0000126383	09/27/2005	Work Order Request
Ticket Number:	0000126564	09/29/2005	R25 Client Install
Ticket Number:	0000124383	09/01/2005	Add new certificates to system
Ticket Number:	0000124384	09/01/2005	Problems using R25 Webviewer
Ticket Number:	0000124519	09/02/2005	Modify Special Admit Code for National Emergency Admits
jason12		Total: 5	
Closed		Total: 5	
Ticket Number:	0000124700	09/06/2005	SCEQ Questions
Ticket Number:	0000125596	09/15/2005	Modify uaom9150 to default to \$50 deposit
Ticket Number:	0000125626	09/15/2005	r25 AD problems
Ticket Number:	0000125792	09/19/2005	r25 install
Ticket Number:	0000126232	09/23/2005	RL0M9955 doesn't restrict dorm-apt type on RLH screen
putro		Total: 7	
Closed		Total: 7	
Ticket Number:	0000125889	09/20/2005	Customer is registered for classes but myUMBC shows that he is not c
Ticket Number:	0000126144	09/22/2005	Change profile for DCI maintenance
Ticket Number:	0000126127	09/22/2005	Blank SSNs coming through in Athletics updates.
Ticket Number:	0000125580	09/15/2005	Abort of Adager Squeeze for OIR fall freeze
Ticket Number:	0000125589	09/15/2005	Problem with default meal plan for Harbour Hall
Ticket Number:	0000124363	09/01/2005	Duplicate Batch # on SAR to GL last night
Ticket Number:	0000126385	09/27/2005	Modify download to HR for student FICA to include term dates

Create
Date

Short Description

Count of Ticket Number / Create Date

For BSG:Acad_Admin



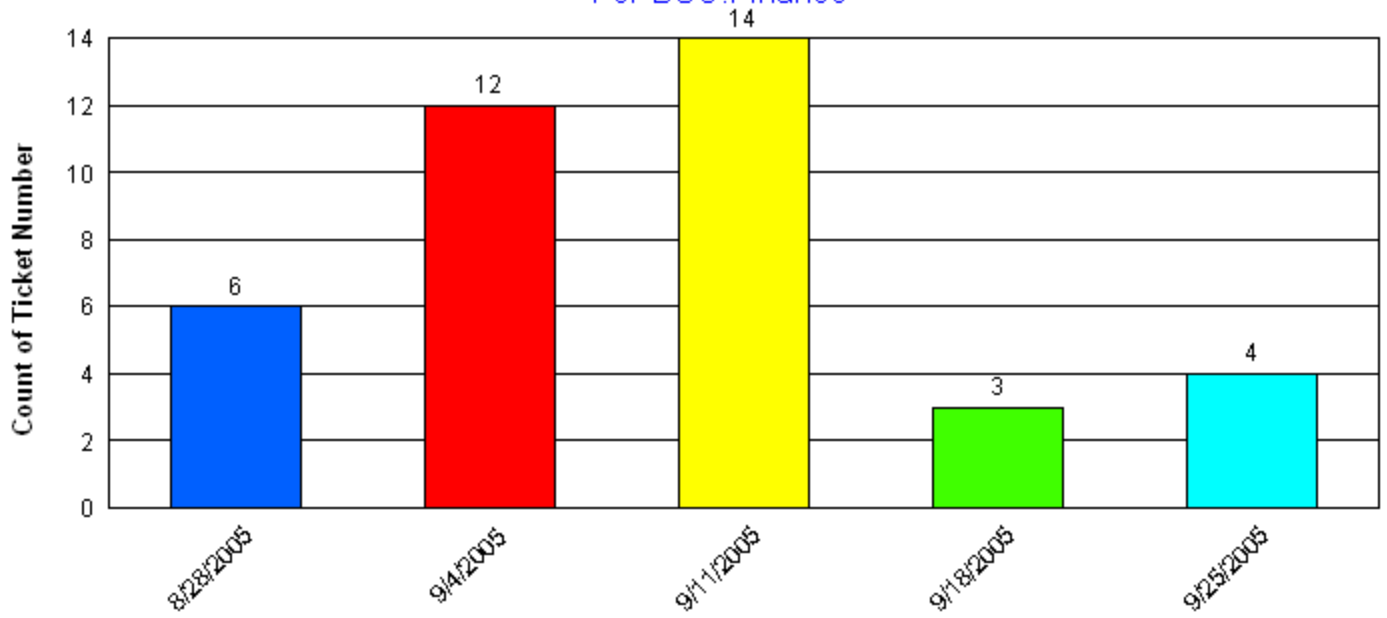
		<u>Create</u>	<u>Short Description</u>
BSG:Finance		<u>Date</u>	
Total:		39	
afinn		Total: 6	
Closed		Total: 6	
Ticket Number:	0000126473	09/28/2005	Modify Graduate Admissions Enrollment Report
Ticket Number:	0000125262	09/12/2005	FW: OLT Query um_proj_exp_vw
Ticket Number:	0000125524	09/14/2005	research Grants workflow to unlock fields for OSP after DEPT approv
Ticket Number:	0000125040	09/09/2005	RE: Project numbers in Pcard
Ticket Number:	0000125219	09/12/2005	1.BIL rows will not update to Billing Worksheet
Ticket Number:	0000125043	09/09/2005	FW: Project numbers in Pcard
dharley		Total: 4	
Closed		Total: 4	
Ticket Number:	0000125826	09/19/2005	link to paradocs
Ticket Number:	0000125485	09/14/2005	Reset Password
Ticket Number:	0000124373	09/01/2005	3 AR Report Modification
Ticket Number:	0000124675	09/06/2005	try to log in Rstar
kblank		Total: 12	
Closed		Total: 12	
Ticket Number:	0000124347	09/01/2005	1 FW: The Process Instance (265434 - Job: (UMSARGL) failed to c
Ticket Number:	0000124580	09/02/2005	Cannot Delete Journal Entry
Ticket Number:	0000124617	09/05/2005	SAR TO GL interface
Ticket Number:	0000125411	09/13/2005	2 SQL Error while creating new Permission List
Ticket Number:	0000124755	09/06/2005	Journal Copy is not Working Properly
Ticket Number:	0000125249	09/12/2005	RE: Peoplesoft - Cannot Login
Ticket Number:	0000125457	09/14/2005	Retriever
Ticket Number:	0000125386	09/13/2005	3 discrepancies between the Retriever tabs on period 2 fy06
Ticket Number:	0000126126	09/22/2005	3 Grant - Report - Project/Grant Budget to Actual (UMGM007)
Ticket Number:	0000125039	09/09/2005	Query Excel template
Ticket Number:	0000125207	09/12/2005	3 Cannot access PS Finance
Ticket Number:	0000125217	09/12/2005	3 User Sign On Issues
psimon		Total: 8	
Closed		Total: 8	
Ticket Number:	0000124833	09/07/2005	4 Stuck AP Payments
Ticket Number:	0000125085	09/09/2005	please create program to help with FNA
Ticket Number:	0000124846	09/07/2005	3 AP Unmatch Process
Ticket Number:	0000124848	09/07/2005	2 Wood PO 2552 - see also ticket# 122956
Ticket Number:	0000125835	09/19/2005	2 P-Card Error
Ticket Number:	0000126365	09/27/2005	No Sucess
Ticket Number:	0000124633	09/06/2005	Happy Tuesday!
Ticket Number:	0000124836	09/07/2005	3 Duplicate Voucher #
slong		Total: 9	
Resolved		Total: 1	
Ticket Number:	0000126324	09/26/2005	F&A Data Integrity Check
Closed		Total: 8	
Ticket Number:	0000126342	09/26/2005	3 Request for setup for [recurrences] run control scheduler
Ticket Number:	0000124389	09/01/2005	2 Request for setup for run control scheduler
Ticket Number:	0000124564	09/02/2005	Request for setup for run control scheduler
Ticket Number:	0000124587	09/03/2005	Request for setup for run control scheduler
Ticket Number:	0000125405	09/13/2005	F&A Recurrence
Ticket Number:	0000125513	09/14/2005	Transfer lines from HR_ACCTG_LINE from HRTST2 to FSTST
Ticket Number:	0000125711	09/16/2005	Fw: Remedy Ticket needed
Ticket Number:	0000125670	09/16/2005	P Drive

Create
Date

Short Description

Count of Ticket Number / Create Date

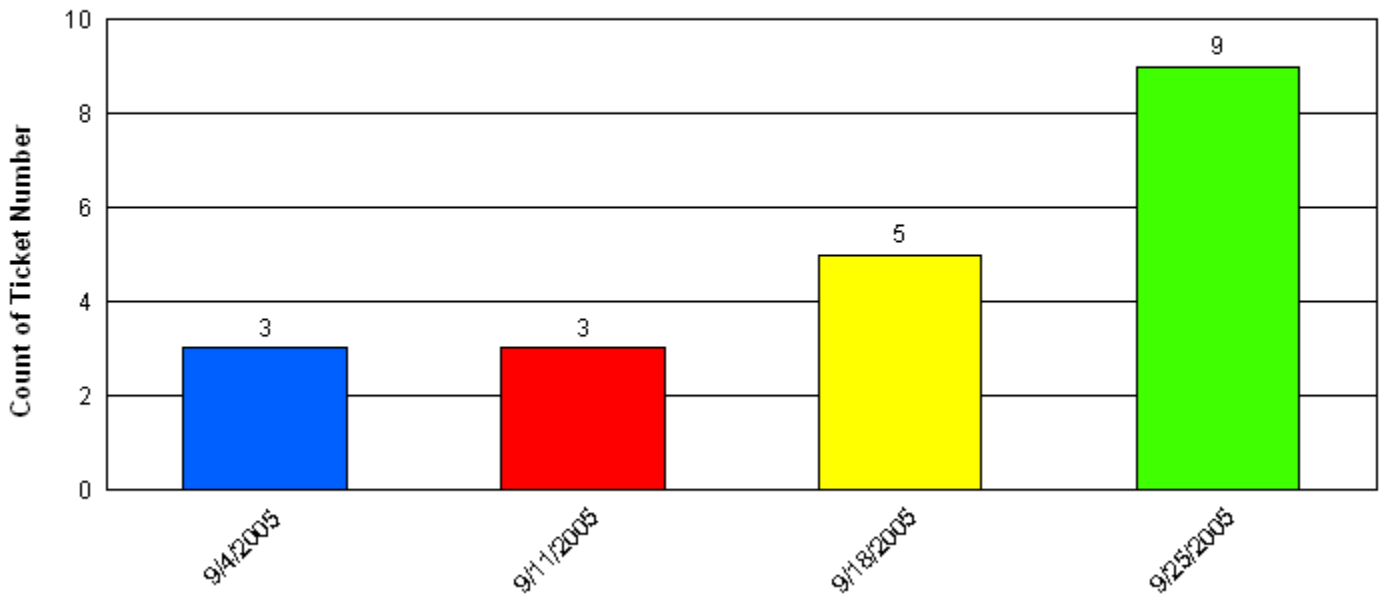
For BSG:Finance



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
BSG:HR	Total:	20	
dsylva	Total:	8	
Closed	Total:	8	
Ticket Number:	0000125590	09/15/2005	R0000A:Create a report that shows student employees with enrollm
Ticket Number:	0000126261	09/24/2005	Retro for Non-consecutive Pay Periods
Ticket Number:	0000126279	09/26/2005	PS HR -The application server is down at this time
Ticket Number:	0000126395	09/27/2005	Re: Retro for Non-consecutive Pay Periods
Ticket Number:	0000126292	09/26/2005	HR "Error - SQR failed process"
Ticket Number:	0000126291	09/26/2005	HR Production - Statement of Payroll Charges Running to Error
Ticket Number:	0000126062	09/21/2005	PS****:Errors on GL Interface Report 2006006
Ticket Number:	0000126218	09/23/2005	PS****:Department 10401 Name change caused flags to be set incor
lrand	Total:	12	
Closed	Total:	12	
Ticket Number:	0000125904	09/20/2005	PS****:Need a Permission List Code Established
Ticket Number:	0000126064	09/21/2005	PS****:Need a DP code established
Ticket Number:	0000124929	09/08/2005	PS****:URGENT - Rename Dept 10315
Ticket Number:	0000124968	09/08/2005	PS****:Need a new DP code
Ticket Number:	0000124964	09/08/2005	PS****:Establish New Permission List
Ticket Number:	0000126623	09/29/2005	PS****:Need a Permission List created
Ticket Number:	0000126622	09/29/2005	PS****:Establish Permission List
Ticket Number:	0000126708	09/30/2005	PS****:Create September 2005 UMSA Extract File for submission to
Ticket Number:	0000126663	09/30/2005	P0002A:Create spreadsheet with balances for all employees for Vaca
Ticket Number:	0000126648	09/30/2005	PS****:Establish Permission List Code
Ticket Number:	0000125400	09/13/2005	PS****:Duplicate DP code
Ticket Number:	0000125541	09/14/2005	PS****:Change Name on Dept 10401

Count of Ticket Number / Create Date

For BSG:HR



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
BSG:Infrastructure	Total:	158	
chriss	Total:	39	
Closed	Total:	39	
Ticket Number:	0000125350	09/13/2005	Refresh FSUAT
Ticket Number:	0000125356	09/13/2005	Script for FSPRD
Ticket Number:	0000125511	09/14/2005	Request in FSUAT
Ticket Number:	0000125698	09/16/2005	Need this script to be run in FSPRD (CSR #417,
Ticket Number:	0000125685	09/16/2005	is this backup still around?
Ticket Number:	0000125664	09/16/2005	Unable to connect to epmdev
Ticket Number:	0000125587	09/15/2005	table import
Ticket Number:	0000125584	09/15/2005	Script for FSUAT
Ticket Number:	0000125577	09/15/2005	Update XLAT table in epmdev
Ticket Number:	0000125553	09/15/2005	Script for FSDEV
Ticket Number:	0000125550	09/15/2005	Update XLAT table in EPMDEV
Ticket Number:	0000125499	09/14/2005	Script for FSPRD
Ticket Number:	0000125498	09/14/2005	Script for FSPRD - Part II
Ticket Number:	0000125381	09/13/2005	Script fo FSPRD - another one
Ticket Number:	0000126295	09/26/2005	Jasmine Zacharias is getting an error in ByRequest...
Ticket Number:	0000126296	09/26/2005	Please run attached in FSTST
Ticket Number:	0000126321	09/26/2005	Install SADMO and SADEV
Ticket Number:	0000126650	09/30/2005	Please run attached in FSTST
Ticket Number:	0000126386	09/27/2005	r25 devl refresh
Ticket Number:	0000126364	09/27/2005	Script for FSPRD
Ticket Number:	0000126332	09/26/2005	Script and request for FSDEV
Ticket Number:	0000126310	09/26/2005	Staff Cannot Logon to Finweb
Ticket Number:	0000124343	09/01/2005	Willie Cotton cannot access byRequest reports
Ticket Number:	0000124711	09/06/2005	Backup HRPRD and save it for payroll run.
Ticket Number:	0000124344	09/01/2005	Install Oracle 10g on sadev
Ticket Number:	0000124823	09/07/2005	Please create view in FSPRD
Ticket Number:	0000124875	09/07/2005	Please create DBlink from FSPRD to HRPRD
Ticket Number:	0000125199	09/12/2005	Investigate adding new users to FINWEB
Ticket Number:	0000125007	09/08/2005	3 Access
Ticket Number:	0000125487	09/14/2005	FSPRD Trigger 'Issue'
Ticket Number:	0000124888	09/07/2005	please run script (FSDEV)
Ticket Number:	0000124850	09/07/2005	STAT - HR Access Request
Ticket Number:	0000125766	09/19/2005	Privileges in hrtst2
Ticket Number:	0000125772	09/19/2005	Please alter table in FSDEV with attached script
Ticket Number:	0000126577	09/29/2005	Please run attached script in FSDEV
Ticket Number:	0000125815	09/19/2005	please run attached in FSDEV
Ticket Number:	0000126087	09/22/2005	tbls part 2 - pls create the attached tbls in hrdb2
Ticket Number:	0000126085	09/22/2005	pls create the attached tbls in hrdb2
Ticket Number:	0000125875	09/20/2005	Delete for FSUAT

haddaway		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
		<u>Total:</u>	26
		<u>Total:</u>	26
Ticket Number:	0000125980	09/21/2005	Please save last night's backup of hrprd
Ticket Number:	0000126002	09/21/2005	please run script in FSDEV
Ticket Number:	0000126017	09/21/2005	Script for FSUAT
Ticket Number:	0000126020	09/21/2005	more tbls to recreate in hrdb3
Ticket Number:	0000126034	09/21/2005	pls recreate tbls in hrdb3
Ticket Number:	0000126047	09/21/2005	Execute script in HRPRD to update PAY_TAX_DIST
Ticket Number:	0000126066	09/21/2005	Execute scripts in HRPRD
Ticket Number:	0000126223	09/23/2005	please give oracle access to Doug Bowser to hrdb3
Ticket Number:	0000126203	09/23/2005	pls run the sql script for um_pay_date_tbl in hrdb3
Ticket Number:	0000126118	09/22/2005	Script for FSTST
Ticket Number:	0000126108	09/22/2005	please run script if FSPRD
Ticket Number:	0000126100	09/22/2005	somehow ps_dept_tbl is not in hrdb3
Ticket Number:	0000126055	09/21/2005	please run script (FSPRD)
Ticket Number:	0000126043	09/21/2005	Backup selected tables in HRPRD
Ticket Number:	0000126030	09/21/2005	Please run attached in FSDEV
Ticket Number:	0000126019	09/21/2005	pls recreate these tbles in hrdb3
Ticket Number:	0000126007	09/21/2005	pls clone lst night's hrprd to hrdb2
Ticket Number:	0000126004	09/21/2005	Copy table from HRPRD to HRTST2
Ticket Number:	0000124792	09/07/2005	Grant David Sylva (username 'dsylva') Oracle insert/update/delete ca
Ticket Number:	0000125056	09/09/2005	Research bug in ps_proj_resource
Ticket Number:	0000124876	09/07/2005	please run script fsdev
Ticket Number:	0000126624	09/29/2005	Script for FSPRD and FSTST
Ticket Number:	0000125375	09/13/2005	Schedule daily retriever analyze for fsprd
Ticket Number:	0000125439	09/13/2005	Oracle access needed for user krystle1
Ticket Number:	0000126023	09/21/2005	pls run script in hrprd
Ticket Number:	0000125552	09/15/2005	copy SIS tables into EPM

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
jeremy			32	
Closed		<u>Total:</u>	32	
Ticket Number:	0000126406	09/27/2005		please run script (fsprd)
Ticket Number:	0000126247	09/24/2005		Pls give Michael Glasser Oracle access to hrdb3
Ticket Number:	0000126294	09/26/2005		Please run attached in FSTST
Ticket Number:	0000126409	09/27/2005		please run script fsprd
Ticket Number:	0000126580	09/29/2005		Script for FSUAT
Ticket Number:	0000126600	09/29/2005		Please run attached in FSDEV
Ticket Number:	0000126344	09/26/2005		pls created the attached view in DB3 and DB2
Ticket Number:	0000124348	09/01/2005		Please run attached script in FSTST
Ticket Number:	0000124431	09/01/2005		Oracle account locked in UMBC instance
Ticket Number:	0000124450	09/01/2005		pls create these next 6 tbls in hruat
Ticket Number:	0000124572	09/02/2005		Oracle access needed
Ticket Number:	0000124731	09/06/2005		start EPM 8.9 instyall on the EPMPRD box
Ticket Number:	0000124715	09/06/2005		create and schedule Auditing table cleanup for HRPRD
Ticket Number:	0000124645	09/06/2005		please run script in fsprd
Ticket Number:	0000124560	09/02/2005		EPMDEV out of space on PSDEFAULT...Query running slow in Pr
Ticket Number:	0000124449	09/01/2005		pls create the attached tbls in hruat
Ticket Number:	0000124707	09/06/2005		Update for FSPRD
Ticket Number:	0000124559	09/02/2005		out of space in PSDEFAULT ts in epmdev
Ticket Number:	0000124743	09/06/2005		Execute script in HRPRD
Ticket Number:	0000124843	09/07/2005		Update for FSPRD
Ticket Number:	0000124832	09/07/2005		export/import tables
Ticket Number:	0000124780	09/07/2005		create table in FSDEV
Ticket Number:	0000125046	09/09/2005		please refresh ps_proj_resource in FSUAT
Ticket Number:	0000124966	09/08/2005		please refresh ps_proj_resource (fsdev)
Ticket Number:	0000124960	09/08/2005		Please delete all rows from the PS_GL_ACCT_CD_TBL in the HRPR
Ticket Number:	0000124955	09/08/2005		HR Production back up to HRDB1
Ticket Number:	0000124890	09/07/2005		Please run attached in FSPRD
Ticket Number:	0000124882	09/07/2005		modify and schedule Auditing table cleanup for FSPRD
Ticket Number:	0000124777	09/07/2005		pls clone hrtst2 with /scratch/hr/backup_hold/HRPRD/0906_ticket_12471
Ticket Number:	0000125822	09/19/2005		Please run attached in FSDEV
Ticket Number:	0000125872	09/20/2005		Delete for FSPRD
Ticket Number:	0000126283	09/26/2005		Please run attached script in FSDEV
jgood		<u>Total:</u>	18	
Closed		<u>Total:</u>	18	
Ticket Number:	0000125774	09/19/2005		hrtst oracle backups not running
Ticket Number:	0000125773	09/19/2005		huge fsdev web server reports
Ticket Number:	0000126046	09/21/2005		hrtst2 error
Ticket Number:	0000126133	09/22/2005		memory load on fsdev
Ticket Number:	0000126299	09/26/2005		hrprd SQRs failing
Ticket Number:	0000124949	09/08/2005		ULOGPFX needs to be modified in the cfengine .profile
Ticket Number:	0000124367	09/01/2005		chlicense
Ticket Number:	0000124706	09/06/2005		change ps users .profile
Ticket Number:	0000126284	09/26/2005		Failed to post files - FSPRD
Ticket Number:	0000126309	09/26/2005		filer to filer test
Ticket Number:	0000126288	09/26/2005		cobol 4
Ticket Number:	0000126351	09/26/2005		nmon10
Ticket Number:	0000126287	09/26/2005		routing on fs-webpc2.ps
Ticket Number:	0000125378	09/13/2005		NFS mounts for AIX in cfengine
Ticket Number:	0000125403	09/13/2005		user putro to sallie mae lists
Ticket Number:	0000125368	09/13/2005		Legato client upgrade
Ticket Number:	0000125535	09/14/2005		cobol on fsdev
Ticket Number:	0000125364	09/13/2005		AIX redundant NICs

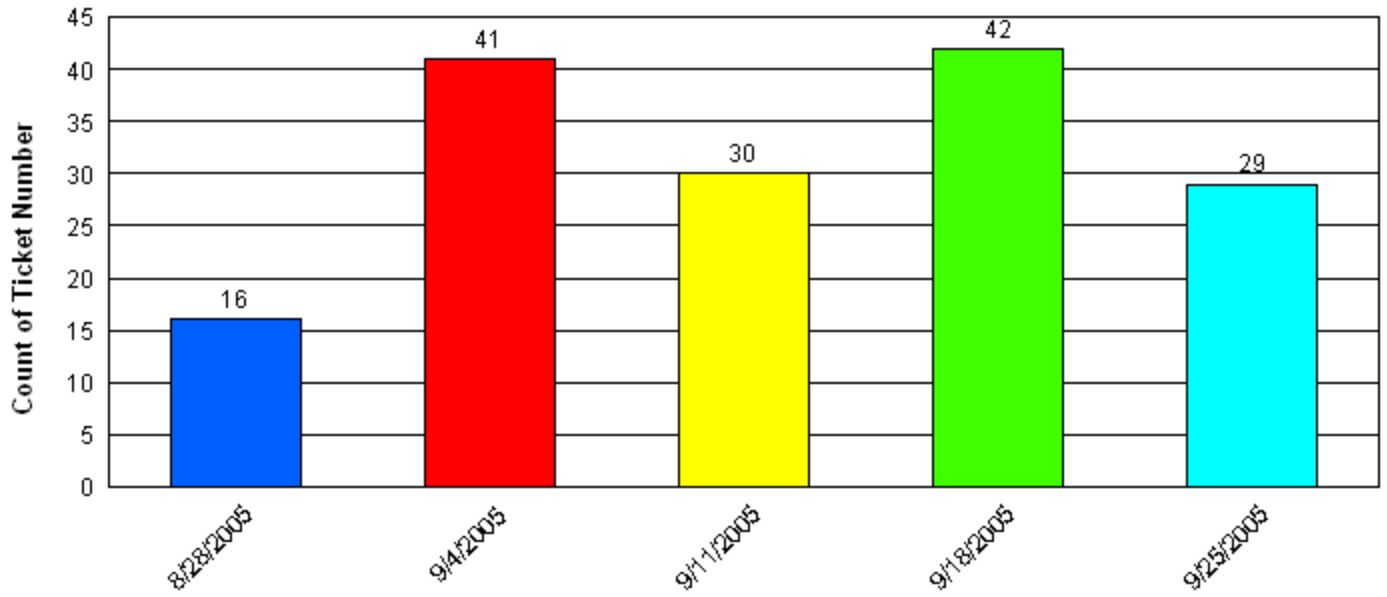
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
kirby			
Closed			
Ticket Number: 0000126209	09/23/2005		Need a Permission List Code Established
ostrove			
Closed			
Ticket Number: 0000126146	09/22/2005		epm 89 app install on epm-webpa2.ps.umbc.edu
Ticket Number: 0000124441	09/01/2005		hp8100 Printer issues
Ticket Number: 0000124683	09/06/2005		100 MB on /tmp on EPMPRD.PS
Ticket Number: 0000124638	09/06/2005		netsaint: nt1.umbc.edu WARNING
Ticket Number: 0000124629	09/06/2005		Please move bighair.ucs in nagios
Ticket Number: 0000124395	09/01/2005		Batch & Print Pro Print Error
Ticket Number: 0000126570	09/29/2005		fsdev user cannot ssh into fsdev.ps box
Ticket Number: 0000125340	09/13/2005		Upgrade legato server software
Ticket Number: 0000125641	09/15/2005		Move qualstar from commons to pup
Ticket Number: 0000125466	09/14/2005		Batch & Print Pro Print Error
Ticket Number: 0000125370	09/13/2005		PeopleTools FSFIX Finance upgrade
Ticket Number: 0000124751	09/06/2005		Install PeopleSoft 8.4 Financials... to fs-webpc
Ticket Number: 0000124775	09/07/2005		Nagios removes, moves when time allows.
Ticket Number: 0000124797	09/07/2005		Netsaint access for HD consultants
Ticket Number: 0000125102	09/09/2005		remove save set within legato
Ticket Number: 0000125093	09/09/2005		Host: nt1.umbc.edu - Nagios Warning
Ticket Number: 0000124956	09/08/2005		Work Order Request
Ticket Number: 0000125981	09/21/2005		IBM HMC upgrade
Ticket Number: 0000124806	09/07/2005		ip changed on klssgi1.chem today
Ticket Number: 0000125899	09/20/2005		Netsaint: Warning: terminal.ps.umbc.edu
Ticket Number: 0000125970	09/21/2005		pls copy all the hr83/sqr files from hrprd to hrdb3
Ticket Number: 0000126040	09/21/2005		legato.ps: replaced bad hard drive
Ticket Number: 0000126227	09/23/2005		Setup VIPA on sadev
Ticket Number: 0000126219	09/23/2005		Netsaint: NT1.umbc.edu: WARNING
Ticket Number: 0000126094	09/22/2005		Update BIOS on HMC
Ticket Number: 0000126560	09/29/2005		Batch & Print Pro Print Error
riedel			
Closed			
Ticket Number: 0000125795	09/19/2005		oracle group creation
Ticket Number: 0000124881	09/07/2005		schedule /oracle/pshr/app/auditing/audit_clean.sh to run
Ticket Number: 0000125108	09/09/2005		change user-creation process
Ticket Number: 0000125109	09/09/2005		mv cfe into svn
Ticket Number: 0000125107	09/09/2005		twiki
Ticket Number: 0000125106	09/09/2005		install sa 89 on sadev
Ticket Number: 0000125373	09/13/2005		SA install
Ticket Number: 0000125555	09/15/2005		redo perl installs thru cfengine
Ticket Number: 0000126465	09/28/2005		Airfilters on 670's
Ticket Number: 0000126471	09/28/2005		Change /etc/oratab
Ticket Number: 0000126467	09/28/2005		sadmo configuration
Ticket Number: 0000124366	09/01/2005		aix / ssh / x11
Ticket Number: 0000124556	09/02/2005		update nrpe regex
Ticket Number: 0000126286	09/26/2005		Oracle startup script for sadev
Ticket Number: 0000124555	09/02/2005		Update nagios for sa-web
Ticket Number: 0000124351	09/01/2005		sadev.ps down
	Total:	1	
	Total:	1	
	Total:	26	
	Total:	26	
	Total:	16	
	Total:	16	

Create
Date

Short Description

Count of Ticket Number / Create Date

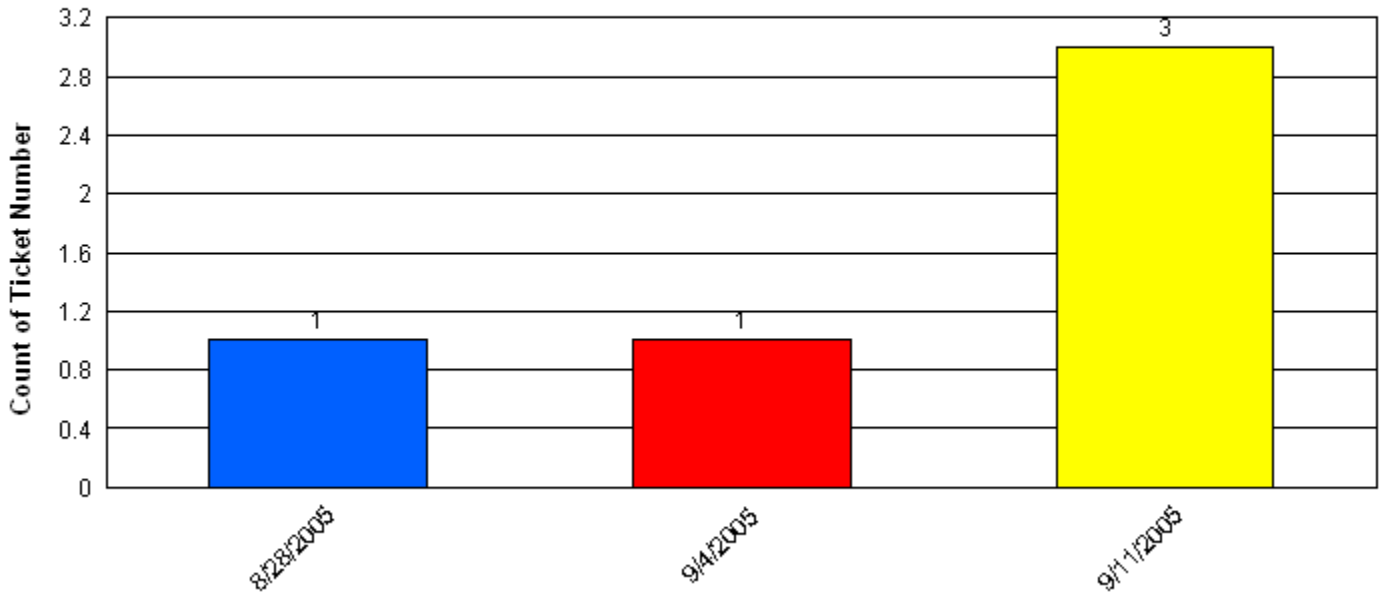
For BSG:Infrastructure



COE	champ	Total:	5	Short Description
	Closed	Total:	5	
Ticket Number:	0000124398		09/01/2005	RE: E-mail invitation (fwd)
Ticket Number:	0000125427		09/13/2005	ECS 230 Account
Ticket Number:	0000125450		09/14/2005	Fw: PLTW
Ticket Number:	0000124899		09/07/2005	SSH
Ticket Number:	0000125195		09/12/2005	Lab computers

Count of Ticket Number / Create Date

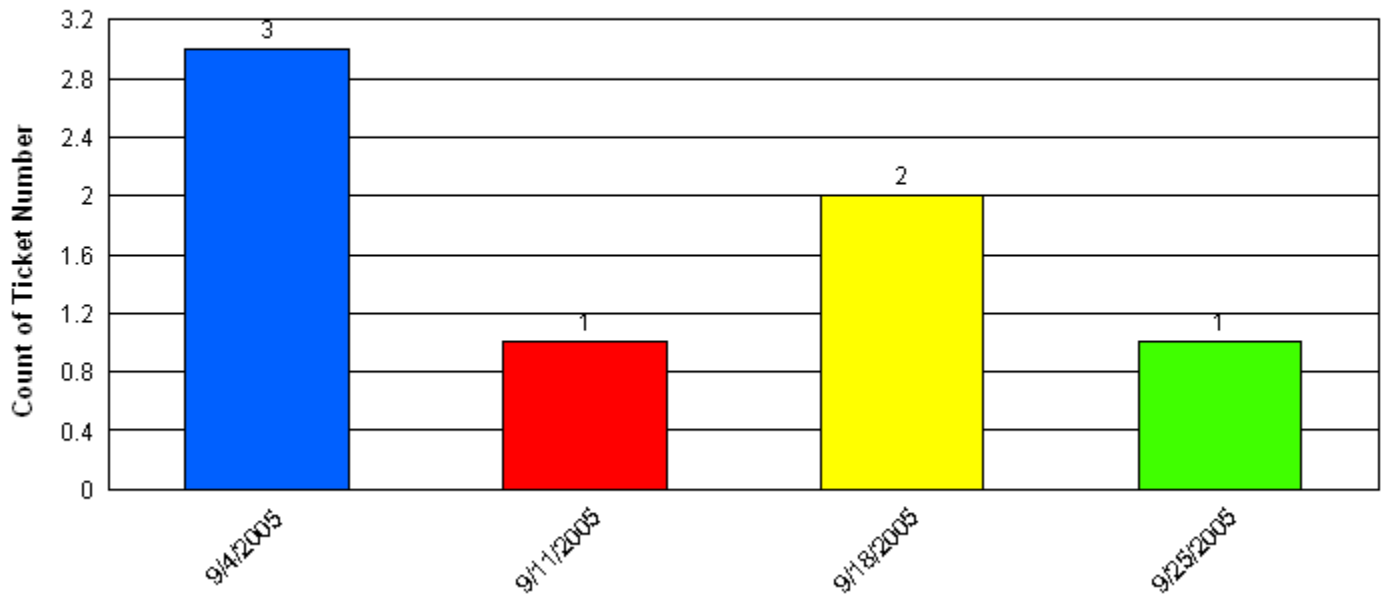
For COE



CSEE	Total:	Create Date	Short Description
bhowell1	7		
Closed		Total: 1	
Ticket Number: 0000126349		09/26/2005	Query for MAC associated with HOSTNAME
gweiss		Total: 6	
Closed		Total: 6	
Ticket Number: 0000125525		09/14/2005	Can't execute cadence icfb command.
Ticket Number: 0000124913		09/07/2005	dying keyboard
Ticket Number: 0000125024		09/08/2005	User getting license error for Matlab
Ticket Number: 0000125012		09/08/2005	New Ticket: Jack change request
Ticket Number: 0000126027		09/21/2005	need help for class ENEE302/206 -- lab ITE242
Ticket Number: 0000126032		09/21/2005	Work Order Request

Count of Ticket Number / Create Date

For CSEE



		<u>Create</u>		<u>Short Description</u>
DPET	<u>Total:</u>	<u>Date</u>		
DPET:WFM		<u>Total:</u>	2	
Closed		<u>Total:</u>	2	
Ticket Number:	0000126611	09/29/2005		Replace Staples in ACIV-B Copier
Ticket Number:	0000125715	09/16/2005		Change Inventory

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
glu01		<u>Total:</u>	51	
	Resolved	<u>Total:</u>	1	
Ticket Number:	0000125786	09/19/2005		problem saving files
	Closed	<u>Total:</u>	50	
Ticket Number:	0000126379	09/27/2005		[Fwd: av equipment] -THURSDAY 29th
Ticket Number:	0000126430	09/27/2005		Toner low on laserjet 4000N
Ticket Number:	0000126440	09/28/2005		wireless connection
Ticket Number:	0000126584	09/29/2005		Printers Installed
Ticket Number:	0000126581	09/29/2005		Update VPN Client
Ticket Number:	0000126567	09/29/2005		Telephone Cord
Ticket Number:	0000126533	09/28/2005		disable internet explorer's "auto complete" -ELC lab
Ticket Number:	0000126474	09/28/2005		elc-instructors@listproc.edu
Ticket Number:	0000126456	09/28/2005		Copier in UC Down
Ticket Number:	0000126591	09/29/2005		ELC computer lab
Ticket Number:	0000126429	09/27/2005		ELC computers
Ticket Number:	0000126177	09/23/2005		ACIV B Xerox Copier not feeding documents
Ticket Number:	0000124520	09/02/2005		another computer not printing
Ticket Number:	0000124654	09/06/2005		computer lab
Ticket Number:	0000124643	09/06/2005		Fix longman/Flash bug on the lab computer
Ticket Number:	0000124565	09/02/2005		Longman installation
Ticket Number:	0000124404	09/01/2005		Investigate Active Directory Status
Ticket Number:	0000124393	09/01/2005		[Fwd: FW: SIS access]
Ticket Number:	0000124359	09/01/2005		Longman software
Ticket Number:	0000124352	09/01/2005		Software for ISD Lab and Drop in Lab
Ticket Number:	0000124350	09/01/2005		Projector not displaying in ISD lab
Ticket Number:	0000125788	09/19/2005		Active directory request
Ticket Number:	0000124349	09/01/2005		Junk Mail
Ticket Number:	0000125353	09/13/2005		Color Printer
Ticket Number:	0000125452	09/14/2005		Computer Keeps Freezing
Ticket Number:	0000126594	09/29/2005		elc lab computer F3 doesn't boot
Ticket Number:	0000125642	09/15/2005		MS Publisher Error
Ticket Number:	0000125640	09/15/2005		request set up assistance
Ticket Number:	0000125633	09/15/2005		ELC lab
Ticket Number:	0000125599	09/15/2005		Paper Jam in ELC Computer Lab
Ticket Number:	0000125421	09/13/2005		check computet A1 in the ELC lab
Ticket Number:	0000125418	09/13/2005		Longman is not working in some of the lab computer
Ticket Number:	0000125401	09/13/2005		ELC Copier/Printer
Ticket Number:	0000125784	09/19/2005		final move items
Ticket Number:	0000125801	09/19/2005		Problem with Longman in ELC computer lab
Ticket Number:	0000126178	09/23/2005		Fax machine needs toner
Ticket Number:	0000126478	09/28/2005		URGENT-COPIER NOT WORKING
Ticket Number:	0000125954	09/20/2005		Mobile Laptop Car Adaptor
Ticket Number:	0000125906	09/20/2005		Configuration concerns
Ticket Number:	0000126148	09/22/2005		check computer A4
Ticket Number:	0000124830	09/07/2005		Clicking noise from computer
Ticket Number:	0000125216	09/12/2005		Fwd: Digital Camera
Ticket Number:	0000125133	09/09/2005		longman not working in the teacher's cube
Ticket Number:	0000125105	09/09/2005		Disable Raina's Accounts
Ticket Number:	0000124976	09/08/2005		Setup projector
Ticket Number:	0000124989	09/08/2005		missing emails
Ticket Number:	0000125061	09/09/2005		DVD/CD ROM not fuction on computer F3 ELCLab
Ticket Number:	0000125013	09/08/2005		Check user's rights
Ticket Number:	0000124996	09/08/2005		fix longman/flash bug on the the teacher's cube computer
Ticket Number:	0000124980	09/08/2005		Activate longman in the teacher's cube

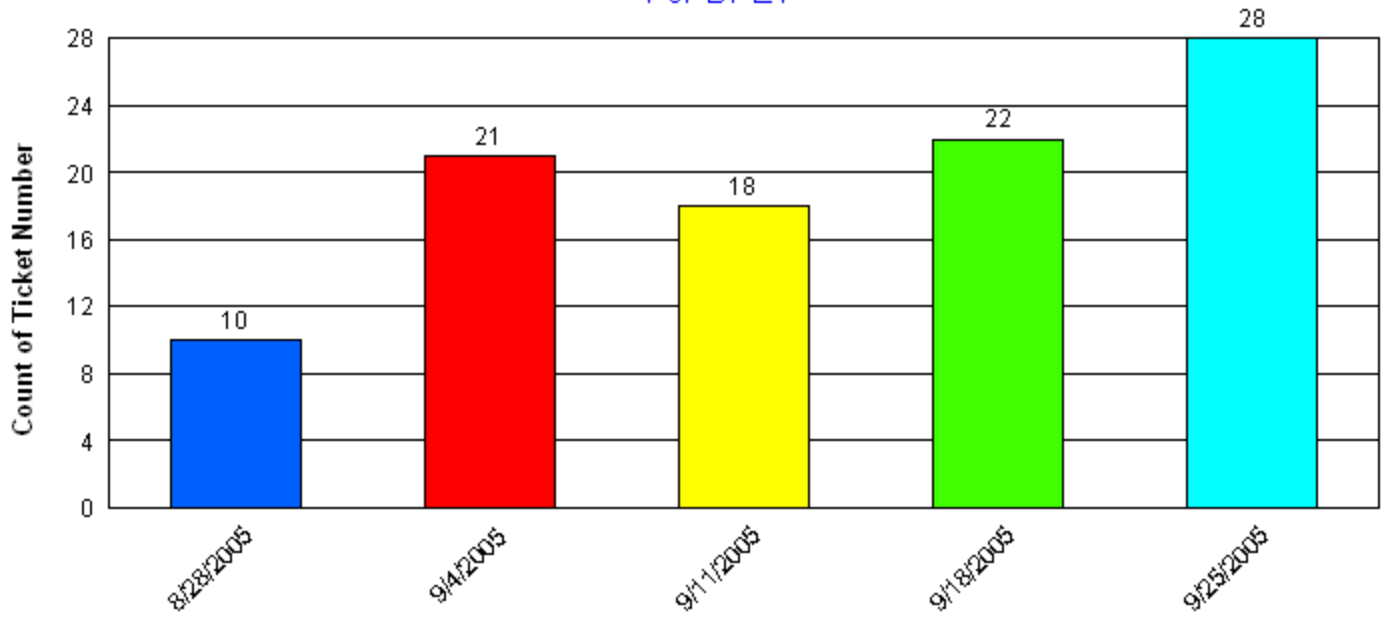
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
jglove1	Total: 25	
Resolved	Total: 3	
Ticket Number: 0000125945	09/20/2005	Macromedia Captivate
Ticket Number: 0000126197	09/23/2005	Winter Website 2006 (Updates)
Ticket Number: 0000126586	09/29/2005	XCatalyst Training - Round Two
Closed	Total: 22	
Ticket Number: 0000126619	09/29/2005	CPS@UMBC.EDU
Ticket Number: 0000126447	09/28/2005	Print Set Up
Ticket Number: 0000126612	09/29/2005	ISD Forum Page Update
Ticket Number: 0000126569	09/29/2005	Novell Account for New Student Hire
Ticket Number: 0000126639	09/29/2005	Urgent Request: Auto-forwarding of survey URL
Ticket Number: 0000126239	09/23/2005	Adding Link to Hybrid/Online Courses
Ticket Number: 0000125460	09/14/2005	ISD Website Updates: One
Ticket Number: 0000126193	09/23/2005	Winter 2006 Website - GER/GFR & Courses by Time
Ticket Number: 0000125610	09/15/2005	Toner low on Color Laser Jet 4500(ACIV)
Ticket Number: 0000124781	09/07/2005	Fixing SE Program Website Error
Ticket Number: 0000124782	09/07/2005	Addition to ISD Web Site
Ticket Number: 0000125215	09/12/2005	Website Changes
Ticket Number: 0000125086	09/09/2005	ISD Web update
Ticket Number: 0000125019	09/08/2005	DPET homepage
Ticket Number: 0000125227	09/12/2005	EDUC 620
Ticket Number: 0000124943	09/08/2005	elc computer lab
Ticket Number: 0000124942	09/08/2005	elc computer lab
Ticket Number: 0000125828	09/19/2005	phones for OUE
Ticket Number: 0000126196	09/23/2005	ELC Webpages on XCatalyst Cleanup
Ticket Number: 0000126220	09/23/2005	Link on Homepage, too
Ticket Number: 0000125890	09/20/2005	Printer drivers
Ticket Number: 0000126190	09/23/2005	FTP login for umbc.edu/shadygrove
stevenhl	Total: 21	
Closed	Total: 21	
Ticket Number: 0000125847	09/19/2005	Biotech link
Ticket Number: 0000126214	09/23/2005	thank you
Ticket Number: 0000126105	09/22/2005	Keyboard not functioning
Ticket Number: 0000126207	09/23/2005	user name
Ticket Number: 0000124800	09/07/2005	Mapping Error Connecting to Goldmine
Ticket Number: 0000125178	09/11/2005	Freeze Report
Ticket Number: 0000125001	09/08/2005	Skillssoft log in troubles
Ticket Number: 0000125077	09/09/2005	Skill Soft Training
Ticket Number: 0000125127	09/09/2005	Chuck's Monday night AV equipment
Ticket Number: 0000125503	09/14/2005	Copier problem
Ticket Number: 0000125676	09/16/2005	Computer shut down
Ticket Number: 0000124493	09/02/2005	List of ELC students from Fall 2004 - Fall 2005
Ticket Number: 0000124402	09/01/2005	Phone line
Ticket Number: 0000126405	09/27/2005	New Accounts
Ticket Number: 0000126688	09/30/2005	dvd set up
Ticket Number: 0000126698	09/30/2005	DVD player?
Ticket Number: 0000126683	09/30/2005	Posting New Files to SSfaculty for the Alternate Delivery Program
Ticket Number: 0000126571	09/29/2005	printer in ELC computer lab
Ticket Number: 0000126422	09/27/2005	UC copier not working
Ticket Number: 0000126673	09/30/2005	New Student Worker
Ticket Number: 0000126666	09/30/2005	ELC labs

Create
Date

Short Description

Count of Ticket Number / Create Date

For DPET



	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Desktop Support	Total:	338	
Desktop	Total:	5	
Closed	Total:	5	
Ticket Number: 0000125768		09/19/2005	Faculty-Econ / myumbc not connecting this morning
Ticket Number: 0000126134		09/22/2005	Apple Mail is not receiving new mail
Ticket Number: 0000126131		09/22/2005	user is having problems print after CRI upgrade
Ticket Number: 0000125769		09/19/2005	Student-offcampus/virus upd def files not working
Ticket Number: 0000125967		09/21/2005	Missing all network drives except H
Desktop:PCInstall	Total:	2	
Closed	Total:	2	
Ticket Number: 0000126044		09/21/2005	HD Tape Change
Ticket Number: 0000126367		09/27/2005	Several questions....
brandon8	Total:	2	
Closed	Total:	2	
Ticket Number: 0000126329		09/26/2005	[lab] IMC PC23: PC is noisy
Ticket Number: 0000125247		09/12/2005	FA001 Computers not printing
brb1	Total:	2	
Closed	Total:	2	
Ticket Number: 0000124788		09/07/2005	RESNET: Can log in to Resnet, but still can't bring up pages
Ticket Number: 0000124728		09/06/2005	Jack checked
chrism	Total:	6	
Closed	Total:	6	
Ticket Number: 0000124669		09/06/2005	New setup pc does not display anything to flat panel
Ticket Number: 0000125471		09/14/2005	Non-AD library computers
Ticket Number: 0000126432		09/27/2005	64 bit mcafee virusscan on win xp x64 edition
Ticket Number: 0000125419		09/13/2005	AD Question
Ticket Number: 0000125669		09/16/2005	Grant Admin Rights
Ticket Number: 0000126098		09/22/2005	Hard drive
cuco1	Total:	4	
Resolved	Total:	1	
Ticket Number: 0000126678		09/30/2005	No Internet Conectivity;Potomac 287; x20864
Closed	Total:	3	
Ticket Number: 0000125759		09/18/2005	CHESAPEAKE 064 - Jack check
Ticket Number: 0000125917		09/20/2005	Reformat Hard Drive
Ticket Number: 0000125837		09/19/2005	User & roommate are having problems connecting

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
edortiz			37	
Resolved			3	
Ticket Number:	0000125721	09/16/2005		New labtop fo Dr Gregurick
Ticket Number:	0000126695	09/30/2005		ACIV 364 : Computer not logging in
Ticket Number:	0000126541	09/28/2005		User Profile
Closed			34	
Ticket Number:	0000126278	09/26/2005		Work Order Request-PC is slow
Ticket Number:	0000126338	09/26/2005		Users Issue IMC (AC 219E)
Ticket Number:	0000126484	09/28/2005		Print routing error
Ticket Number:	0000126696	09/30/2005		Customer needs to have computer re-formatted and OS Windows XP r
Ticket Number:	0000126543	09/28/2005		Mcafee
Ticket Number:	0000126470	09/28/2005		work order-Need email/bookmarks downloaded
Ticket Number:	0000126451	09/28/2005		work order-Reinstall bookmarks from mozilla to new pc that was ins
Ticket Number:	0000124354	09/01/2005		FA447A: keeps getting blue screen even after hardboot
Ticket Number:	0000124642	09/06/2005		PC does not boot
Ticket Number:	0000124682	09/06/2005		Customers Dell monitor power keeps shutting off...he has to reset the m
Ticket Number:	0000124734	09/06/2005		Reformatting Computers
Ticket Number:	0000124705	09/06/2005		Counseling Center Trailer; Customer needs someone to put SAF cont
Ticket Number:	0000124673	09/06/2005		Windows2000 - Keeps rebooting
Ticket Number:	0000124658	09/06/2005		[Fwd: Quicken & review CPUs]
Ticket Number:	0000124631	09/06/2005		RAC220a: ticket not completed as per request
Ticket Number:	0000124405	09/01/2005		virus question
Ticket Number:	0000124485	09/02/2005		Reflection software keeps timing out
Ticket Number:	0000124454	09/01/2005		PUP 325: Software Install
Ticket Number:	0000125295	09/12/2005		Wireless help needed
Ticket Number:	0000125594	09/15/2005		AD
Ticket Number:	0000125763	09/19/2005		problem with updating McAfee 8.0
Ticket Number:	0000125866	09/20/2005		Gaming Servers
Ticket Number:	0000126188	09/23/2005		HP laserjet 1000 and HP laserjet 1200 networked printers are not wor
Ticket Number:	0000126162	09/23/2005		IE Runtime Error
Ticket Number:	0000125998	09/21/2005		Login problem in Dept. of Education
Ticket Number:	0000125957	09/20/2005		Network Arrangements
Ticket Number:	0000125953	09/20/2005		advice on external hard drive
Ticket Number:	0000125933	09/20/2005		Mcafee missing .dll's for install
Ticket Number:	0000124772	09/06/2005		Work Order Request
Ticket Number:	0000124813	09/07/2005		Connection Timed Out
Ticket Number:	0000124851	09/07/2005		Needs VPN 4.6
Ticket Number:	0000125209	09/12/2005		Laptop - can not print to network printer
Ticket Number:	0000124991	09/08/2005		old computer set up
Ticket Number:	0000124878	09/07/2005		CD Player Not Working
kirkley1			12	
Closed			12	
Ticket Number:	0000124753	09/06/2005		internet connection
Ticket Number:	0000124871	09/07/2005		NDIS Driver Problem
Ticket Number:	0000125409	09/13/2005		user cannot access the internet
Ticket Number:	0000125090	09/09/2005		CHESAPEAKE 113 - Resnet setup
Ticket Number:	0000124898	09/07/2005		Jack Check
Ticket Number:	0000125781	09/19/2005		user is not getting an IP addy in his dorm
Ticket Number:	0000124401	09/01/2005		Customer was able to log into resnet but cannot today, no connection i
Ticket Number:	0000124595	09/03/2005		Customer having kernel.dll problem
Ticket Number:	0000124468	09/01/2005		User is unable to complete login on Resnet page
Ticket Number:	0000124469	09/01/2005		connection problems
Ticket Number:	0000126302	09/26/2005		PS Support Request
Ticket Number:	0000126575	09/29/2005		computer died

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
lasuk			
Resolved		Total: 59	
Ticket Number: 0000126488		Total: 1	
	09/28/2005		[Mac s/w] FA443: G5 PowerMac does not output sound

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		58	
Ticket Number: 0000126293	09/26/2005		UC205C: activate jack# 205C-2-A
Ticket Number: 0000126450	09/28/2005		[PC s/w] LIB216: problems logging in to reflections
Ticket Number: 0000126457	09/28/2005		[PC s/w] OIT: CorporateTime FAQ
Ticket Number: 0000126403	09/27/2005		[PC s/w] COMM335: migrate PC to AD
Ticket Number: 0000126505	09/28/2005		[PC s/w] AD905: wipe hard drives & reinstall systems
Ticket Number: 0000126583	09/29/2005		ITE217: Contribute connection problem
Ticket Number: 0000126715	09/30/2005		IMC macs (again)
Ticket Number: 0000126716	09/30/2005		user account is disabled
Ticket Number: 0000126649	09/30/2005		[PC s/w] AD907: Palm Zire21 hotsync to calendar
Ticket Number: 0000126548	09/29/2005		[Mac s/w] BS011: Upgrade MacOS X
Ticket Number: 0000126501	09/28/2005		PC bad drive?
Ticket Number: 0000126390	09/27/2005		[PC s/w] Not Allowing to change AD password
Ticket Number: 0000124380	09/01/2005		[PC s/w] AD302a: Abbie's ByRequest is not retrieving files.
Ticket Number: 0000124488	09/02/2005		[PC s/w] LIB123: Word 2003 is crashing
Ticket Number: 0000124609	09/04/2005		[Mac s/w] AD909: Subscribe to mail folder
Ticket Number: 0000124674	09/06/2005		[PC s/w] AcIV204: Setup Steve new PC
Ticket Number: 0000124720	09/06/2005		ACIV414: unsupported macos printing problem
Ticket Number: 0000124678	09/06/2005		[Mac s/w] SS221J: Customer cannot get connected to network on his m
Ticket Number: 0000124663	09/06/2005		[PC s/w] AD7th: Migrate 6 PC to AD.
Ticket Number: 0000124536	09/02/2005		[PC s/w] AD703: hard coded IP needs to be changed
Ticket Number: 0000124528	09/02/2005		[PC s/w] FA432: printer not available
Ticket Number: 0000124423	09/01/2005		[Mac s/w] ERK040: need Pyramed (4D) access to profile
Ticket Number: 0000124630	09/06/2005		[PC h/w] UC112: Primary drive 0 and 1 not found upon bootup this m
Ticket Number: 0000124390	09/01/2005		[PC s/w] PUP413: mozilla mail shortcut disappeared from desktop
Ticket Number: 0000125256	09/12/2005		[Mac s/w] BS426: Configure user's spam filters
Ticket Number: 0000125260	09/12/2005		URGENT: BS 478 x53667; Mac PowerBook does not "do anything"
Ticket Number: 0000125338	09/13/2005		novell account needs to be able to be accessed on her computer
Ticket Number: 0000125464	09/14/2005		[site survey] TEC2.066: user does not have an internet jack
Ticket Number: 0000125634	09/15/2005		[labs] LIB037: Library basement lab
Ticket Number: 0000125671	09/16/2005		[labs] ECS122: PC22 & PC26 need to be re-imaged.
Ticket Number: 0000125646	09/15/2005		Work Order Request-PC setup for Gloria
Ticket Number: 0000125570	09/15/2005		[net] Jack activation
Ticket Number: 0000125607	09/15/2005		[PC s/w] PUP254: Network jack to be activated
Ticket Number: 0000125456	09/14/2005		NEED TODAY-MS office installed on 2 mac's
Ticket Number: 0000125424	09/13/2005		[labs] IMC: Emacs Login Problem
Ticket Number: 0000125391	09/13/2005		New HP Ink Jet Printer/Copier/Scanner Installl
Ticket Number: 0000124754	09/06/2005		[Mac s/w] BS477: e-mail problems
Ticket Number: 0000124812	09/07/2005		[PC s/w] MP311: Please call when done - Need Novell/AD password r
Ticket Number: 0000124857	09/07/2005		SAS installation
Ticket Number: 0000125124	09/09/2005		[PC s/w] LIB: setup vpn client
Ticket Number: 0000125121	09/09/2005		[PC s/w] AD422: Stefanie is getting an Oracle error.
Ticket Number: 0000125025	09/08/2005		[Mac s/w] AD732: duplicate messages
Ticket Number: 0000125071	09/09/2005		[net] PUP109: Jack activation
Ticket Number: 0000124941	09/08/2005		[PC s/w] ACIV426: user's laptop blue screens randomly
Ticket Number: 0000124856	09/07/2005		[labs] ECS021: Problems logging into Macs
Ticket Number: 0000126416	09/27/2005		PUP441: Printing PDF documents only prints to a file
Ticket Number: 0000124979	09/08/2005		[PC s/w] COMM 2B24; 3 machines to be added to AD
Ticket Number: 0000125793	09/19/2005		9/19/05 SAS cd set checkout
Ticket Number: 0000125794	09/19/2005		[Mac s/w] BS478: Hot Sync Palm Pilot
Ticket Number: 0000126026	09/21/2005		[Mac s/w] iBook wifi connection problem
Ticket Number: 0000126139	09/22/2005		[PC s/w] AD902: PC needs to be scrubbed
Ticket Number: 0000126229	09/23/2005		[PC s/w] PUP254 : User unable to login to AD
Ticket Number: 0000126211	09/23/2005		[PC s/w] COMM309: user needs help with her netscape setup
Ticket Number: 0000126191	09/23/2005		[PC s/w] PUP: User would like someone to come over during his offi

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000126161	09/23/2005	[lab] ECS021MAC17: Scanner mac
Ticket Number:	0000126132	09/22/2005	[PC s/w] AD818: OIA HP4650 prints an extra blank page for everyon
Ticket Number:	0000125997	09/21/2005	SS402: User's laptop blue screened
Ticket Number:	0000125994	09/21/2005	[PC s/w] PUP: configure user's email client

maboone1		<u>Create</u>		<u>Short Description</u>
Resolved		<u>Date</u>		
		<u>Total:</u>	75	
		<u>Total:</u>	10	
Ticket Number:	0000124993	09/08/2005		Work Order Request
Ticket Number:	0000125911	09/20/2005		needs software installed on his machine
Ticket Number:	0000126328	09/26/2005		zip drive
Ticket Number:	0000126668	09/30/2005		Customer cannot log into computer "Tree or server could not be foun
Ticket Number:	0000126681	09/30/2005		Customer wants to disable password protection after computer is idle
Ticket Number:	0000126508	09/28/2005		No subject
Ticket Number:	0000125977	09/21/2005		Work Order Request-Setup new pc
Ticket Number:	0000125779	09/19/2005		Customer would like Microsoft Office installed on UMBC laptop; ex
Ticket Number:	0000125616	09/15/2005		Customer needs SAS on UMBC machine; ext. 56527; Room PUP 421
Ticket Number:	0000125705	09/16/2005		SAS install

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		65	
Ticket Number: 0000126314	09/26/2005		computer setup
Ticket Number: 0000126341	09/26/2005		Professors computer locked up. When he rebooted "primary drive not f
Ticket Number: 0000126317	09/26/2005		Turn off network boot
Ticket Number: 0000126498	09/28/2005		Service Request
Ticket Number: 0000126428	09/27/2005		Local Printer setup
Ticket Number: 0000125321	09/13/2005		HP Printer in ECS004/unable to print
Ticket Number: 0000124690	09/06/2005		Charlene Webb-Jackson needs an Active Directory account.
Ticket Number: 0000124855	09/07/2005		Service request
Ticket Number: 0000124653	09/06/2005		ATTN: Vladmir VART spaces and 005b access addition
Ticket Number: 0000124650	09/06/2005		ATTN: Vladmir - VART spaces and 005b access
Ticket Number: 0000124648	09/06/2005		ATTN: Vladmir - VART spaces and 005b access
Ticket Number: 0000124461	09/01/2005		unable to run Adobe Reader or Windows Media Player
Ticket Number: 0000124414	09/01/2005		Work Order Request
Ticket Number: 0000125727	09/16/2005		Darlene is getting a TNS Error.
Ticket Number: 0000124386	09/01/2005		Tablet PC connection to Active Directory
Ticket Number: 0000124361	09/01/2005		Synch pocket pc w/calendar and contact
Ticket Number: 0000125273	09/12/2005		New PC Install
Ticket Number: 0000125306	09/12/2005		[lab] ECS005: Computers having logon issues
Ticket Number: 0000125672	09/16/2005		AD
Ticket Number: 0000126173	09/23/2005		No printers on users profile
Ticket Number: 0000125518	09/14/2005		Work Order Request-Receiving a hard disk message
Ticket Number: 0000126281	09/26/2005		additional novell context request for pmeade
Ticket Number: 0000125455	09/14/2005		Printer fouling up printed pages
Ticket Number: 0000125451	09/14/2005		URGENT -Tree or server could not be found
Ticket Number: 0000125449	09/14/2005		Machine does not boot
Ticket Number: 0000125437	09/13/2005		User needs W drive restored
Ticket Number: 0000125423	09/13/2005		[labs] IMCPC30: Cannot log in
Ticket Number: 0000125413	09/13/2005		user needs ad/novell passwd reset ; ext. 53284; Room 447B FA buildi
Ticket Number: 0000125783	09/19/2005		Active Directory
Ticket Number: 0000125708	09/16/2005		Reinstalling windoes XP and office XP in TRC 207 Dell computer
Ticket Number: 0000125696	09/16/2005		setup new computer
Ticket Number: 0000125695	09/16/2005		user cannot print
Ticket Number: 0000125628	09/15/2005		ECS 329D machine needs to be added to AD
Ticket Number: 0000125565	09/15/2005		SPSS log in time in ENG 122A
Ticket Number: 0000125556	09/15/2005		PC needs to be configured to print to printer in another room
Ticket Number: 0000125366	09/13/2005		Firewall preventing access to internet and email
Ticket Number: 0000125336	09/13/2005		Blue Screen on computer in RAC room 220; ext. 2290;
Ticket Number: 0000125331	09/13/2005		ENG104PC08
Ticket Number: 0000125330	09/13/2005		Check out pc 5 & 7 in pup255 for novell software versions
Ticket Number: 0000125299	09/12/2005		Add two staff computers to AD
Ticket Number: 0000125284	09/12/2005		Profile Corrupt error message
Ticket Number: 0000125820	09/19/2005		Unable to print to network printer
Ticket Number: 0000125892	09/20/2005		Student Judicial Programs Stutent Development and Success Centers; 1
Ticket Number: 0000125885	09/20/2005		Need to be able to map a network drive for backup
Ticket Number: 0000125919	09/20/2005		MySQL on ECS Lab image
Ticket Number: 0000125947	09/20/2005		computers set up
Ticket Number: 0000126200	09/23/2005		FA453 : MS Access install
Ticket Number: 0000126175	09/23/2005		Add network printers to several computers
Ticket Number: 0000126164	09/23/2005		Customers machine keeps freezing up; She runs virus scan it sees a v
Ticket Number: 0000126140	09/22/2005		Needs to have new Palm Pilot sync with new PC
Ticket Number: 0000126045	09/21/2005		Possible virus on Lab Machine? Rm. 021
Ticket Number: 0000126008	09/21/2005		User is having problems printing to an AD printer
Ticket Number: 0000125999	09/21/2005		Computer move/set-up
Ticket Number: 0000125921	09/20/2005		Needs Instructor Logout Time Lengthened

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000125881	09/20/2005	Need BSR Software loaded into ENG 025
Ticket Number:	0000124765	09/06/2005	Many computers in ENG 122A have network issues with Linux
Ticket Number:	0000124906	09/07/2005	Request for USB hard drive booting in labs
Ticket Number:	0000125473	09/14/2005	hard drive warning
Ticket Number:	0000125125	09/09/2005	Additional Data File for POLI 300
Ticket Number:	0000125208	09/12/2005	PUP233 x52073: USB Ports in monitor not working
Ticket Number:	0000125222	09/12/2005	Laptop - Need reformatted for home use
Ticket Number:	0000125180	09/11/2005	Computer Set Up Varsity Weight Room
Ticket Number:	0000125103	09/09/2005	Error dialog for Windows Screen Save in 104
Ticket Number:	0000124986	09/08/2005	Data File for POLI 300
Ticket Number:	0000124933	09/08/2005	Dell / WinXP - keeps hanging, would like this checked out

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
mclaren			
Resolved	<u>Total:</u>	61	
Ticket Number: 0000126529	<u>Total:</u>	1	
	09/28/2005		AD joins

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>60</u>	<u>Short Description</u>
Ticket Number: 0000126289	09/26/2005			Customer cannot add his personal printer to his computer; ext. 52028;
Ticket Number: 0000126298	09/26/2005			Setup account and machine for AD
Ticket Number: 0000126656	09/30/2005			computer set up
Ticket Number: 0000126400	09/27/2005			network printer setup
Ticket Number: 0000126523	09/28/2005			PC needs to be joined to ad; ext. 53040; Library 256;
Ticket Number: 0000126608	09/29/2005			255PUP
Ticket Number: 0000126651	09/30/2005			#0000126397
Ticket Number: 0000126587	09/29/2005			Set up of two new computers
Ticket Number: 0000126515	09/28/2005			ext. 6521; Room 357 PUP Building; Network printers need to be adde
Ticket Number: 0000126463	09/28/2005			AD on two computers
Ticket Number: 0000126419	09/27/2005			Work Order Request
Ticket Number: 0000126397	09/27/2005			New Computer Install
Ticket Number: 0000126335	09/26/2005			software install and more
Ticket Number: 0000126176	09/23/2005			Word documents won't open up in word.
Ticket Number: 0000124480	09/02/2005			Join pc to AD
Ticket Number: 0000124541	09/02/2005			MP212: cdpstudent1 needs access to dept. printers
Ticket Number: 0000124729	09/06/2005			New PC Setup
Ticket Number: 0000124691	09/06/2005			Network printer is down and no one in lab can print to it; ext. 52565; R
Ticket Number: 0000124664	09/06/2005			Machine needs to be joined to AD
Ticket Number: 0000124696	09/06/2005			Customer needs Office re-installed and Outlook re-installed; ext. 5154
Ticket Number: 0000124646	09/06/2005			ACIV365: Migrate Windows 98 to AD
Ticket Number: 0000124666	09/06/2005			Computer Will Not Print
Ticket Number: 0000124548	09/02/2005			Active Directory install didn't include a profile that is admin
Ticket Number: 0000124514	09/02/2005			AD
Ticket Number: 0000124481	09/02/2005			Would like several machine to be shared -not possible at this time
Ticket Number: 0000124440	09/01/2005			New PC Setup
Ticket Number: 0000124438	09/01/2005			Customer added to AD/along with PC
Ticket Number: 0000124375	09/01/2005			Please Setup and Move PC in AD10th
Ticket Number: 0000124369	09/01/2005			Please check out printer and 2 pc's
Ticket Number: 0000124459	09/01/2005			user needs new computer installed
Ticket Number: 0000126015	09/21/2005			Problem using mouse and keyboard at the same time.
Ticket Number: 0000125283	09/12/2005			user has no internet access
Ticket Number: 0000125352	09/13/2005			ms word?
Ticket Number: 0000125578	09/15/2005			AD access needed - can not print or have access to H & I drives
Ticket Number: 0000125558	09/15/2005			Mozilla Software Install
Ticket Number: 0000125529	09/14/2005			IE to be reinstalled
Ticket Number: 0000125502	09/14/2005			Computer Trouble
Ticket Number: 0000125501	09/14/2005			Customer needs corporate calendar installed on computer; ext. 51770;
Ticket Number: 0000125484	09/14/2005			Please install the Netscape suite on user's machine
Ticket Number: 0000125470	09/14/2005			Room 108 network jacks need to set up on VLAN for DHCP; ext. 52
Ticket Number: 0000126629	09/29/2005			User needs admin access to computer
Ticket Number: 0000125393	09/13/2005			Speakers are not working
Ticket Number: 0000124791	09/07/2005			Computer needs to be re-formatted and have Windows XP re-install
Ticket Number: 0000124837	09/07/2005			Novell/AD client install request
Ticket Number: 0000126420	09/27/2005			Customer cannot log into novell; ext. 52107; Room 425 FA building;
Ticket Number: 0000124883	09/07/2005			Customer would like Windows XP and Office installed on his new ha
Ticket Number: 0000124958	09/08/2005			AD
Ticket Number: 0000125796	09/19/2005			Customer needs new computer to have office, calendar, outlook; Need
Ticket Number: 0000125887	09/20/2005			upgrade netscape
Ticket Number: 0000126103	09/22/2005			matlab install
Ticket Number: 0000126138	09/22/2005			Connect Brother 1440 Printer
Ticket Number: 0000126113	09/22/2005			set up new computer in english dept.
Ticket Number: 0000126106	09/22/2005			needs programs installed and configured
Ticket Number: 0000126018	09/21/2005			PuB 224 Room; ext. 52078; Customer cannot log in to his machine th

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number: 0000126000		09/21/2005	Novell account
Ticket Number: 0000125988		09/21/2005	124438
Ticket Number: 0000126005		09/21/2005	User needs Netscape icons recreated on desktop
Ticket Number: 0000125942		09/20/2005	AD not pushing print drivers on PC
Ticket Number: 0000126022		09/21/2005	When final "phase" of Dell installation?
Ticket Number: 0000125806		09/19/2005	PC Setup
omarn		<u>Total:</u> 21	
	Closed	<u>Total:</u> 21	
Ticket Number: 0000125723		09/16/2005	SPSS install AD 211A Section B
Ticket Number: 0000124778		09/07/2005	SJP replacing printer; Update DHCP and DNS; Create Printer queue
Ticket Number: 0000125115		09/09/2005	Request to add machine to AD
Ticket Number: 0000125063		09/09/2005	Customer cannot print to ad printer; This is the third time it has occur
Ticket Number: 0000124970		09/08/2005	New PC Setup
Ticket Number: 0000124972		09/08/2005	keyboard problem and software update common 308 x2773
Ticket Number: 0000124992		09/08/2005	Work Order Request
Ticket Number: 0000124953		09/08/2005	Problem with Matlab
Ticket Number: 0000125272		09/12/2005	Customer needs network printer added to computer; ext. 51555; Roo
Ticket Number: 0000125500		09/14/2005	Customer would like network printer installed on thier computer; ext. 5
Ticket Number: 0000125417		09/13/2005	Customer needs help configuring mozilla mail; ext. 52180; PUP 413; 1
Ticket Number: 0000125396		09/13/2005	microsoft office install 10-12.30
Ticket Number: 0000125680		09/16/2005	Tree or server can not be found
Ticket Number: 0000125623		09/15/2005	New computer
Ticket Number: 0000125509		09/14/2005	Dell Computer/Running extremely slow
Ticket Number: 0000125390		09/13/2005	Machines need to be joined to AD
Ticket Number: 0000125756		09/18/2005	Office XP Request Department of CompSci
Ticket Number: 0000124657		09/06/2005	problem with webmail
Ticket Number: 0000124651		09/06/2005	Reflections 830-1000
Ticket Number: 0000124436		09/01/2005	Work Order Request-Setup laptop for campus use 1130-100
Ticket Number: 0000124428		09/01/2005	Computer Problem-Install AD

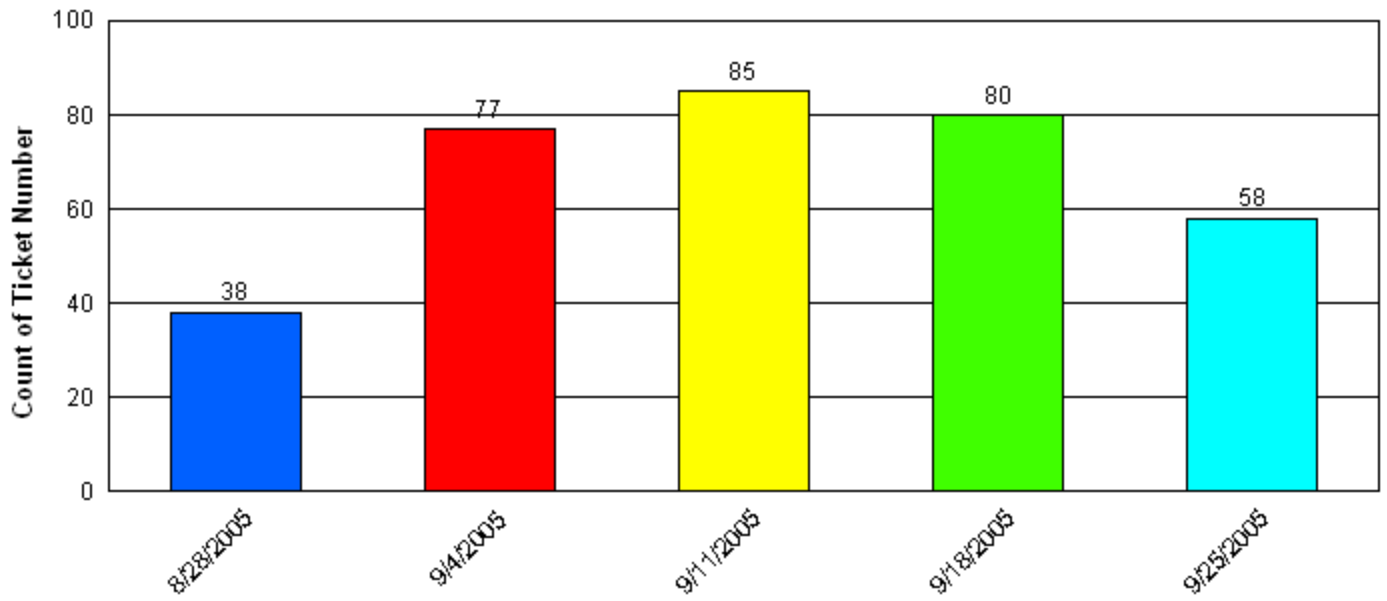
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
talder1		Total: 52	
	Resolved	Total: 2	
Ticket Number:	0000125070	09/09/2005	Erickson Hall Res life office; 167; 2 computers need to have AD put o
Ticket Number:	0000125843	09/19/2005	To install Software
	Closed	Total: 50	
Ticket Number:	0000126311	09/26/2005	Please re-install OS on PC in MP 319
Ticket Number:	0000126312	09/26/2005	CHEM558: NTLDR missing file
Ticket Number:	0000126433	09/27/2005	missing mouse
Ticket Number:	0000125777	09/19/2005	New Machine PC Install Appointment scheduled
Ticket Number:	0000124396	09/01/2005	GSA shared file
Ticket Number:	0000124464	09/01/2005	User is unable to reach resnet homepage
Ticket Number:	0000124712	09/06/2005	Resnet Connection EarkHall Rm144 (202-468-2616)
Ticket Number:	0000124574	09/02/2005	Work Order Request-JCA group getting bad name resolution
Ticket Number:	0000124605	09/04/2005	Internet Connection Problem
Ticket Number:	0000124526	09/02/2005	Resnet/Brower Issues; Susquehanna 111; ext. 20102;
Ticket Number:	0000124457	09/01/2005	jack needs to be fixed, limited or no connectivity
Ticket Number:	0000124394	09/01/2005	WH Choptank 611: On-site Services Diagnosis
Ticket Number:	0000124462	09/01/2005	User reports intermittent or no internet connection
Ticket Number:	0000124415	09/01/2005	Check network jack on resnet user is unable to acquire an IP address; H
Ticket Number:	0000125239	09/12/2005	Printer Not Connected
Ticket Number:	0000125241	09/12/2005	Software Install
Ticket Number:	0000125716	09/16/2005	new computer
Ticket Number:	0000125710	09/16/2005	Pc install
Ticket Number:	0000125686	09/16/2005	User having printer problems
Ticket Number:	0000125639	09/15/2005	internet explorer problem
Ticket Number:	0000125566	09/15/2005	Mcafee found virus - can not delete this
Ticket Number:	0000125506	09/14/2005	user has problems printing
Ticket Number:	0000125493	09/14/2005	Machine needs to be joined to AD
Ticket Number:	0000125483	09/14/2005	user is unable to log into Novell with his own user name/pass
Ticket Number:	0000125463	09/14/2005	Sharing Files On Multi-User Workstation; 410.455.2714
Ticket Number:	0000125462	09/14/2005	WinXP - have to log in twice before desktop appears
Ticket Number:	0000125389	09/13/2005	New PC's to be installed
Ticket Number:	0000124750	09/06/2005	In regards to ticket # 122679 problem still occurs; Windows XP lapto
Ticket Number:	0000125190	09/11/2005	User gets 0.0.0.0 IP address
Ticket Number:	0000125119	09/09/2005	Sick Computer
Ticket Number:	0000125091	09/09/2005	027 Commons - Publisher not working
Ticket Number:	0000125083	09/09/2005	HARBOR 254C - Jack check
Ticket Number:	0000125004	09/08/2005	Customer needs all files transferred from old computer to new comput
Ticket Number:	0000124973	09/08/2005	ACIV A 435B: workstation - can't login
Ticket Number:	0000124909	09/07/2005	On Site Services Virus Removal
Ticket Number:	0000124892	09/07/2005	MS Outlook moves messages to an unkwon location
Ticket Number:	0000125725	09/16/2005	keyboard issues
Ticket Number:	0000125814	09/19/2005	user can't login to a PC moved from another office
Ticket Number:	0000125824	09/19/2005	Users not able to save/modify files on drive I:
Ticket Number:	0000125842	09/19/2005	Customer had new computer set up but cannot log in past the AD scre
Ticket Number:	0000125882	09/20/2005	Customer needs new computer to have afs; Macafee;spybot; Office; N
Ticket Number:	0000125908	09/20/2005	Files under local account need to be accessed
Ticket Number:	0000125946	09/20/2005	Customer has 2 laptops that need setup; Install Macafee;Spybot; AD;N
Ticket Number:	0000125888	09/20/2005	Colleen's PC is in an infinite reboot loop
Ticket Number:	0000126104	09/22/2005	RESNET On-site: FREE DIAGNOSTIC
Ticket Number:	0000126095	09/22/2005	No subject
Ticket Number:	0000126067	09/21/2005	Ethernet Cord
Ticket Number:	0000126048	09/21/2005	urgent problem
Ticket Number:	0000126072	09/21/2005	2nd request for computer set up
Ticket Number:	0000125833	09/19/2005	Computer Repairs

Create
Date

Short Description

Count of Ticket Number / Create Date

For Desktop Support



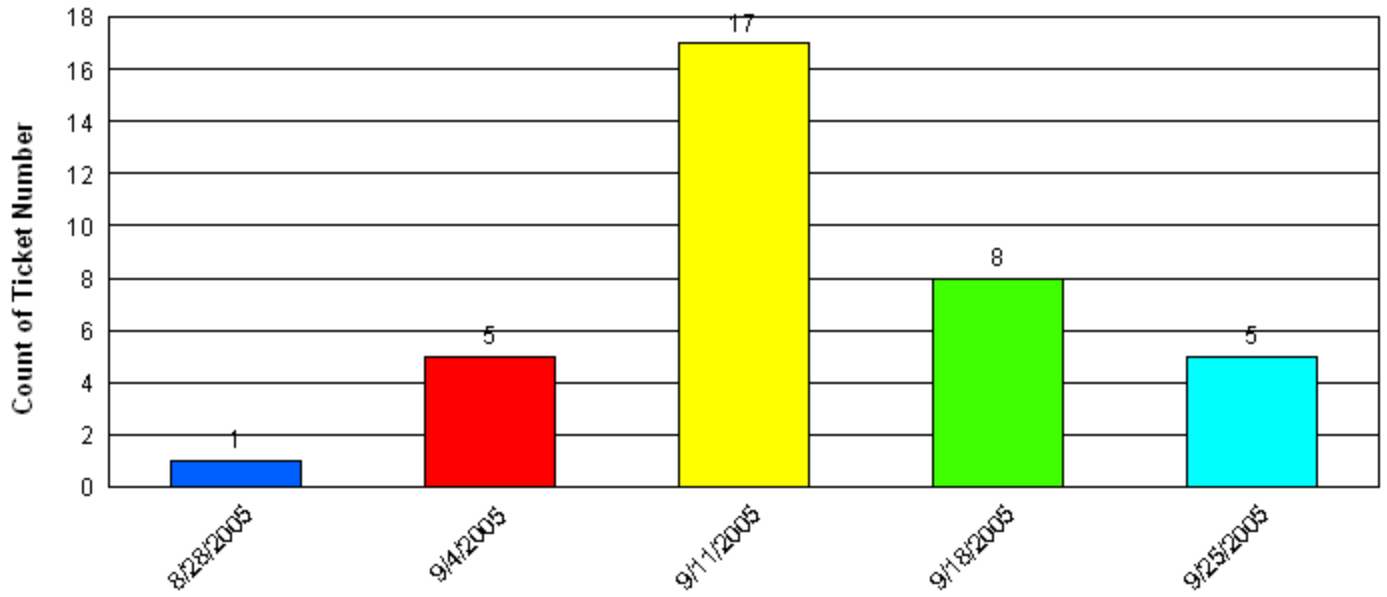
		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
Financial Services: Peo	Total:	36	
rpreston		Total:	3
Closed		Total:	3
Ticket Number:	0000124873	09/07/2005	heading is wrong
Ticket Number:	0000125174	09/11/2005	FW: DRIF reports
Ticket Number:	0000126538	09/28/2005	Reconciling the budget
tkuonen		Total:	33
Closed		Total:	33
Ticket Number:	0000126563	09/29/2005	Requisition Entry
Ticket Number:	0000126582	09/29/2005	Requester Department
Ticket Number:	0000126652	09/30/2005	Non-Grant Project Access
Ticket Number:	0000126599	09/29/2005	Location Updates
Ticket Number:	0000124694	09/06/2005	Department Row Level Security
Ticket Number:	0000124687	09/06/2005	Error message in PSFT Finance
Ticket Number:	0000124397	09/01/2005	Modify Permission List
Ticket Number:	0000125268	09/12/2005	PS Support Request
Ticket Number:	0000125343	09/13/2005	Update Security for Tina and Joanna in Grants
Ticket Number:	0000125632	09/15/2005	Create PeopleSoft Account in SandBox for Training Purposes
Ticket Number:	0000125567	09/15/2005	Transaction Missing Document ID and Explanation of Charge
Ticket Number:	0000125557	09/15/2005	Peoplesoft Login for New Employee in Grants
Ticket Number:	0000125540	09/14/2005	New User Roles
Ticket Number:	0000125519	09/14/2005	PS AR Role
Ticket Number:	0000125515	09/14/2005	Access
Ticket Number:	0000125496	09/14/2005	PO Authority for Leland Beitel
Ticket Number:	0000125410	09/13/2005	Grants/Project
Ticket Number:	0000125717	09/16/2005	Need access to enter a requisition
Ticket Number:	0000125382	09/13/2005	Effort Report User Setup
Ticket Number:	0000125214	09/12/2005	Retriever Login Problems
Ticket Number:	0000125720	09/16/2005	Dr. Lindahl's Requesters for Approval
Ticket Number:	0000125206	09/12/2005	AP Payment Cancellation Access
Ticket Number:	0000124862	09/07/2005	Security to Project Types
Ticket Number:	0000124874	09/07/2005	Purchase requisitions
Ticket Number:	0000125729	09/16/2005	Grants Inquiry, perhaps?
Ticket Number:	0000126194	09/23/2005	reporting instance
Ticket Number:	0000126170	09/23/2005	Requisition Entry Role
Ticket Number:	0000126160	09/23/2005	2 Customer gets following error when trying to access retriever
Ticket Number:	0000126006	09/21/2005	PDF problems
Ticket Number:	0000126012	09/21/2005	Add LEWISL to UMAPI004 distribution, please
Ticket Number:	0000126097	09/22/2005	Receiving problem
Ticket Number:	0000125884	09/20/2005	Requisition security access problem
Ticket Number:	0000125968	09/21/2005	Grants: Set up for Billing Specialists

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	612		
Closed		<u>Total:</u>	10
Ticket Number: 0000126110		09/22/2005	Daily Tape Change - Thursday 9/22
Ticket Number: 0000126169		09/23/2005	HD Tape Change 9/23/05
Ticket Number: 0000124937		09/08/2005	HD Tape Change 9/7/05
Ticket Number: 0000125453		09/14/2005	HD Tape Change 9/14/05
Ticket Number: 0000125682		09/16/2005	HD Tape Change 9/16/05
Ticket Number: 0000124382		09/01/2005	Thursday, 9/1 - daily tape change
Ticket Number: 0000124505		09/02/2005	HD Tape Change 9/2/05
Ticket Number: 0000126255		09/24/2005	9/24/05 tape change
Ticket Number: 0000126452		09/28/2005	HD Tape Change 9/28/05
Ticket Number: 0000126376		09/27/2005	Tuesday daily tape change 9/27

HD_Operational_Support_BSG

Create

Date

Total: **66**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		66	
Ticket Number: 0000126316	09/26/2005		AFST201/101 Robinson
Ticket Number: 0000126454	09/28/2005		ECAD 360 Cohen
Ticket Number: 0000126461	09/28/2005		Reset Security Password
Ticket Number: 0000126494	09/28/2005		psyc100 - freiberg
Ticket Number: 0000126654	09/30/2005		Geog102 - Neff
Ticket Number: 0000126653	09/30/2005		Chem123 - Giersch
Ticket Number: 0000126605	09/29/2005		psyc380 - parker
Ticket Number: 0000126604	09/29/2005		psyc200 - bevans
Ticket Number: 0000126603	09/29/2005		chem123 - gierasch
Ticket Number: 0000126558	09/29/2005		PSYC 385 Anderson
Ticket Number: 0000126556	09/29/2005		PSYC 285 Anderson
Ticket Number: 0000126561	09/29/2005		PSYC 335 McGuire
Ticket Number: 0000126497	09/28/2005		geog110 - kirkham
Ticket Number: 0000126496	09/28/2005		geog102 - harries
Ticket Number: 0000126495	09/28/2005		phys111 - dymski
Ticket Number: 0000126609	09/29/2005		BIOL 109 Raw Data/Sandoz
Ticket Number: 0000126562	09/29/2005		EHS 473 Polk
Ticket Number: 0000126460	09/28/2005		Reactivate USR0623.SAR
Ticket Number: 0000126453	09/28/2005		PSYC 332 Tenowich
Ticket Number: 0000126590	09/29/2005		ECAD 210/501 and 601 Armor
Ticket Number: 0000126393	09/27/2005		Customer unable to connect to VPN
Ticket Number: 0000126372	09/27/2005		CHEM 102 Paul Smith
Ticket Number: 0000126371	09/27/2005		AFST 201
Ticket Number: 0000125966	09/21/2005		EHS345 H/Smith
Ticket Number: 0000125489	09/14/2005		Psyc342 0201 exam / Schultz
Ticket Number: 0000124665	09/06/2005		Tuesday, Sept 6th Tape change
Ticket Number: 0000124511	09/02/2005		Logfile Tape Creation
Ticket Number: 0000126655	09/30/2005		psyc308 - o'brien
Ticket Number: 0000124409	09/01/2005		Need account info for R.Sidney
Ticket Number: 0000125488	09/14/2005		Psyc200 0101 exam / Schultz
Ticket Number: 0000126557	09/29/2005		PSYC 342 Anderson
Ticket Number: 0000126455	09/28/2005		PSYC 390 Rabin
Ticket Number: 0000125683	09/16/2005		IRBR3056/Freeze Tapes
Ticket Number: 0000125638	09/15/2005		Password Reset
Ticket Number: 0000125617	09/15/2005		Password Reset
Ticket Number: 0000125512	09/14/2005		create myumbc account
Ticket Number: 0000126493	09/28/2005		geog110 - kirkham
Ticket Number: 0000124938	09/08/2005		PSYC 100/Freiberg
Ticket Number: 0000125060	09/09/2005		Expired tapes recycled
Ticket Number: 0000125873	09/20/2005		Alonso - Psyc331 / Exam
Ticket Number: 0000126172	09/23/2005		BIOL 106/Hanson
Ticket Number: 0000126171	09/23/2005		PSYC 335/Provine
Ticket Number: 0000126122	09/22/2005		psyc210 - richman
Ticket Number: 0000126121	09/22/2005		O'Brien -- psyc100
Ticket Number: 0000126123	09/22/2005		psyc340 - bediako
Ticket Number: 0000126442	09/28/2005		Biol303 - Kloetzel Exam #1
Ticket Number: 0000126441	09/28/2005		Biol302 - Gethmann Exam #1
Ticket Number: 0000126559	09/29/2005		SOCY 101 Tufekcioglu
Ticket Number: 0000126093	09/22/2005		PSYC 342
Ticket Number: 0000126092	09/22/2005		PSYC 200
Ticket Number: 0000126091	09/22/2005		PHYS 105
Ticket Number: 0000126610	09/29/2005		BIOL 302L Raw Data/Jim Sandoz
Ticket Number: 0000125985	09/21/2005		Job Scheduling
Ticket Number: 0000125984	09/21/2005		Payroll Forms #7 10-01-05

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000125965	09/21/2005	PSYC 370/Provine
Ticket Number:	0000126013	09/21/2005	psyc100 - freiberg
Ticket Number:	0000125924	09/20/2005	Password reset
Ticket Number:	0000126373	09/27/2005	HPUMBC1,2,3 Expired Tapes/Recylced
Ticket Number:	0000126187	09/23/2005	PSYC 370/101
Ticket Number:	0000126186	09/23/2005	PSYC 210/101
Ticket Number:	0000126185	09/23/2005	CHEM 102L
Ticket Number:	0000126184	09/23/2005	PSYC 200/301
Ticket Number:	0000126183	09/23/2005	GEOG 110/201
Ticket Number:	0000125880	09/20/2005	HPUMBC1,2,3 Recyle Tapes
Ticket Number:	0000125878	09/20/2005	PSYC 200
Ticket Number:	0000125877	09/20/2005	PSYC 342

HelpDesk

Create

Date

Total: **114**

Short Description

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000125748	09/17/2005	114	CD/DVD drive issues
Ticket Number: 0000125785	09/19/2005		Claire / Econ - try cancel job from printer
Ticket Number: 0000125876	09/20/2005		OIA - Checking c drive is really taking a long time this morning
Ticket Number: 0000125886	09/20/2005		Student-lab/can not bring up eclipse
Ticket Number: 0000125914	09/20/2005		5 new messages 11AM
Ticket Number: 0000126124	09/22/2005		user did know their email log in
Ticket Number: 0000126114	09/22/2005		password reset
Ticket Number: 0000126083	09/22/2005		Tree or server could not be found
Ticket Number: 0000126151	09/22/2005		Password reset request
Ticket Number: 0000125907	09/20/2005		teacher needs status change
Ticket Number: 0000124821	09/07/2005		Spec student for 1 semester need acct
Ticket Number: 0000124822	09/07/2005		password reset request
Ticket Number: 0000124838	09/07/2005		Kahn-Steve said to go into webmail and look for transcript folder
Ticket Number: 0000125220	09/12/2005		caldwell / need pw reset
Ticket Number: 0000125213	09/12/2005		Student-offcampus/win2000 laptop/not connecting to bb
Ticket Number: 0000125210	09/12/2005		Annette -Can not connect to HP reflection
Ticket Number: 0000125205	09/12/2005		New staff member - invalid ssn/pin number when creating acct
Ticket Number: 0000125203	09/12/2005		Andrea Sisko - need pw reset
Ticket Number: 0000125202	09/12/2005		Romary - pw not working, can not log into pine....
Ticket Number: 0000125201	09/12/2005		Student - myUMBC pw not working this morning
Ticket Number: 0000125200	09/12/2005		Romary - need pw reset ASAP
Ticket Number: 0000125049	09/09/2005		Brenda / Can not setup spam filter/folder
Ticket Number: 0000125223	09/12/2005		V.Cetrone - need pw reset
Ticket Number: 0000124959	09/08/2005		michelle colder carras - needs acct created
Ticket Number: 0000124957	09/08/2005		Bandaru - submitted a ticket 0 8/19 and have not heard anything
Ticket Number: 0000124947	09/08/2005		Patty - students having problems registered on our site
Ticket Number: 0000124940	09/08/2005		Grad Student- had pw reset and tells me ineligible to register
Ticket Number: 0000124939	09/08/2005		Need pw reset for baross l
Ticket Number: 0000124932	09/08/2005		P.Carroll - Wanted email address for Zunaira Khan
Ticket Number: 0000124930	09/08/2005		Work Order Request-Calendar accts needed
Ticket Number: 0000124866	09/07/2005		myUMBC Account
Ticket Number: 0000125081	09/09/2005		Can not access email / magoetz1
Ticket Number: 0000125080	09/09/2005		Aarti Chawla - new student can not create acct
Ticket Number: 0000125066	09/09/2005		Dreamweaver syntax
Ticket Number: 0000125058	09/09/2005		Trouble removing classes from blackboard
Ticket Number: 0000125052	09/09/2005		Grad School - new machine setup do not see all mail
Ticket Number: 0000125050	09/09/2005		Can not add student to ENEE206 0101
Ticket Number: 0000124867	09/07/2005		myUMBC account
Ticket Number: 0000124840	09/07/2005		not in dB; accepted only yesterday
Ticket Number: 0000124839	09/07/2005		Re: Account Deactivation Notification
Ticket Number: 0000125689	09/16/2005		Faculty/taught in spring - need to create email acct
Ticket Number: 0000125240	09/12/2005		password reset
Ticket Number: 0000125495	09/14/2005		password reset request
Ticket Number: 0000125369	09/13/2005		password reset
Ticket Number: 0000125355	09/13/2005		gareed1 - drop classes still showing up in myumbc
Ticket Number: 0000125345	09/13/2005		password reset/spam filter setup
Ticket Number: 0000125334	09/13/2005		Student-walkin, where is Dr Bush's class
Ticket Number: 0000125333	09/13/2005		Graham - Spam folder has disappeared....
Ticket Number: 0000125332	09/13/2005		Claire - cd not opening....
Ticket Number: 0000125326	09/13/2005		ngjoni1 - had pw reset yesterday-still not working
Ticket Number: 0000125328	09/13/2005		Falco/Engl - machine taking long time in morning to bootup
Ticket Number: 0000125324	09/13/2005		Gilbert / Can not access mail / internet
Ticket Number: 0000125323	09/13/2005		Receive a blue screen and nothing else
Ticket Number: 0000125458	09/14/2005		New faculty member - do not have a certain fac option in myumbc

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000125379	09/13/2005	transfer student log in question
Ticket Number:	0000125376	09/13/2005	couldn't see I drive
Ticket Number:	0000125362	09/13/2005	enter account for Activate program
Ticket Number:	0000125360	09/13/2005	listproc creation info
Ticket Number:	0000125357	09/13/2005	question about power point files
Ticket Number:	0000125304	09/12/2005	Password reset fax, Angela Peek
Ticket Number:	0000125289	09/12/2005	password reset request
Ticket Number:	0000125712	09/16/2005	No subject
Ticket Number:	0000125782	09/19/2005	New employee - can not create email acct
Ticket Number:	0000125694	09/16/2005	www.beckettauction.com
Ticket Number:	0000126135	09/22/2005	Password reset
Ticket Number:	0000126136	09/22/2005	Faculty member unable to create account
Ticket Number:	0000125562	09/15/2005	Brian - need to make sure that only owners can post to a list
Ticket Number:	0000125561	09/15/2005	Need to verify id for staff member paul martin
Ticket Number:	0000125481	09/14/2005	Unable to delete trash
Ticket Number:	0000125286	09/12/2005	password reset request
Ticket Number:	0000125280	09/12/2005	Schwartz - need pw reset
Ticket Number:	0000125075	09/09/2005	Account creation: Michael Lievers
Ticket Number:	0000124353	09/01/2005	marg1 - need pw reset
Ticket Number:	0000124668	09/06/2005	Bruley - only half screens coming up.....
Ticket Number:	0000124661	09/06/2005	Faculty-Need info for students ftp'ing their pages into campus
Ticket Number:	0000124660	09/06/2005	Peters / quota at 100% - webmail not working at moment
Ticket Number:	0000124641	09/06/2005	New Faculty - can not create email account
Ticket Number:	0000124636	09/06/2005	timcom1 - acct not working in lab..
Ticket Number:	0000124635	09/06/2005	Faculty/ have a class at 8 in 104
Ticket Number:	0000124634	09/06/2005	Antoinette/imap not connecting for email
Ticket Number:	0000124702	09/06/2005	Toni Sicola - needs temp acct to work w/stu grp
Ticket Number:	0000124486	09/02/2005	Orser-Not receiving a friends email....
Ticket Number:	0000124737	09/06/2005	password reset
Ticket Number:	0000124725	09/06/2005	password reset
Ticket Number:	0000124681	09/06/2005	Kelly/Econ - calendar not connecting
Ticket Number:	0000124677	09/06/2005	Grad student - need to create account
Ticket Number:	0000124672	09/06/2005	New employee - Needs account
Ticket Number:	0000124460	09/01/2005	[Fwd: NETWORK PORT, DR FABRIS LAB]
Ticket Number:	0000124429	09/01/2005	Activate Student Account
Ticket Number:	0000124412	09/01/2005	Freshman - need email account
Ticket Number:	0000124411	09/01/2005	Freshman / need email account
Ticket Number:	0000124410	09/01/2005	pw reset
Ticket Number:	0000124542	09/02/2005	Permission to Enroll in class/via MyUMBC
Ticket Number:	0000124371	09/01/2005	dabritt1 - acct not working over in library
Ticket Number:	0000124355	09/01/2005	Need to create account
Ticket Number:	0000124590	09/03/2005	email
Ticket Number:	0000124544	09/02/2005	password reset
Ticket Number:	0000124998	09/08/2005	myUMBC account
Ticket Number:	0000124509	09/02/2005	Faculty Account Creation
Ticket Number:	0000124507	09/02/2005	Faculty Account Creation
Ticket Number:	0000124502	09/02/2005	Laura Lemire not able to see ENES101 in Blackboard
Ticket Number:	0000124500	09/02/2005	Student unable to register
Ticket Number:	0000124537	09/02/2005	VART New employee - can not create account
Ticket Number:	0000124455	09/01/2005	password reset request
Ticket Number:	0000124484	09/02/2005	Student - trying to register and it states that I already have acct
Ticket Number:	0000125925	09/20/2005	password reset
Ticket Number:	0000126366	09/27/2005	Student/Dorm - internet was blocked for 2 weeks
Ticket Number:	0000126687	09/30/2005	new employee not in hr yet needs email acct
Ticket Number:	0000126506	09/28/2005	PW Reset

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number: 0000126477		09/28/2005	Quota Increase for Dennis Cuddy
Ticket Number: 0000126446		09/28/2005	cameron - was able to access mail thru mozilla yesterday
Ticket Number: 0000126413		09/27/2005	Create myumbc account for Don Smith
Ticket Number: 0000126381		09/27/2005	Staff - lost instructions for sending to a listproc
Ticket Number: 0000126380		09/27/2005	Staff-SAO/can not log into novell with 2 different accounts
HelpDesk:CD		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number: 0000124995		09/08/2005	Requested SAS CD

anna		<u>Create</u>	
Resolved		<u>Date</u>	<u>Short Description</u>
		<u>Total:</u>	81
		<u>Total:</u>	6
Ticket Number:	0000124444	09/01/2005	Ready for reference checks Needs 2nd Interview; Re: OIT Student Ap
Ticket Number:	0000125950	09/20/2005	Ready for Reference checkes - Re: OIT Student Application Form
Ticket Number:	0000125939	09/20/2005	Ready for reference checks - Re: OIT Student Application Form
Ticket Number:	0000125490	09/14/2005	Ready for reference check - Jonathan Liu /T125490
Ticket Number:	0000125459	09/14/2005	Ready for Reference check- Re: OIT Student Application Form
Ticket Number:	0000124626	09/06/2005	Start Reference Check - Re: OIT Student Application Form

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		75	
Ticket Number: 0000126274	09/25/2005		setting up Palm PDA to send & receive myUMBC email
Ticket Number: 0000126236	09/23/2005		Reflections HP Instructions on OIT Website
Ticket Number: 0000124513	09/02/2005		Internal Server Error - masonrs@umbc.edu
Ticket Number: 0000124680	09/06/2005		still having problems registering
Ticket Number: 0000124432	09/01/2005		researchport library
Ticket Number: 0000124724	09/06/2005		Campus-wide Authentication Problems
Ticket Number: 0000124722	09/06/2005		Slow Internet Speeds
Ticket Number: 0000124718	09/06/2005		Work Order Request-Need calendar acct
Ticket Number: 0000124717	09/06/2005		Work Order Request
Ticket Number: 0000124695	09/06/2005		webpage
Ticket Number: 0000124611	09/04/2005		Tera Term SSH
Ticket Number: 0000124624	09/05/2005		Microsoft Exchange Server
Ticket Number: 0000124603	09/03/2005		email cancellation for graduated students
Ticket Number: 0000124521	09/02/2005		Unable to access MyUMBC
Ticket Number: 0000124516	09/02/2005		No subject
Ticket Number: 0000124512	09/02/2005		Password change not working
Ticket Number: 0000124510	09/02/2005		error
Ticket Number: 0000124551	09/02/2005		problems receiving messages
Ticket Number: 0000124504	09/02/2005		Error in myUMBC account!
Ticket Number: 0000124501	09/02/2005		Attn: Adminaerator
Ticket Number: 0000124498	09/02/2005		my.umbc DOWN!
Ticket Number: 0000124496	09/02/2005		problem with myumbc
Ticket Number: 0000124492	09/02/2005		internal server error
Ticket Number: 0000124476	09/02/2005		NO need for ref checks - Re: OIT Student Application Form
Ticket Number: 0000124467	09/01/2005		Work Order Request-Trying to bring up a file in gl
Ticket Number: 0000124540	09/02/2005		Please fix webauth.umbc.edu QUICK!
Ticket Number: 0000124434	09/01/2005		Question
Ticket Number: 0000124427	09/01/2005		hosting a web server
Ticket Number: 0000124425	09/01/2005		reasearch port aok library
Ticket Number: 0000124936	09/08/2005		[Fwd: Re: Allowing Students to Print] (fwd)
Ticket Number: 0000124597	09/03/2005		SAS Installation
Ticket Number: 0000124588	09/03/2005		No subject
Ticket Number: 0000124578	09/02/2005		Internal Server Error - masonrs@umbc.edu
Ticket Number: 0000124566	09/02/2005		Work Order Request-Problem connecting to tsunami
Ticket Number: 0000124554	09/02/2005		Can't connect with VPN
Ticket Number: 0000124546	09/02/2005		Problem with gl account mails
Ticket Number: 0000124545	09/02/2005		Re: Unable to access MyUMBC
Ticket Number: 0000124529	09/02/2005		cant get on to the myUMBC website
Ticket Number: 0000124543	09/02/2005		Work Order Request
Ticket Number: 0000124385	09/01/2005		Re: OIT Student Application Form
Ticket Number: 0000124377	09/01/2005		Printing in Engineering 122
Ticket Number: 0000124494	09/02/2005		VPN On Campus/Remote Peer Terminated Connection
Ticket Number: 0000125015	09/08/2005		Online Remedy Request form leads to 500 Internal Server Error :(
Ticket Number: 0000124604	09/03/2005		Using Submit
Ticket Number: 0000125415	09/13/2005		using websites
Ticket Number: 0000125662	09/15/2005		Printing options
Ticket Number: 0000125688	09/16/2005		Printing subsidy
Ticket Number: 0000125491	09/14/2005		Activate program account request
Ticket Number: 0000125549	09/15/2005		Maple License through myUMBC outdated
Ticket Number: 0000124740	09/06/2005		UMBC Career Fair -- Early Bird Regisration Ending
Ticket Number: 0000124741	09/06/2005		SSH for Mac OS X
Ticket Number: 0000124761	09/06/2005		AIM file transfer/Firewall
Ticket Number: 0000125166	09/11/2005		Work Order Request-Need help to setup calendar
Ticket Number: 0000125136	09/09/2005		SPSS License Renewal

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000125092	09/09/2005	Printing subsidy request
Ticket Number:	0000125008	09/08/2005	printer list
Ticket Number:	0000124978	09/08/2005	Connecting Via Wireless
Ticket Number:	0000124922	09/08/2005	resnet problems?
Ticket Number:	0000124920	09/08/2005	Allowing Students to Print
Ticket Number:	0000124919	09/08/2005	Work Order Request
Ticket Number:	0000124915	09/07/2005	User cannot activate account
Ticket Number:	0000124914	09/07/2005	SAS Installing Problem
Ticket Number:	0000124965	09/08/2005	NO reference check needed - OIT Help Desk Interview
Ticket Number:	0000124835	09/07/2005	printing-Request for Free printing
Ticket Number:	0000124766	09/06/2005	Linux VPN Client
Ticket Number:	0000124785	09/07/2005	new calendar account
Ticket Number:	0000124776	09/07/2005	Net-Temps Career News
Ticket Number:	0000125072	09/09/2005	ticket id: 0000124922
Ticket Number:	0000125068	09/09/2005	FW: ticket #0000124425
Ticket Number:	0000125062	09/09/2005	class printing
Ticket Number:	0000125047	09/09/2005	9/9/05: HD Tape Change
Ticket Number:	0000125034	09/08/2005	Blackboard help
Ticket Number:	0000124764	09/06/2005	Open Calendaring
Ticket Number:	0000125818	09/19/2005	September 21 exam
Ticket Number:	0000126237	09/23/2005	Old OIT website
egabri1		<u>Total:</u> 3	
Closed		<u>Total:</u> 3	
Ticket Number:	0000125896	09/20/2005	SAS v9 checkout
Ticket Number:	0000126205	09/23/2005	CD checkout SAS 9.1. Due monday 26th 12:00; 4107193322
Ticket Number:	0000125301	09/12/2005	SAS CD Checkout
ha2		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number:	0000126270	09/25/2005	Linux 1 and 3 not responding thru ssh
jcorwin1		<u>Total:</u> 3	
Closed		<u>Total:</u> 3	
Ticket Number:	0000125754	09/18/2005	Yun Kim's invitation
Ticket Number:	0000125755	09/18/2005	Hey Dudley
Ticket Number:	0000126167	09/23/2005	Email Password Reset

kherna1		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	
Ticket Number:	0000125237	09/12/2005	McAfee Virus scan
Ticket Number:	0000126640	09/29/2005	voicemail check 8:40 9/29/2005
Ticket Number:	0000126684	09/30/2005	No subject
		<u>Total:</u>	3

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		88	
Ticket Number: 0000126246	09/23/2005		9-23-05 Closing midnight
Ticket Number: 0000126327	09/26/2005		9/26/05 SAS 9.1.3 CD checkout
Ticket Number: 0000126374	09/27/2005		Clarifications
Ticket Number: 0000126359	09/26/2005		internal error
Ticket Number: 0000126723	09/30/2005		Closing List 9/30/05 midnight
Ticket Number: 0000126721	09/30/2005		e-mail storage space
Ticket Number: 0000126700	09/30/2005		phonemail 9.30 2pm
Ticket Number: 0000126697	09/30/2005		Password Reset
Ticket Number: 0000126588	09/29/2005		SAS version 9 loan
Ticket Number: 0000126546	09/28/2005		Closing List 9-28-05 Midnight
Ticket Number: 0000126643	09/29/2005		lab check 9/29/2005 10:00pm
Ticket Number: 0000126644	09/30/2005		lab check 9/29/2005 12:00am
Ticket Number: 0000126462	09/28/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000126434	09/27/2005		Work Order Request-No outlook connection
Ticket Number: 0000126392	09/27/2005		Work Order Request-PC keeps shutting down
Ticket Number: 0000126391	09/27/2005		Work Order Request-Having problem w/address ceos@listproc.umbc
Ticket Number: 0000126360	09/27/2005		9/26 Closing Checklist Midnight
Ticket Number: 0000126638	09/29/2005		lab check 9/29/2005 8:00pm
Ticket Number: 0000126602	09/29/2005		Trouble uploading files through Tera Term SSH
Ticket Number: 0000126346	09/26/2005		FW: MCAFEE E-MAIL SCAN ALERT!~YOUR PASSWORD HAS B
Ticket Number: 0000126339	09/26/2005		9/26/2005: Tape change
Ticket Number: 0000126323	09/26/2005		VPN account for user 'zamp1'
Ticket Number: 0000126301	09/26/2005		Quota Issue
Ticket Number: 0000126277	09/25/2005		resnet server
Ticket Number: 0000126448	09/28/2005		Calendar Account Creation
Ticket Number: 0000126266	09/25/2005		Phone mail - 9.25 - 11:30am
Ticket Number: 0000125096	09/09/2005		CD/SAS 9.1.3
Ticket Number: 0000124338	09/01/2005		lab 8-31-05 midnight
Ticket Number: 0000124738	09/06/2005		never mind
Ticket Number: 0000124616	09/05/2005		need Unix passwort
Ticket Number: 0000124612	09/04/2005		Closing Check List 09-04-05 8 p.m.
Ticket Number: 0000124701	09/06/2005		Ticket #0000124490
Ticket Number: 0000124584	09/02/2005		Problems logging in to umbc7 [was: No subject]
Ticket Number: 0000124522	09/02/2005		Onsite Service - Diagnose
Ticket Number: 0000124345	09/01/2005		9/1/2005: opening checklist
Ticket Number: 0000125255	09/12/2005		resnet.umbc.edu doesn't come up
Ticket Number: 0000125315	09/12/2005		9-12-05 Lab Check 12 middle of night
Ticket Number: 0000125649	09/15/2005		FTP use
Ticket Number: 0000125536	09/14/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000125583	09/15/2005		Thursday, 9/15 Daily tape change
Ticket Number: 0000125668	09/16/2005		1st interview scheduled 9/19 @ 12:30 - RE: Interview for Help Desk P
Ticket Number: 0000125697	09/16/2005		SAS version 9
Ticket Number: 0000125687	09/16/2005		Spam Filter in myUMBC and Outlook
Ticket Number: 0000125588	09/15/2005		Accounts for New Staff Member
Ticket Number: 0000125576	09/15/2005		Work Order Request-Need email account
Ticket Number: 0000125539	09/14/2005		1st tier interview Wednesday 9/21 @ 9am Re: OIT Student Applicatio
Ticket Number: 0000125472	09/14/2005		need more space
Ticket Number: 0000125438	09/13/2005		spam folder
Ticket Number: 0000125738	09/16/2005		UCS Website
Ticket Number: 0000125749	09/17/2005		9/17/05 tape change
Ticket Number: 0000125751	09/17/2005		Closing list 5 p.m. 9-17-05
Ticket Number: 0000126443	09/28/2005		slow response
Ticket Number: 0000126082	09/22/2005		[Fwd: Returned mail: see transcript for details]
Ticket Number: 0000126074	09/21/2005		myumbc.edu

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000125963	09/21/2005	Request for networking computer to printer
Ticket Number:	0000125956	09/20/2005	User is not receiving emails
Ticket Number:	0000125931	09/20/2005	Novell Account Creation
Ticket Number:	0000125922	09/20/2005	lost web file
Ticket Number:	0000125893	09/20/2005	Daily Tape change - Tuesday September 20th
Ticket Number:	0000125891	09/20/2005	printing from lab 122 A
Ticket Number:	0000125869	09/20/2005	McAfee vireus scan
Ticket Number:	0000125865	09/20/2005	Closing list 9-19-05 midnight
Ticket Number:	0000125862	09/19/2005	i need some help on my email acct
Ticket Number:	0000126217	09/23/2005	Printer SW problem
Ticket Number:	0000126163	09/23/2005	9.23.05 longest phonemail ticket in the history of phonemail tickets
Ticket Number:	0000126153	09/22/2005	E-Mail Account Problem
Ticket Number:	0000126001	09/21/2005	User account
Ticket Number:	0000125996	09/21/2005	Internet access for Aumni
Ticket Number:	0000126347	09/26/2005	FW: MCAFEE E-MAIL SCAN ALERT!~YOUR PASSWORD HAS B
Ticket Number:	0000125986	09/21/2005	Computer installation needed
Ticket Number:	0000125846	09/19/2005	email reply problem
Ticket Number:	0000125844	09/19/2005	Questions about setting up a CVS server
Ticket Number:	0000125840	09/19/2005	9/19/2005: 2pm phonemail
Ticket Number:	0000125832	09/19/2005	Grant User TA status in course
Ticket Number:	0000125787	09/19/2005	Help
Ticket Number:	0000125767	09/19/2005	Phone mail 9/19 8:30am
Ticket Number:	0000124758	09/06/2005	User is unable to upload ALRC websites
Ticket Number:	0000125140	09/10/2005	9-9-05 midnight closing
Ticket Number:	0000125225	09/12/2005	Returned SAS 9.1.3 Windows cd Package
Ticket Number:	0000125193	09/11/2005	Cannot log into Blackboard
Ticket Number:	0000125187	09/11/2005	I have problem with logging in my Inbox.
Ticket Number:	0000125138	09/09/2005	Can't Logon or Transfer Files to UMBC7
Ticket Number:	0000124884	09/07/2005	SAS version 9 checkout; ext. 52279; Due back Sept 8, Thursday;
Ticket Number:	0000124912	09/07/2005	UMBC E-Mail Problem
Ticket Number:	0000125765	09/19/2005	Please put in DEPT4-1 tonight
Ticket Number:	0000124918	09/08/2005	Lab Check 9-7-05 12 midnight
Ticket Number:	0000124903	09/07/2005	help with .htaccess
Ticket Number:	0000124773	09/06/2005	No subject

kincaid		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u> 178	
		<u>Total:</u> 6	
Ticket Number:	0000125546	09/14/2005	personal web page creation
Ticket Number:	0000125978	09/21/2005	Unable to download from Novell
Ticket Number:	0000126719	09/30/2005	Accounts for Guest Lecturers
Ticket Number:	0000126350	09/26/2005	Website File
Ticket Number:	0000125752	09/17/2005	Dial-up problems again
Ticket Number:	0000125839	09/19/2005	Work Order Request-No such acct when sending from my UMBC em

	<u>Create</u>		<u>Short Description</u>
Closed	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000126240	09/23/2005	172	ENME664 blacboard website
Ticket Number: 0000126691	09/30/2005		[Fwd: question]
Ticket Number: 0000126686	09/30/2005		Work Order Request-Need Adm privileges
Ticket Number: 0000126658	09/30/2005		new email
Ticket Number: 0000126645	09/30/2005		matlab install
Ticket Number: 0000126579	09/29/2005		Passwd Request
Ticket Number: 0000126551	09/29/2005		request
Ticket Number: 0000126544	09/28/2005		Wed Pages
Ticket Number: 0000126542	09/28/2005		HELP!
Ticket Number: 0000126539	09/28/2005		Classes deletion from BlackBoard
Ticket Number: 0000126534	09/28/2005		home page error
Ticket Number: 0000126530	09/28/2005		Repeat of delayed message
Ticket Number: 0000126500	09/28/2005		Work Order Request
Ticket Number: 0000126431	09/27/2005		Windows XP + Office XP = \$80.
Ticket Number: 0000126404	09/27/2005		email alias
Ticket Number: 0000126361	09/27/2005		Yun Kim's invitation
Ticket Number: 0000126326	09/26/2005		re spam filter...
Ticket Number: 0000126280	09/26/2005		HR Server down
Ticket Number: 0000126275	09/25/2005		EDU documents
Ticket Number: 0000126258	09/24/2005		microsoft software
Ticket Number: 0000126257	09/24/2005		Postbank.de
Ticket Number: 0000126248	09/24/2005		Re: Medicgations Very Useful
Ticket Number: 0000126272	09/25/2005		24 hour labs
Ticket Number: 0000126249	09/24/2005		umbc graduates and email
Ticket Number: 0000126256	09/24/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000126411	09/27/2005		Thank you
Ticket Number: 0000126408	09/27/2005		can't login
Ticket Number: 0000126394	09/27/2005		Access to Event Management shared mailbox
Ticket Number: 0000126355	09/26/2005		Work Order Request-Need to set alias for account
Ticket Number: 0000124760	09/06/2005		Tera Term links are broken
Ticket Number: 0000124424	09/01/2005		[Fwd: Re: OIT Student Application Form]
Ticket Number: 0000124426	09/01/2005		quota increase request
Ticket Number: 0000124421	09/01/2005		Re: OIT Student Application Form
Ticket Number: 0000124639	09/06/2005		FW: question about account creation; new faculty
Ticket Number: 0000124446	09/01/2005		Blackboard Help
Ticket Number: 0000124471	09/01/2005		problem about email
Ticket Number: 0000124610	09/04/2005		Work Order Request
Ticket Number: 0000124608	09/04/2005		How to download email locally [Re: Account Deactivation Notificat
Ticket Number: 0000124602	09/03/2005		Work Order Request-Source file can not be opened
Ticket Number: 0000124600	09/03/2005		cannot access ftp server
Ticket Number: 0000124598	09/03/2005		sent mail problem
Ticket Number: 0000124596	09/03/2005		Work Order Request
Ticket Number: 0000124586	09/02/2005		Problem with Enrolling
Ticket Number: 0000124581	09/02/2005		Re: OIT Student Application Form
Ticket Number: 0000124577	09/02/2005		VPN not connecting
Ticket Number: 0000124735	09/06/2005		bash bell
Ticket Number: 0000124619	09/05/2005		Yun Kim's invitation
Ticket Number: 0000124573	09/02/2005		[Fwd: Returned mail: see transcript for details]
Ticket Number: 0000124571	09/02/2005		VPN access needed
Ticket Number: 0000124567	09/02/2005		Matlab update
Ticket Number: 0000124931	09/08/2005		Work Order Request-Need adobe acrobat pro
Ticket Number: 0000124489	09/02/2005		Not able to access documents for EDUC 601
Ticket Number: 0000124475	09/02/2005		[Fwd: Re: OIT Student Application Form]
Ticket Number: 0000124453	09/01/2005		sas cd set checkout

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000125230	09/12/2005	Charlene needs her email password reset.
Ticket Number:	0000125620	09/15/2005	wireless not connecting
Ticket Number:	0000125614	09/15/2005	MyUMBC accounts
Ticket Number:	0000125601	09/15/2005	computer, FA 432
Ticket Number:	0000125585	09/15/2005	SPAM
Ticket Number:	0000125571	09/15/2005	ID#0000124839
Ticket Number:	0000125441	09/14/2005	Lab closing for 9/13/05
Ticket Number:	0000125434	09/13/2005	Dear members, sign in and update your account!!
Ticket Number:	0000125433	09/13/2005	Dear members, sign in and update your account!!
Ticket Number:	0000125432	09/13/2005	Ticket #0000125048
Ticket Number:	0000125690	09/16/2005	Create 2 email accounts for new employees of JCET & GEST
Ticket Number:	0000125684	09/16/2005	problem accessing a course through blackboard
Ticket Number:	0000125831	09/19/2005	For the love of God help me
Ticket Number:	0000125677	09/16/2005	Phonemail 9/16 8:17am
Ticket Number:	0000125675	09/16/2005	Virus scan detected a virus and can not clean or delete this
Ticket Number:	0000125673	09/16/2005	Work Order Request
Ticket Number:	0000125630	09/15/2005	Blackboard problems
Ticket Number:	0000125429	09/13/2005	User encountered system error, overcharged 1.60
Ticket Number:	0000125448	09/14/2005	linux vpn client, where is it?
Ticket Number:	0000125398	09/13/2005	Web problem
Ticket Number:	0000126439	09/28/2005	Net-Temps Career News
Ticket Number:	0000125631	09/15/2005	virus?
Ticket Number:	0000125342	09/13/2005	internet cd
Ticket Number:	0000125317	09/13/2005	No subject
Ticket Number:	0000125310	09/12/2005	Adding Classes in Blackboard
Ticket Number:	0000125551	09/15/2005	Eligibility for software
Ticket Number:	0000125548	09/14/2005	9-14-05 Lab Check 12 midnight
Ticket Number:	0000125538	09/14/2005	ticket #0000125254
Ticket Number:	0000125532	09/14/2005	Virex 6.1-7.0
Ticket Number:	0000125516	09/14/2005	myUMBC Account Creation for Christine Rowett
Ticket Number:	0000126052	09/21/2005	Ticket 0000126024
Ticket Number:	0000125296	09/12/2005	question about McAfee
Ticket Number:	0000125293	09/12/2005	quota increase request
Ticket Number:	0000125287	09/12/2005	request
Ticket Number:	0000125271	09/12/2005	myUMBC account problem-Dr. Fryer
Ticket Number:	0000125267	09/12/2005	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000125242	09/12/2005	Spyware
Ticket Number:	0000124744	09/06/2005	quota increase
Ticket Number:	0000125221	09/12/2005	voicemail 9am 9/12
Ticket Number:	0000125198	09/12/2005	Password is invalid, myUMBC login
Ticket Number:	0000125196	09/12/2005	Invalid Password, Now Working
Ticket Number:	0000125188	09/11/2005	Printing Privledges for ELC 041
Ticket Number:	0000125184	09/11/2005	not recognizing my account
Ticket Number:	0000125181	09/11/2005	question
Ticket Number:	0000125172	09/11/2005	Two problems
Ticket Number:	0000125169	09/11/2005	Password problem
Ticket Number:	0000125165	09/10/2005	Create a Mail Alias for my Account
Ticket Number:	0000125162	09/10/2005	Blackboard Login
Ticket Number:	0000125158	09/10/2005	unable access class list via myumbc
Ticket Number:	0000125155	09/10/2005	Add/Drop Courses Error
Ticket Number:	0000125153	09/10/2005	500 Internal Server Error
Ticket Number:	0000125154	09/10/2005	Server Error
Ticket Number:	0000125151	09/10/2005	Can't access faculty options
Ticket Number:	0000125150	09/10/2005	Access Problem
Ticket Number:	0000125149	09/10/2005	Internal Server Error

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000125147	09/10/2005	report of system error
Ticket Number:	0000125148	09/10/2005	myUMBC problem
Ticket Number:	0000125145	09/10/2005	system error
Ticket Number:	0000125144	09/10/2005	Internal server error
Ticket Number:	0000125142	09/10/2005	UMBC Computing--Question
Ticket Number:	0000125139	09/09/2005	No subject
Ticket Number:	0000125137	09/09/2005	NEED TO CHANGE EMAIL ADDRESS
Ticket Number:	0000125126	09/09/2005	Internal Server Error for Faculty Authorization
Ticket Number:	0000125117	09/09/2005	Reactivate user id: phipp1
Ticket Number:	0000125118	09/09/2005	email to class
Ticket Number:	0000125051	09/09/2005	Question regarding email
Ticket Number:	0000125045	09/09/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000125037	09/09/2005	Cd release party in the Commons
Ticket Number:	0000125030	09/08/2005	request
Ticket Number:	0000125027	09/08/2005	Requesting Internet Setup Software
Ticket Number:	0000125000	09/08/2005	License information for Maple 10
Ticket Number:	0000124946	09/08/2005	Borrowed SAS ver 8
Ticket Number:	0000124945	09/08/2005	Online
Ticket Number:	0000124924	09/08/2005	NOTICE: mail delivery status.
Ticket Number:	0000124921	09/08/2005	forwarding email
Ticket Number:	0000124894	09/07/2005	Problems with the Cisco VPN Client for Mac
Ticket Number:	0000124877	09/07/2005	No spaces between words in Address Book Name?
Ticket Number:	0000124907	09/07/2005	my user name and password
Ticket Number:	0000124827	09/07/2005	Work Order Request-Need pw assistance
Ticket Number:	0000124820	09/07/2005	Needs 2nd interview / RE: OIT Student Application Form
Ticket Number:	0000124805	09/07/2005	Work Order Request-Have forgotten pw
Ticket Number:	0000124804	09/07/2005	Work Order Request
Ticket Number:	0000124796	09/07/2005	email not functioning
Ticket Number:	0000124795	09/07/2005	problems
Ticket Number:	0000125732	09/16/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000125741	09/17/2005	9-17-05 Labcheck midnight
Ticket Number:	0000125938	09/20/2005	Problems with Linux systems
Ticket Number:	0000125871	09/20/2005	requesting creation of guest accounts for Bb access
Ticket Number:	0000125867	09/20/2005	Email overload
Ticket Number:	0000125861	09/19/2005	i need some help on my email acct
Ticket Number:	0000125858	09/19/2005	i need some help on my email acct
Ticket Number:	0000125856	09/19/2005	Disk Quota Increase
Ticket Number:	0000125855	09/19/2005	PHED202_0103_FA2005: PHED 202 Introduction to Health Behav
Ticket Number:	0000125854	09/19/2005	Cannot access my SW 240
Ticket Number:	0000126189	09/23/2005	SPSS Class?
Ticket Number:	0000126168	09/23/2005	Removing Class in Blackboard
Ticket Number:	0000126166	09/23/2005	Email Issues
Ticket Number:	0000126158	09/23/2005	Reflections installed
Ticket Number:	0000126128	09/22/2005	About the Gradebook
Ticket Number:	0000126099	09/22/2005	called to reactivate account
Ticket Number:	0000126081	09/22/2005	Alumni Email
Ticket Number:	0000126079	09/22/2005	No subject
Ticket Number:	0000126077	09/21/2005	Work Order Request-Print from personal laptop
Ticket Number:	0000126075	09/21/2005	account disk space
Ticket Number:	0000126070	09/21/2005	Mathamatica
Ticket Number:	0000126068	09/21/2005	myUMBC Account Creation for Michael Fayer (faculty)
Ticket Number:	0000126061	09/21/2005	Work Order Request-Trying to open remote connection
Ticket Number:	0000126038	09/21/2005	Ticket# 0000124799
Ticket Number:	0000125991	09/21/2005	[Fwd: QUOTA WARNING for your myUMBC account]
Ticket Number:	0000125960	09/20/2005	when will my account stop working???

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000125918	09/20/2005	Number : 0000125807
Ticket Number: 0000125905	09/20/2005	needs AD account set up
Ticket Number: 0000125845	09/19/2005	visio
Ticket Number: 0000125804	09/19/2005	No subject
Ticket Number: 0000125816	09/19/2005	Email overload
Ticket Number: 0000126699	09/30/2005	Novell NetWare
Ticket Number: 0000125757	09/18/2005	Recover Request
Ticket Number: 0000125753	09/17/2005	internet
mcs pads1	<u>Total:</u> 2	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000125542	09/14/2005	Netsaint is reporting hfs2,3,4,5, and 7 are down.
Closed	<u>Total:</u> 1	
Ticket Number: 0000125750	09/17/2005	Possible dead network jack
migoll	<u>Total:</u> 4	
Closed	<u>Total:</u> 4	
Ticket Number: 0000125900	09/20/2005	activate account
Ticket Number: 0000124525	09/02/2005	SS211; nothing happens when he does CTRL+ALT-DEL
Ticket Number: 0000125363	09/13/2005	password reset request
Ticket Number: 0000125569	09/15/2005	webmail reply problem
myers	<u>Total:</u> 28	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000125527	09/14/2005	password error
Closed	<u>Total:</u> 27	
Ticket Number: 0000124400	09/01/2005	MyUMBC Accounts for Education Part-time Faculty
Ticket Number: 0000124407	09/01/2005	HP Account for Jonathan Wescott
Ticket Number: 0000125226	09/12/2005	sponsored UMBC login
Ticket Number: 0000124482	09/02/2005	FW: Getting onto Blackboard
Ticket Number: 0000124721	09/06/2005	A CD has been checked out of the helpdesk (24 Hours) SAS CD
Ticket Number: 0000125238	09/12/2005	HP8150DN Service Call
Ticket Number: 0000125612	09/15/2005	HP SAR Connection/Account
Ticket Number: 0000125604	09/15/2005	9/15/05 SAS 9.1.3 CD set checkout
Ticket Number: 0000125505	09/14/2005	Add users to VPN for R25 access
Ticket Number: 0000125431	09/13/2005	VPN access for user krystle1
Ticket Number: 0000125392	09/13/2005	Work Order Request-Computer bogged down can not even use it
Ticket Number: 0000125359	09/13/2005	quota warning,
Ticket Number: 0000125347	09/13/2005	Security Password Reset
Ticket Number: 0000125322	09/13/2005	HD Tape Change 9/13/05
Ticket Number: 0000125952	09/20/2005	HP Account
Ticket Number: 0000126101	09/22/2005	Reflections Account: Marie Gore/LRC
Ticket Number: 0000126109	09/22/2005	Internet access not working 4 computers
Ticket Number: 0000126037	09/21/2005	myUMBC Account for Louis Gephardt
Ticket Number: 0000124818	09/07/2005	SAR access for Victoria L. Lloyd
Ticket Number: 0000125164	09/10/2005	ETHERNET NOT working
Ticket Number: 0000125113	09/09/2005	PT Instructor needs account reactivated
Ticket Number: 0000125111	09/09/2005	Add Campus Scheduling Students to VPN
Ticket Number: 0000125059	09/09/2005	RCBR3406 Job Scheduling
Ticket Number: 0000125057	09/09/2005	Unable to connect to HP
Ticket Number: 0000125017	09/08/2005	RUMBA
Ticket Number: 0000124967	09/08/2005	HP2550LN network printer
Ticket Number: 0000124858	09/07/2005	MyUMBC Account Sarah Kassim

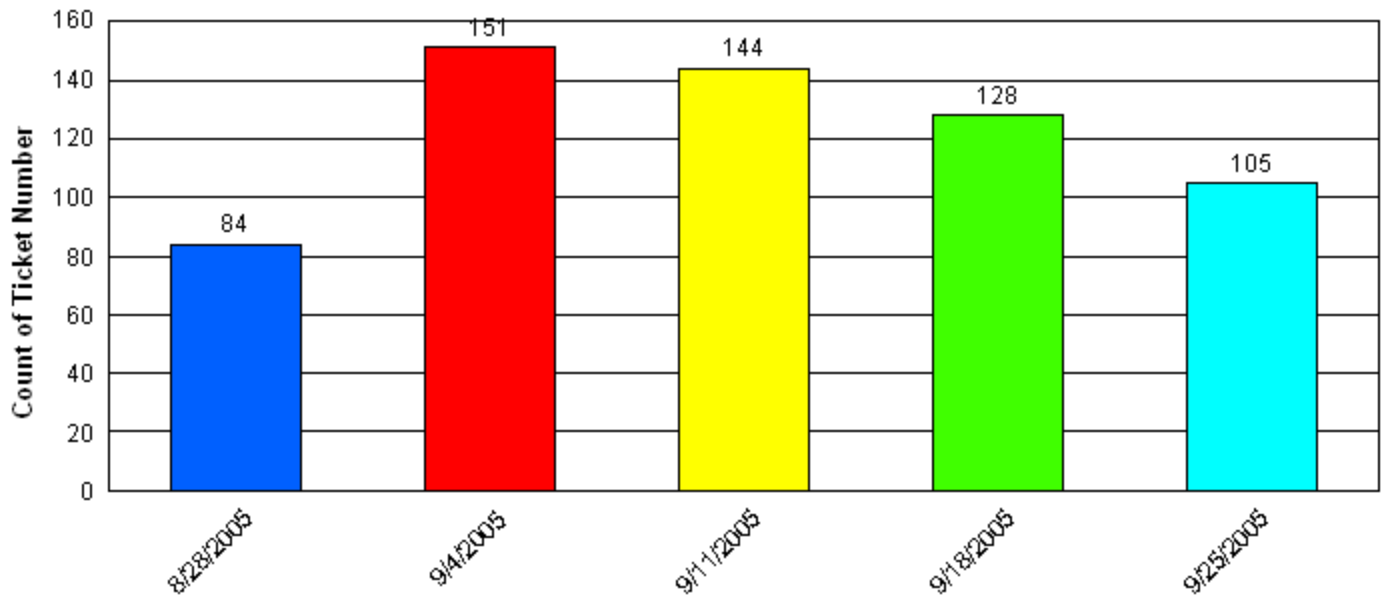
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
pzeaf01	<u>Total:</u>	13	
Closed	<u>Total:</u>	13	
Ticket Number: 0000124977	09/08/2005		hello from a student
Ticket Number: 0000125192	09/11/2005		McAfee Virus Scan 8
Ticket Number: 0000125186	09/11/2005		password reset
Ticket Number: 0000125185	09/11/2005		Password reset
Ticket Number: 0000125069	09/09/2005		SAS 9.1.3 CD checkout; Due back tommorow 12pm;
Ticket Number: 0000125744	09/17/2005		myUMBC
Ticket Number: 0000126235	09/23/2005		Password reset
Ticket Number: 0000126102	09/22/2005		Dreamweaver won't work
Ticket Number: 0000126152	09/22/2005		Student Scanner Usage
Ticket Number: 0000125962	09/21/2005		FTP Problems
Ticket Number: 0000125760	09/18/2005		tape change 9.18.05
Ticket Number: 0000125770	09/19/2005		Novel Account Creation
Ticket Number: 0000125657	09/15/2005		SAS 9.1.3 CD checkout
rkhalil1	<u>Total:</u>	17	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000126677	09/30/2005		Problem with H drive
Closed	<u>Total:</u>	16	
Ticket Number: 0000126285	09/26/2005		no one in dept can print to copier; ext. 53201; Room 439 PUP;
Ticket Number: 0000126464	09/28/2005		[PC s/w] AD707: Dim display when locked into docking station
Ticket Number: 0000126607	09/29/2005		9/29/05 sas cd set checkout
Ticket Number: 0000126375	09/27/2005		Customer needs help walking through or installing a local printer to U
Ticket Number: 0000124418	09/01/2005		Customer needs a novell password reset; ext. 52156
Ticket Number: 0000124388	09/01/2005		CD Loan
Ticket Number: 0000125344	09/13/2005		Customers computer and one other suddenly no longer connect to the n
Ticket Number: 0000125406	09/13/2005		Customer cannot log into resnet; ext. 20888; Room Potomac 383;
Ticket Number: 0000125789	09/19/2005		Customer wants all jobs to a novell printer deleted, there is a backup s
Ticket Number: 0000126198	09/23/2005		cd checkout SAS 9.1.3
Ticket Number: 0000125913	09/20/2005		cathy vedo left message asking for computer to be installed
Ticket Number: 0000124742	09/06/2005		FA 214F x52941: Windows does not boot
Ticket Number: 0000124810	09/07/2005		[PC s/w] MP006: Problem with pdf files and ps
Ticket Number: 0000124845	09/07/2005		limited or no connectivity, tried 2 cables
Ticket Number: 0000125065	09/09/2005		SAS 9.1 borrowed
Ticket Number: 0000125053	09/09/2005		Customer is a faculty from August 7th 2005-Jan7 2006 but does not s

Create
Date

Short Description

Count of Ticket Number / Create Date

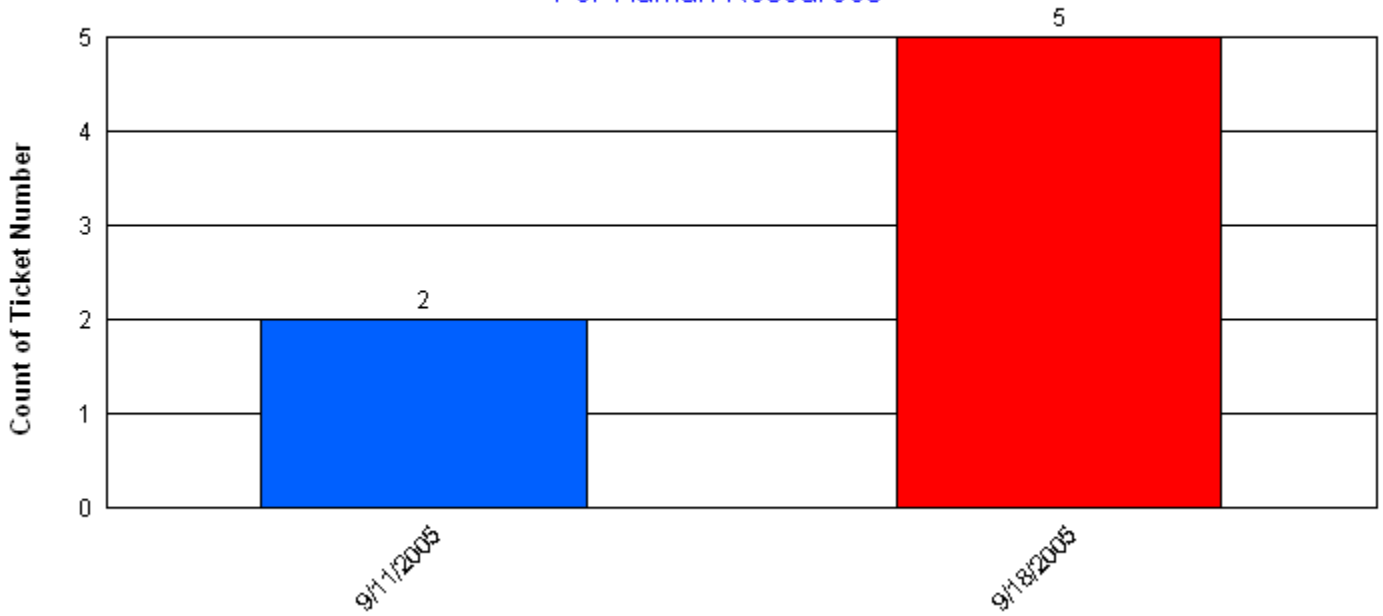
For Helpdesk



Human Resources		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Total:		7	
mcnamara		Total:	7
Closed		Total:	7
Ticket Number:	0000125941	09/20/2005	Faculty JOBCODE does not match RANK
Ticket Number:	0000125943	09/20/2005	.employee w/o active primary job
Ticket Number:	0000126089	09/22/2005	payment method missing for employees
Ticket Number:	0000126088	09/22/2005	RANK not consistent with JOBCODE
Ticket Number:	0000125291	09/12/2005	Employee missing active primary job
Ticket Number:	0000125294	09/12/2005	Faculy Rank does not match jobcode
Ticket Number:	0000126245	09/23/2005	Employees of SOPC

Count of Ticket Number / Create Date

For Human Resources



		<u>Create</u>		<u>Short Description</u>
<u>LAN</u>		<u>Date</u>		
	Total:	124		
LAN		Total:	2	
	Closed	Total:	2	
Ticket Number:	0000126401	09/27/2005		Need I drive quota increased ASAP
Ticket Number:	0000125992	09/21/2005		Need AD/Novell pw's reset

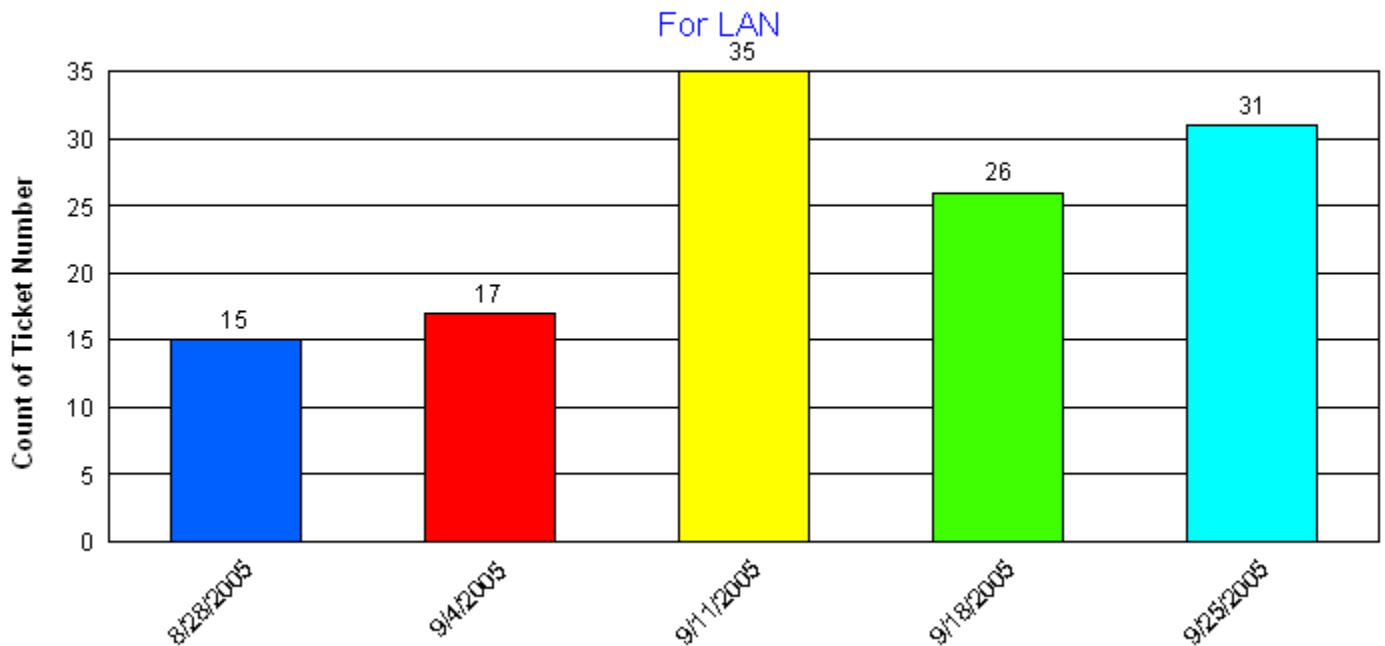
		<u>Create</u>	
		<u>Date</u>	<u>Short Description</u>
jesse		<u>Total:</u>	101
Resolved		<u>Total:</u>	1
Ticket Number:	0000126701	09/30/2005	FOlder restore in Athletics I drive

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		100	
Ticket Number: 0000126313	09/26/2005		Need quota increase 50Mb on I: drive, Psych dept.
Ticket Number: 0000126322	09/26/2005		AD account for user 'zamp1'
Ticket Number: 0000126337	09/26/2005		Khadija Jones does not have access to I:
Ticket Number: 0000126568	09/29/2005		Novell Account for New Student Hire
Ticket Number: 0000126554	09/29/2005		mnolan1, moneill1 needs novell/ad -will be working at helpdesk
Ticket Number: 0000126574	09/29/2005		Novell Accounts
Ticket Number: 0000126550	09/29/2005		User flinchba
Ticket Number: 0000126503	09/28/2005		Novell Account: Ian Harris
Ticket Number: 0000126499	09/28/2005		Novell/AD Account Creation
Ticket Number: 0000126482	09/28/2005		Novell Account Creation
Ticket Number: 0000126475	09/28/2005		Fwd: Novell Access- user id = tagget1-context presidentsoffice
Ticket Number: 0000126469	09/28/2005		Folder restore
Ticket Number: 0000126402	09/27/2005		Dbrowser needs his novell pswd reset
Ticket Number: 0000126368	09/27/2005		Need AD account for Howard Joe
Ticket Number: 0000126704	09/30/2005		Novell/AD account needed.
Ticket Number: 0000126702	09/30/2005		needs file space increase
Ticket Number: 0000126636	09/29/2005		Novell & AD Account for kjoy
Ticket Number: 0000126614	09/29/2005		Novell/AD Account Creation
Ticket Number: 0000126514	09/28/2005		Novell/AD Account Creation
Ticket Number: 0000126320	09/26/2005		Novell account for user zamp1
Ticket Number: 0000126449	09/28/2005		New employee needs novell/AD access
Ticket Number: 0000124479	09/02/2005		access to SJP drive
Ticket Number: 0000126145	09/22/2005		Customer is requesting a space increase for the departmental i drive;
Ticket Number: 0000124365	09/01/2005		Novell acct has expired - Please call when activated
Ticket Number: 0000124689	09/06/2005		Charlene needs a Novell account.
Ticket Number: 0000124854	09/07/2005		user needs a Novell/AD account with access to I:\Gerontology
Ticket Number: 0000124948	09/08/2005		Reset user Novell password to blank
Ticket Number: 0000124569	09/02/2005		Dean Novell access
Ticket Number: 0000124557	09/02/2005		Need password reset please
Ticket Number: 0000124533	09/02/2005		General Account
Ticket Number: 0000124550	09/02/2005		Novell account hrstudent needs a password reset; context human res
Ticket Number: 0000124490	09/02/2005		Susan Martin/Access to St. Affairs Shared Drive
Ticket Number: 0000124483	09/02/2005		need Novell Account and AD access for Geography
Ticket Number: 0000124422	09/01/2005		new employee novell access
Ticket Number: 0000124408	09/01/2005		Request access to Novell, Drives, and Corporate Time
Ticket Number: 0000124406	09/01/2005		Account
Ticket Number: 0000124575	09/02/2005		request
Ticket Number: 0000124430	09/01/2005		Calendar account needed for phill1
Ticket Number: 0000124356	09/01/2005		Novelle Account for Okundaye
Ticket Number: 0000125235	09/12/2005		Novell/AD Account Creation
Ticket Number: 0000125252	09/12/2005		User clacey1
Ticket Number: 0000125263	09/12/2005		Novell Logins
Ticket Number: 0000125325	09/13/2005		reset password
Ticket Number: 0000125606	09/15/2005		HP4650 printer to AD
Ticket Number: 0000125579	09/15/2005		novell account creation
Ticket Number: 0000125517	09/14/2005		Novell/AD Account Creation
Ticket Number: 0000125492	09/14/2005		Library/speccoll dept share increase
Ticket Number: 0000125480	09/14/2005		Customer needs account name: polygrad3 (novell/ad account) to be a
Ticket Number: 0000125454	09/14/2005		H drive
Ticket Number: 0000125440	09/13/2005		AD access for user krystle1
Ticket Number: 0000125436	09/13/2005		User gets "Internal Error" when logging into Novell
Ticket Number: 0000125430	09/13/2005		Novell access for user krystle1
Ticket Number: 0000125615	09/15/2005		user needs access to I: drive
Ticket Number: 0000125613	09/15/2005		user added to AD

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000125327	09/13/2005	Calendar account for new employee AIKEN
Ticket Number:	0000125302	09/12/2005	J: drive access.
Ticket Number:	0000125292	09/12/2005	New Employee - Need Novell/AD accounts
Ticket Number:	0000125276	09/12/2005	New Employee-Novell/AD access needed
Ticket Number:	0000125277	09/12/2005	New Employee - Calendar account needed
Ticket Number:	0000125269	09/12/2005	Novell account deactivated
Ticket Number:	0000125300	09/12/2005	delete 2 print queues
Ticket Number:	0000125734	09/16/2005	Novell context Sponsored Programs
Ticket Number:	0000126502	09/28/2005	student active directory account
Ticket Number:	0000125790	09/19/2005	Novell/AD accounts - DPET - Accounts For New Student Assistant
Ticket Number:	0000125800	09/19/2005	User needs admin rights in SAO
Ticket Number:	0000125808	09/19/2005	Novell/AD account activation
Ticket Number:	0000126319	09/26/2005	Novell/AD account creation request
Ticket Number:	0000126125	09/22/2005	Novell/AD access needed for new dept of CWIT
Ticket Number:	0000126096	09/22/2005	User needs more similtaneous logins on Novell.
Ticket Number:	0000126086	09/22/2005	Novell/AD Account Creation
Ticket Number:	0000126036	09/21/2005	IT Coordinator access to department drive
Ticket Number:	0000126011	09/21/2005	cgeorge needs calendar account
Ticket Number:	0000126476	09/28/2005	Work Order Request
Ticket Number:	0000125972	09/21/2005	Novell/AD Password Reset
Ticket Number:	0000125949	09/20/2005	Work Order Request
Ticket Number:	0000125916	09/20/2005	Customer needs his AD account password reset; ext. 52089;
Ticket Number:	0000126225	09/23/2005	Active Directory set up needed please
Ticket Number:	0000126517	09/28/2005	Novell/AD Account Creation
Ticket Number:	0000126210	09/23/2005	create AD account for a user
Ticket Number:	0000126181	09/23/2005	requesting AD accounts
Ticket Number:	0000125935	09/20/2005	Novell/AD Account Creation
Ticket Number:	0000125810	09/19/2005	Corporate calendar account
Ticket Number:	0000125807	09/19/2005	Novell/AD Account Creation
Ticket Number:	0000125798	09/19/2005	User needs to have access to drive I: in SAO context
Ticket Number:	0000125775	09/19/2005	Customer needs new novell account and ad account; Also needs acces
Ticket Number:	0000125771	09/19/2005	Novell/Ad accounts needed for customer usernames: joshhr1; sana3; k
Ticket Number:	0000124786	09/07/2005	new Novell Account
Ticket Number:	0000125228	09/12/2005	Please call when done -Need Novell/AD pw reset
Ticket Number:	0000125224	09/12/2005	Need novell/ad context setup for BIOL
Ticket Number:	0000125212	09/12/2005	Creation of Novell Account
Ticket Number:	0000125122	09/09/2005	remedy ticket
Ticket Number:	0000125575	09/15/2005	Need xerox work center pro 65pcl6 added to users
Ticket Number:	0000124981	09/08/2005	Novell/AD access
Ticket Number:	0000124925	09/08/2005	AD access needed
Ticket Number:	0000124935	09/08/2005	[Fwd: Re: my user name and password]
Ticket Number:	0000124889	09/07/2005	Novell and Ad account
Ticket Number:	0000124787	09/07/2005	new Novell account
Ticket Number:	0000124853	09/07/2005	Novell/AD account for Richard McDaniel
Ticket Number:	0000124863	09/07/2005	Novell password reset
Ticket Number:	0000126706	09/30/2005	access to server

<u>vladimir</u>		<u>Create</u>	<u>Short Description</u>
<u>Closed</u>		<u>Date</u>	
		<u>Total:</u> 21	
		<u>Total:</u> 21	
Ticket Number:	0000124999	09/08/2005	Novell/AD Account
Ticket Number:	0000124757	09/06/2005	OSL needs Novell file restored from 9/5
Ticket Number:	0000125809	09/19/2005	Drive Restore - please expedite
Ticket Number:	0000125811	09/19/2005	User needs priviledges to print through AD
Ticket Number:	0000126130	09/22/2005	Student ad accounts
Ticket Number:	0000125979	09/21/2005	Work Order Request
Ticket Number:	0000125244	09/12/2005	Work Order Request
Ticket Number:	0000125699	09/16/2005	user has lost data from their H drive
Ticket Number:	0000125681	09/16/2005	user needs an increase in I drive space for the athletics department
Ticket Number:	0000125678	09/16/2005	Novel Password Reset
Ticket Number:	0000125652	09/15/2005	request
Ticket Number:	0000125603	09/15/2005	Pharos shows 1.24 print balance / reports cost .80
Ticket Number:	0000125602	09/15/2005	Pharos print balance has disappeared from my account
Ticket Number:	0000125595	09/15/2005	Problems Scanning to S-Drive
Ticket Number:	0000124579	09/02/2005	Access to Shared Drive
Ticket Number:	0000124620	09/05/2005	Give User Access to Directory on Novell
Ticket Number:	0000124655	09/06/2005	Novell/AD password reset
Ticket Number:	0000124952	09/08/2005	Diable Novell and Active Directory Access for Matt Ruzicka
Ticket Number:	0000126297	09/26/2005	File Recovery Request
Ticket Number:	0000126343	09/26/2005	Missing file on I: drive
Ticket Number:	0000126336	09/26/2005	Additional disk space needed please

Count of Ticket Number / Create Date



		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
New Media	Total:	119		
darnold		<u>Total:</u>	3	
Closed		<u>Total:</u>	3	
Ticket Number:	0000126512	09/28/2005		typo for Wednesday; Oct 5 class
Ticket Number:	0000125520	09/14/2005		Web Log problem - MT
Ticket Number:	0000125014	09/08/2005		SkillSoft Login
ebenson1		<u>Total:</u>	10	
Closed		<u>Total:</u>	10	
Ticket Number:	0000125894	09/20/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000126014	09/21/2005		new course site
Ticket Number:	0000125915	09/20/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000126035	09/21/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000125983	09/21/2005		locking a discussion board thread
Ticket Number:	0000125926	09/20/2005		GENDER AND IT STUDY organization, enrollment change request
Ticket Number:	0000124370	09/01/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124339	09/01/2005		ENME303
Ticket Number:	0000124709	09/06/2005		RE: Student access to Blackboard
Ticket Number:	0000124346	09/01/2005		ENEE660 - 8010 / Content can not be seen by some students.
fritz		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number:	0000125408	09/13/2005		User Cannot See Discussion Board Reply Button
jward		<u>Total:</u>	2	
Resolved		<u>Total:</u>	1	
Ticket Number:	0000126084	09/22/2005		Need access to the R25 AppServer
Closed		<u>Total:</u>	1	
Ticket Number:	0000125586	09/15/2005		UMBC Web Site Question

rarmstro

Create

Date

Total: **103**

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		103	
Ticket Number: 0000125245	09/12/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000125246	09/12/2005		Bb site creation request
Ticket Number: 0000126426	09/27/2005		Work Order Request-BB problem
Ticket Number: 0000125248	09/12/2005		deleting announcements
Ticket Number: 0000125278	09/12/2005		Course Enrollment
Ticket Number: 0000125307	09/12/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000125308	09/12/2005		student missing in AMST 322 FALL 05 Blackboard site
Ticket Number: 0000125319	09/13/2005		Delete Blackboard Courses
Ticket Number: 0000125714	09/16/2005		Please delete these courses
Ticket Number: 0000125656	09/15/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000125654	09/15/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000125629	09/15/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000125572	09/15/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000125514	09/14/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000125504	09/14/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000125482	09/14/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000125478	09/14/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000125479	09/14/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000125476	09/14/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000125674	09/16/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000125659	09/15/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000125399	09/13/2005		blackboard help
Ticket Number: 0000125383	09/13/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000125351	09/13/2005		Question about timed-assessments in Bb
Ticket Number: 0000125346	09/13/2005		Work Order Request
Ticket Number: 0000125320	09/13/2005		Trouble with sending the discussion message
Ticket Number: 0000125311	09/12/2005		No subject
Ticket Number: 0000125305	09/12/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000126250	09/24/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000126555	09/29/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000126628	09/29/2005		Blackboard discussions alteration?
Ticket Number: 0000126507	09/28/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000126458	09/28/2005		not fixed
Ticket Number: 0000126415	09/27/2005		CMSC 481/0101 and CMSC 681/0101 Add TA's to BB Course
Ticket Number: 0000126399	09/27/2005		Corse enrollment
Ticket Number: 0000126354	09/26/2005		Turnitin question
Ticket Number: 0000126260	09/24/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000126251	09/24/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000124358	09/01/2005		Please delete old courses
Ticket Number: 0000124374	09/01/2005		Blackboard
Ticket Number: 0000124733	09/06/2005		Customer has called to say that her instructor is unable to add her to h
Ticket Number: 0000124708	09/06/2005		Access to Blackboard
Ticket Number: 0000124703	09/06/2005		blackboard problem
Ticket Number: 0000124692	09/06/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000124637	09/06/2005		sowk 260
Ticket Number: 0000124640	09/06/2005		ELC 053//063
Ticket Number: 0000124623	09/05/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000124622	09/05/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000124618	09/05/2005		Adding Students
Ticket Number: 0000124614	09/04/2005		course enrollment difficulties
Ticket Number: 0000124607	09/04/2005		I have a question
Ticket Number: 0000124576	09/02/2005		Work Order Request-Remove Jane Donovan from course
Ticket Number: 0000124553	09/02/2005		Merge of EDUC 312 and 602 Course
Ticket Number: 0000124539	09/02/2005		Work Order Request

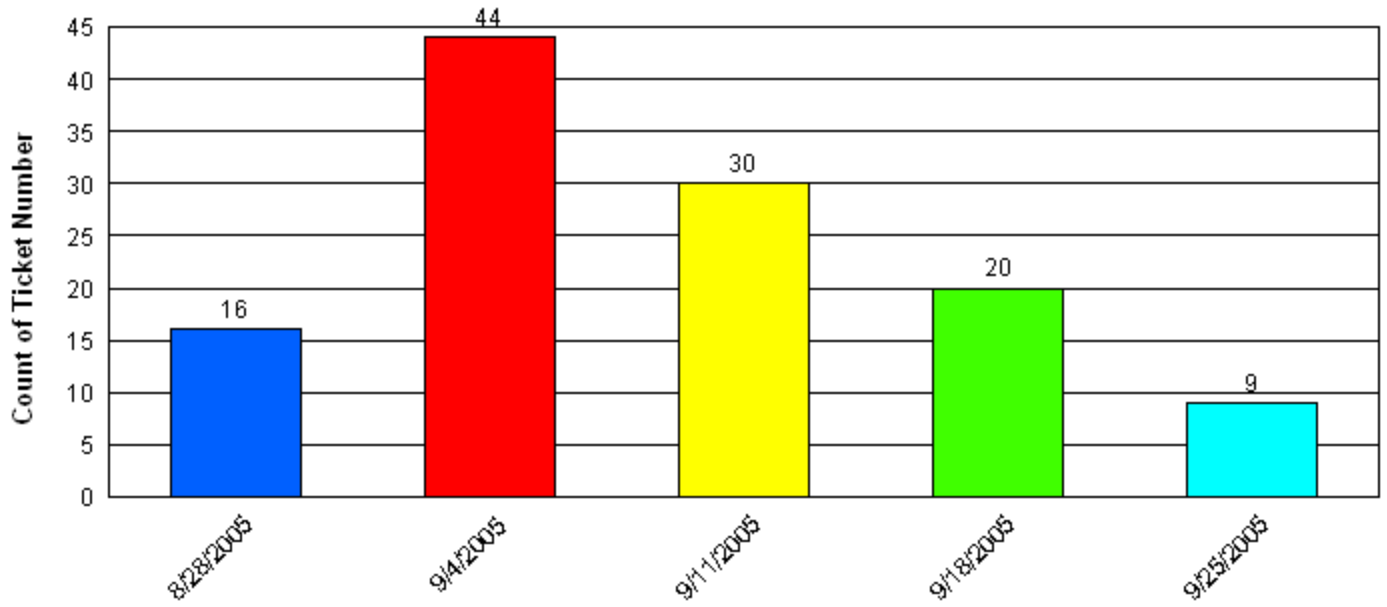
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000124517	09/02/2005	No subject
Ticket Number:	0000124487	09/02/2005	course availability
Ticket Number:	0000124445	09/01/2005	adding a class to bb
Ticket Number:	0000124439	09/01/2005	Which Blackboard?
Ticket Number:	0000124437	09/01/2005	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000124420	09/01/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124417	09/01/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124379	09/01/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000125780	09/19/2005	Read Only Priveleges for a BlackBoard Account?
Ticket Number:	0000125874	09/20/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000125797	09/19/2005	Customer is listed as a student in blackboard, but needs to be changed
Ticket Number:	0000125982	09/21/2005	Discussion Board
Ticket Number:	0000126228	09/23/2005	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000126212	09/23/2005	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000126149	09/22/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000126141	09/22/2005	Blackboard Removal Request
Ticket Number:	0000126129	09/22/2005	Student can not view her grades for course even though professor can
Ticket Number:	0000126009	09/21/2005	Can't access my classes
Ticket Number:	0000124762	09/06/2005	Problem w/ Art 323 Fall 05 and Art 424 Fall 05
Ticket Number:	0000124767	09/06/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124809	09/07/2005	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000124824	09/07/2005	timing
Ticket Number:	0000124817	09/07/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124798	09/07/2005	ENEE 302 [Fall '05] Blackboard Portal
Ticket Number:	0000124891	09/07/2005	wrong courses listed
Ticket Number:	0000125160	09/10/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000125146	09/10/2005	Blackboard Help
Ticket Number:	0000125042	09/09/2005	Enrollment in Blackboard
Ticket Number:	0000125035	09/08/2005	request to have a new community portal site set up on UMBC Bb6
Ticket Number:	0000125029	09/08/2005	chat
Ticket Number:	0000125006	09/08/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000125003	09/08/2005	IRB
Ticket Number:	0000125002	09/08/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124990	09/08/2005	Blackboard Link not available
Ticket Number:	0000124971	09/08/2005	help with blackboard
Ticket Number:	0000124944	09/08/2005	Blackboard problems
Ticket Number:	0000125116	09/09/2005	ACCESS DENIED
Ticket Number:	0000125112	09/09/2005	access to publ 600
Ticket Number:	0000125104	09/09/2005	Professor's course isn't showing in blackboard
Ticket Number:	0000125098	09/09/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000125087	09/09/2005	FW: Geography 120
Ticket Number:	0000125082	09/09/2005	Course not available
Ticket Number:	0000124916	09/07/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124911	09/07/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000124910	09/07/2005	Blackboard Problem
Ticket Number:	0000124905	09/07/2005	My Courses Content
Ticket Number:	0000124897	09/07/2005	Blackboard course changes
Ticket Number:	0000124893	09/07/2005	Unable to Download Class list
Ticket Number:	0000124768	09/06/2005	Blackboard NEW Course: Assign to New Media: Blackboard

Create
Date

Short Description

Count of Ticket Number / Create Date

For New Media



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Physical Networks	Total:	83	
Telcom		Total: 1	
Closed		Total: 1	
Ticket Number: 0000126606		09/29/2005	Customer cannot log into resnet; Walked through at HD; ext. 20816;
beakja1		Total: 37	
Closed		Total: 37	
Ticket Number: 0000126267		09/25/2005	RAC120A: Re-activate jack# 120a-04
Ticket Number: 0000126271		09/25/2005	User is unable to load resnet login page
Ticket Number: 0000126436		09/27/2005	Library 7th floor faculty reception
Ticket Number: 0000126613		09/29/2005	ECS 234 Dead Jack
Ticket Number: 0000126714		09/30/2005	Change VLAN/jack assignment
Ticket Number: 0000126710		09/30/2005	Check/activate jack
Ticket Number: 0000126595		09/29/2005	need data ports activated
Ticket Number: 0000126531		09/28/2005	PHYS111: re-activate dead jack
Ticket Number: 0000124376		09/01/2005	Jack Activation
Ticket Number: 0000126398		09/27/2005	Dead Jack Biology 323
Ticket Number: 0000124613		09/04/2005	internet issues
Ticket Number: 0000124601		09/03/2005	connection problem
Ticket Number: 0000124532		09/02/2005	Operations timed out when trying to access resnet
Ticket Number: 0000124506		09/02/2005	Pocomoke/Hillside Rm242-network connections keep dropping
Ticket Number: 0000124399		09/01/2005	Severn 142: 169 ip
Ticket Number: 0000124413		09/01/2005	AD2nd; local outage
Ticket Number: 0000125377		09/13/2005	1st floor of FA-wireless connection problems
Ticket Number: 0000125704		09/16/2005	jack activation: SDC 124a
Ticket Number: 0000125650		09/15/2005	Problems with Remote Desktop and Wireless
Ticket Number: 0000125648		09/15/2005	physnet request to turn on Chemistry jack 352-1-T3N
Ticket Number: 0000125592		09/15/2005	Problems acquiring ip on wireless network
Ticket Number: 0000125608		09/15/2005	Commons wireless issues
Ticket Number: 0000125461		09/14/2005	multiple users losing wireless access
Ticket Number: 0000125636		09/15/2005	User is unable to connect to wireless in FA, 1st floor
Ticket Number: 0000125297		09/12/2005	Work Order Request
Ticket Number: 0000125402		09/13/2005	Jack in ECS 116 appears dead
Ticket Number: 0000124745		09/06/2005	problem with ethernet in Sondheim 003
Ticket Number: 0000125023		09/08/2005	Resnet Setup
Ticket Number: 0000125010		09/08/2005	1st floor library wireless problems
Ticket Number: 0000125005		09/08/2005	LH8 and DHCP - wireless
Ticket Number: 0000124852		09/07/2005	network jack needs to be fixed
Ticket Number: 0000124896		09/07/2005	Dead Jack
Ticket Number: 0000124829		09/07/2005	jack not working
Ticket Number: 0000125838		09/19/2005	Capstone Jack Issue
Ticket Number: 0000125932		09/20/2005	Work Order Request
Ticket Number: 0000125989		09/21/2005	Need to have Jack checked
Ticket Number: 0000126202		09/23/2005	Jack on wrong VLAN

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
bushong1	Total: 17	
Resolved	Total: 1	
Ticket Number: 0000126718	09/30/2005	COMM034: PC won't pick up an IP from DHCP
Closed	Total: 16	
Ticket Number: 0000126300	09/26/2005	Jack needs to be activated
Ticket Number: 0000126418	09/27/2005	DEAD jack/FA 4th Floor/Am. Studies
Ticket Number: 0000124368	09/01/2005	Work Order Request-Jack not providing any signal
Ticket Number: 0000124466	09/01/2005	jack activation
Ticket Number: 0000124538	09/02/2005	Chem 432: Activate 2 ethernet jacks
Ticket Number: 0000125348	09/13/2005	Construction Services Building 104 - Jack Activation
Ticket Number: 0000125703	09/16/2005	Library stacks machine 3-5
Ticket Number: 0000125387	09/13/2005	AD703: Re-activate jack# 175-1
Ticket Number: 0000125920	09/20/2005	activate dead jack# 234-2 A & 234-2 B
Ticket Number: 0000125974	09/21/2005	Jack Activation - Commons 348
Ticket Number: 0000126226	09/23/2005	2 jacks in admin need activation
Ticket Number: 0000126080	09/22/2005	Activate Jack
Ticket Number: 0000124849	09/07/2005	Activate jack
Ticket Number: 0000124934	09/08/2005	Jack not working in Erickson121B
Ticket Number: 0000125110	09/09/2005	Jack activation
Ticket Number: 0000124870	09/07/2005	Library jack 364
cmckin1	Total: 8	
Resolved	Total: 1	
Ticket Number: 0000126565	09/29/2005	Stadium: No network connection
Closed	Total: 7	
Ticket Number: 0000124491	09/02/2005	VPN Not Working
Ticket Number: 0000125530	09/14/2005	Customer is reporting that the website: www.sodexhoinfo-usa.com ca
Ticket Number: 0000124756	09/06/2005	are these jacks on the AD client vlan?
Ticket Number: 0000124593	09/03/2005	the connections
Ticket Number: 0000124723	09/06/2005	Need new network line
Ticket Number: 0000125309	09/12/2005	User is reporting that half of internet jack isn't working
Ticket Number: 0000125733	09/16/2005	migrate jack to music dept AD vlan
damian	Total: 4	
Closed	Total: 4	
Ticket Number: 0000125236	09/12/2005	Not able to connect to PPI -
Ticket Number: 0000125731	09/16/2005	[net] COMM2B07: Network Port Activation
Ticket Number: 0000124647	09/06/2005	DSL LLine down in suitet210/research park
Ticket Number: 0000126631	09/29/2005	Saturday LUG installfest
rays1	Total: 15	
Closed	Total: 15	
Ticket Number: 0000126282	09/26/2005	DNS Entry
Ticket Number: 0000124667	09/06/2005	DNS Update for IMC
Ticket Number: 0000124685	09/06/2005	ECS 104 PC 07
Ticket Number: 0000124716	09/06/2005	Jack 405-4-T4S on chem client network? System moving soon to it.
Ticket Number: 0000125251	09/12/2005	10... IP in the FA building
Ticket Number: 0000125254	09/12/2005	Cannot access the internet
Ticket Number: 0000125611	09/15/2005	Update DHCP for TRC Printers
Ticket Number: 0000125385	09/13/2005	URL Change
Ticket Number: 0000125367	09/13/2005	ECS104PC08 PC DNS Issues
Ticket Number: 0000126029	09/21/2005	Work Order Request
Ticket Number: 0000126206	09/23/2005	User is reporting that he should have a static IP
Ticket Number: 0000126199	09/23/2005	Need two machines registered
Ticket Number: 0000124864	09/07/2005	BS480A: update IP and DNS entried for new printers & create printer
Ticket Number: 0000125114	09/09/2005	Jack Activation/Machine Access to Pull and IP
Ticket Number: 0000125011	09/08/2005	PUP440PC08

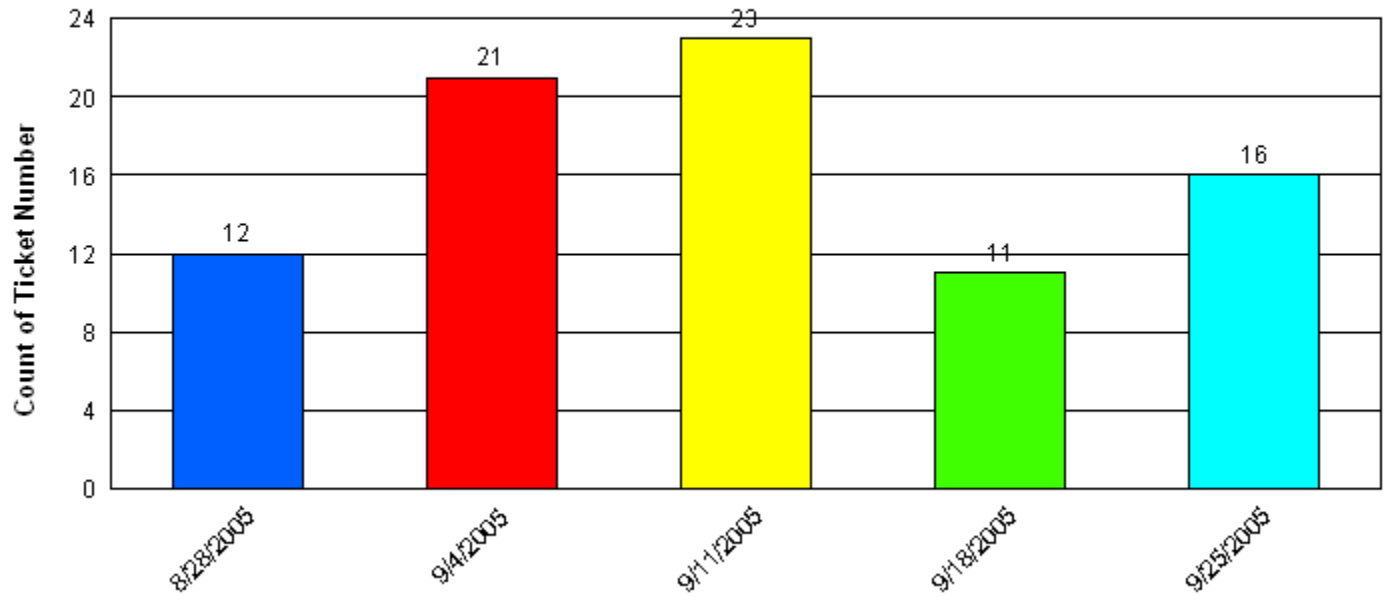
zicka
Closed
Ticket Number: 0000124378

Create
Date
Total: 1
09/01/2005

Short Description
Network connection not working.

Count of Ticket Number / Create Date

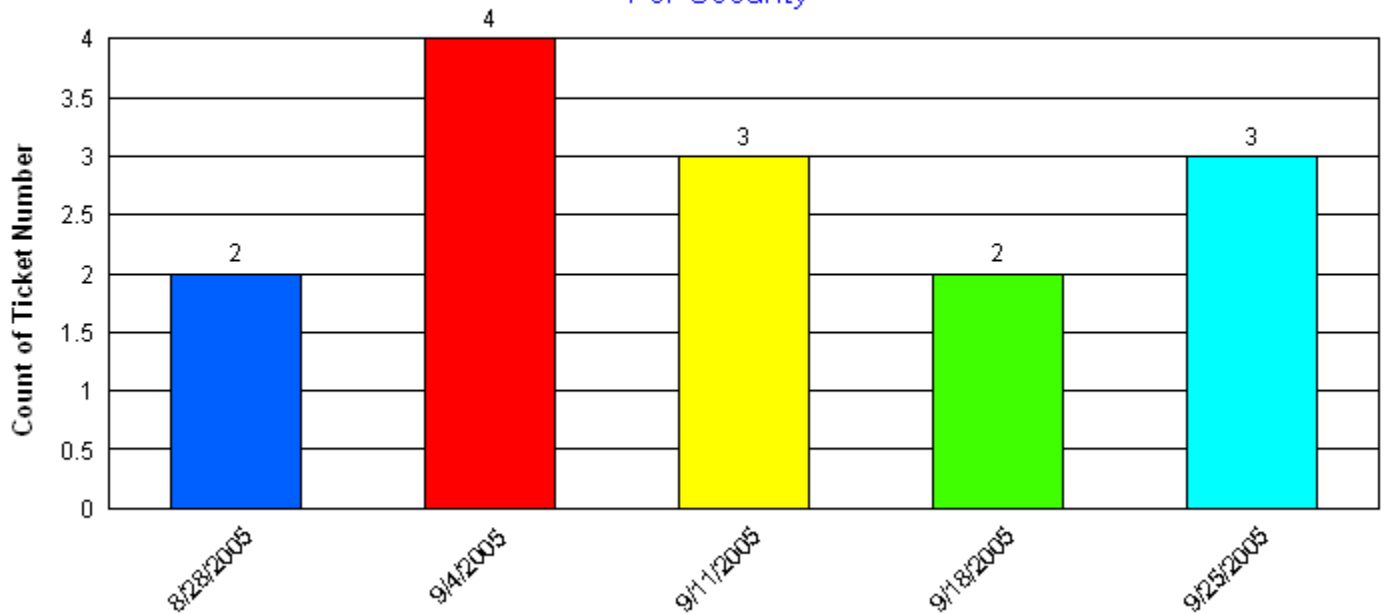
For Physical Networks



Security	Total:	Create Date	Short Description
akhant1	14		
Closed	Total: 5		
Ticket Number: 0000126331	09/26/2005		FW: Notice ID: 22-3594681 Notice of Unauthorized Use of Paramoun
Ticket Number: 0000126263	09/25/2005		Amtel Newsletter - August 2005
Ticket Number: 0000126340	09/26/2005		Fwd: [ANS] Virus received from 130.85.155.40
Ticket Number: 0000125864	09/19/2005		FW: Case ID 90515138 - Notice of Claimed Infringement, jtunz1
Ticket Number: 0000126073	09/21/2005		New Rabbit Monoclonal Abs from Epitomics
andy	Total: 9		
Closed	Total: 9		
Ticket Number: 0000124928	09/08/2005		FW: Case ID A88202935 - RIAA Infringement Notification
Ticket Number: 0000125020	09/08/2005		FW: Case ID A87379221 - RIAA Infringement Notification
Ticket Number: 0000125028	09/08/2005		FW: Case ID 87933444 - Notice of Claimed Infringement
Ticket Number: 0000124451	09/01/2005		FW: Case ID A87379221 - RIAA Infringement Notification
Ticket Number: 0000124452	09/01/2005		FW: Case ID A87212437 - RIAA Infringement Notification
Ticket Number: 0000124710	09/06/2005		FW: Case ID 87933444 - Notice of Claimed Infringement
Ticket Number: 0000125428	09/13/2005		FW: Case ID 89299611 - Notice of Claimed Infringement
Ticket Number: 0000125534	09/14/2005		FW: Case ID A89633206 - RIAA Infringement Notification
Ticket Number: 0000125644	09/15/2005		FW: Case ID A89633206 - RIAA Infringement Notification

Count of Ticket Number / Create Date

For Security



<u>SysCore</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
SysCore:myUMBC	390		
Closed		Total: 6	
Ticket Number: 0000124499		09/02/2005	status of myumbc
Ticket Number: 0000124547		09/02/2005	Unable to access webmail
Ticket Number: 0000124534		09/02/2005	status of myUMBC
Ticket Number: 0000124531		09/02/2005	myUMBC:internal server error
Ticket Number: 0000124524		09/02/2005	status of myUMBC
Ticket Number: 0000124497		09/02/2005	status of server
banz		Total: 24	
Closed		Total: 24	
Ticket Number: 0000124562		09/02/2005	mail problems?
Ticket Number: 0000124465		09/01/2005	Returning student needs account reactivated
Ticket Number: 0000124503		09/02/2005	blah test blah
Ticket Number: 0000124727		09/06/2005	UMBC status
Ticket Number: 0000124649		09/06/2005	Re: Account Deactivation Notification
Ticket Number: 0000124589		09/03/2005	Re: Account Deactivation Notification
Ticket Number: 0000124568		09/02/2005	Re: Account Deactivation Notification
Ticket Number: 0000124530		09/02/2005	myUMBC; internal server error/wireless users in Commons also rep
Ticket Number: 0000124523		09/02/2005	myUMBC/Wireless/PeopleSoft: Internal Server error
Ticket Number: 0000126490		09/28/2005	Re: Account Deactivation Notification
Ticket Number: 0000125279		09/12/2005	Re: Account Deactivation Notification
Ticket Number: 0000125329		09/13/2005	The "Bursar" email account's vacation message is not working.
Ticket Number: 0000125312		09/12/2005	Re: Account Deactivation Notification
Ticket Number: 0000124879		09/07/2005	Re: Account Deactivation Notification
Ticket Number: 0000125032		09/08/2005	RE: Account Deactivation Notification
Ticket Number: 0000125095		09/09/2005	Re: Account Deactivation Notification
Ticket Number: 0000125156		09/10/2005	Re: Account Deactivation Notification
Ticket Number: 0000125168		09/11/2005	Re: Account Deactivation Notification
Ticket Number: 0000125182		09/11/2005	Re: Account Deactivation Notification
Ticket Number: 0000125161		09/10/2005	Re: Account Deactivation Notification
Ticket Number: 0000125152		09/10/2005	myUMBC Internal Server error.
Ticket Number: 0000125078		09/09/2005	Re: Account Deactivation Notification
Ticket Number: 0000125031		09/08/2005	Re: Account Deactivation Notification
Ticket Number: 0000125909		09/20/2005	gets an error message "to many users on matlab"

daleg	Resolved	<u>Create</u> <u>Date</u>	<u>Short Description</u>
		<u>Total:</u> 91	
		<u>Total:</u> 2	
Ticket Number:	0000126054	09/21/2005	Please help me not receive messages like this
Ticket Number:	0000126423	09/27/2005	students included on the social work list serve

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		89	
Ticket Number: 0000126362	09/27/2005		Website Access to ADVANCE website
Ticket Number: 0000126633	09/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000126632	09/29/2005		Re: Account Deactivation Notification
Ticket Number: 0000126424	09/27/2005		List rflivent@listproc.umbc.edu; customer asked that t
Ticket Number: 0000126378	09/27/2005		Work Order Request-Need access to website
Ticket Number: 0000124515	09/02/2005		Access to the dept. website
Ticket Number: 0000124697	09/06/2005		Display sharing on MacOSX
Ticket Number: 0000124704	09/06/2005		Charlene would like to change her email username.
Ticket Number: 0000124606	09/04/2005		=?iso-8859-1?Q?Re:_sense_PhH-arm=E4ceutical?=-
Ticket Number: 0000125388	09/13/2005		problem adding owners
Ticket Number: 0000124659	09/06/2005		HARPO Email Alias
Ticket Number: 0000124535	09/02/2005		Customer gets error in webmail; 3014915939;
Ticket Number: 0000125722	09/16/2005		Eclipse Broken
Ticket Number: 0000125726	09/16/2005		(choice2005-6)Web List Request
Ticket Number: 0000125231	09/12/2005		Create redirect
Ticket Number: 0000125243	09/12/2005		Access to the dept. website
Ticket Number: 0000125290	09/12/2005		MySQL access request -
Ticket Number: 0000125314	09/12/2005		(teyl2005)Web List Request
Ticket Number: 0000125709	09/16/2005		(cmsc121-0201-fall05)Web List Request
Ticket Number: 0000125707	09/16/2005		QUESTION
Ticket Number: 0000125693	09/16/2005		Isabel Garrido needs a large increase of her email quota.
Ticket Number: 0000125692	09/16/2005		Spam message to listserv
Ticket Number: 0000125691	09/16/2005		Mr. Preston needs his Email Quota increased.
Ticket Number: 0000125653	09/15/2005		[Fwd: QUOTA WARNING for your myUMBC account (fwd)]
Ticket Number: 0000125622	09/15/2005		Access to FT Faculty Listserve--or Someone Who Does
Ticket Number: 0000125609	09/15/2005		Complaint. Can someone take responsibility on this?
Ticket Number: 0000125581	09/15/2005		Allow instructors to access VART student space
Ticket Number: 0000125544	09/14/2005		umbc.edu virtual link to afs
Ticket Number: 0000125543	09/14/2005		gradbusiness afs space needed
Ticket Number: 0000125598	09/15/2005		lpUMBC Feedback: Suggestions
Ticket Number: 0000125531	09/14/2005		FTP/SFTP
Ticket Number: 0000125426	09/13/2005		list now showing
Ticket Number: 0000125380	09/13/2005		Trouble adding owner to listproc
Ticket Number: 0000125374	09/13/2005		disapearing lists
Ticket Number: 0000125667	09/16/2005		[Fwd: Re: [Fwd: Re: [Fwd: Re: [Fwd: Email Address For Business Se
Ticket Number: 0000125665	09/16/2005		(philosophymajors,minors,alumnilist)Web List Request
Ticket Number: 0000125661	09/15/2005		[Fwd: Account Deactivation Notification]
Ticket Number: 0000125660	09/15/2005		User is getting Matlab license error on lab computer
Ticket Number: 0000125658	09/15/2005		(groupd)Web List Request
Ticket Number: 0000125335	09/13/2005		(peoplesoft-volume)Web List Request
Ticket Number: 0000125316	09/13/2005		(happcom)Web List Request
Ticket Number: 0000125313	09/12/2005		PepBand Listproc
Ticket Number: 0000125303	09/12/2005		Ownership of list proct
Ticket Number: 0000125234	09/12/2005		Question
Ticket Number: 0000125259	09/12/2005		Problem
Ticket Number: 0000125724	09/16/2005		(msswim2005-6)Web List Request
Ticket Number: 0000126111	09/22/2005		(empowerment)Web List Request
Ticket Number: 0000126078	09/21/2005		update records
Ticket Number: 0000126071	09/21/2005		(german)Web List Request
Ticket Number: 0000126069	09/21/2005		(cancerjc)Web List Request
Ticket Number: 0000126041	09/21/2005		Customers personal information shows his name as "Jonathan Westco
Ticket Number: 0000125995	09/21/2005		(bieberichlab)Web List Request
Ticket Number: 0000125975	09/21/2005		list setup
Ticket Number: 0000125964	09/21/2005		CMSC 345 sect. 0301 MySQL Access Request

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000125959	09/20/2005	(team4)Web List Request
Ticket Number:	0000125958	09/20/2005	For Class
Ticket Number:	0000125879	09/20/2005	Fwd: please add a redirect to ANQ website
Ticket Number:	0000125863	09/19/2005	(zscinterests)Web List Request
Ticket Number:	0000125853	09/19/2005	List Deletion Request: UMBC_LIMS3
Ticket Number:	0000125852	09/19/2005	Oracle Account
Ticket Number:	0000125851	09/19/2005	Create oracle account
Ticket Number:	0000125849	09/19/2005	Oracle Password Reset
Ticket Number:	0000125848	09/19/2005	Oracle.gl password reset
Ticket Number:	0000125829	09/19/2005	Political Science's Web Page
Ticket Number:	0000125827	09/19/2005	Editing List Proc
Ticket Number:	0000125898	09/20/2005	OCSS user needs access to modify their web page
Ticket Number:	0000126425	09/27/2005	Customers are reporting that they cannot long into myumbc;
Ticket Number:	0000125802	09/19/2005	User needs to have admin access to sta.umbc.edu
Ticket Number:	0000125799	09/19/2005	Web Space for Research Group & Sharepoint Support?
Ticket Number:	0000125730	09/16/2005	Alumni email account showing full, but it doesn't seem to be
Ticket Number:	0000125739	09/16/2005	(alp2005-6)Web List Request
Ticket Number:	0000125740	09/16/2005	recover listproc
Ticket Number:	0000125742	09/17/2005	(shriver_interns2005-6)Web List Request
Ticket Number:	0000125737	09/16/2005	(collegegardens)Web List Request
Ticket Number:	0000124771	09/06/2005	ssh question (how to ssh to gl using rsa key instead of password auth)
Ticket Number:	0000125229	09/12/2005	Trouble Adding Names.
Ticket Number:	0000125337	09/13/2005	SSI
Ticket Number:	0000125211	09/12/2005	Email quota increase
Ticket Number:	0000125194	09/11/2005	Asking about the problem with the listproc
Ticket Number:	0000125189	09/11/2005	listproc management
Ticket Number:	0000125183	09/11/2005	dbx on irix.gl.umbc.edu
Ticket Number:	0000125167	09/11/2005	Cycling Club Lisproc Admin Issue
Ticket Number:	0000125163	09/10/2005	email problems
Ticket Number:	0000125159	09/10/2005	Does not add subscribers
Ticket Number:	0000125130	09/09/2005	mysql/PHP boards & forums policies.
Ticket Number:	0000125036	09/09/2005	PHP and GD
Ticket Number:	0000125026	09/08/2005	Email missing
Ticket Number:	0000124985	09/08/2005	(meyerhoffdedicationgrads)Web List Request
Ticket Number:	0000124869	09/07/2005	delete e-mail account
dave		<u>Total:</u> 2	
Resolved		<u>Total:</u> 2	
Ticket Number:	0000124799	09/07/2005	Goldmine Connection
Ticket Number:	0000126318	09/26/2005	having trouble accessing proper blackboard.

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
jcriegro			52	
Resolved			1	
Ticket Number:	0000126290	09/26/2005		Re: Account Deactivation Notification
Closed			51	
Ticket Number:	0000124632	09/06/2005		new Remedy Account
Ticket Number:	0000124730	09/06/2005		In LDAP change lastname from WANT to WANG (correct spelling)
Ticket Number:	0000124699	09/06/2005		Work Order Request
Ticket Number:	0000124693	09/06/2005		Re: Account Deactivation Notification
Ticket Number:	0000124652	09/06/2005		Users of SquirrelMail losing connection to IMAP Server
Ticket Number:	0000124625	09/05/2005		Oracle
Ticket Number:	0000126486	09/28/2005		Remedy Account Creation
Ticket Number:	0000124391	09/01/2005		Oracle Account
Ticket Number:	0000124392	09/01/2005		Re: Account Deactivation Notification
Ticket Number:	0000124448	09/01/2005		Re: Account Deactivation Notification
Ticket Number:	0000125258	09/12/2005		Re: Account Deactivation Notification
Ticket Number:	0000125718	09/16/2005		Re: Account Deactivation Notification
Ticket Number:	0000125706	09/16/2005		Re: Account Deactivation Notification
Ticket Number:	0000125621	09/15/2005		USER: vcaliz1 GUID: 30a056f2-6e1a-11d4-a035-8020cd7816
Ticket Number:	0000125521	09/14/2005		Re: Account Deactivation Notification
Ticket Number:	0000125365	09/13/2005		Re: Account Deactivation Notification
Ticket Number:	0000125264	09/12/2005		change calendar passwords
Ticket Number:	0000124748	09/06/2005		Calendar off UMBC home page
Ticket Number:	0000124917	09/07/2005		Re: Account Deactivation Notification
Ticket Number:	0000124908	09/07/2005		Accounts on Oracle server
Ticket Number:	0000124784	09/07/2005		new Remedy Account
Ticket Number:	0000124927	09/08/2005		Re: Account Deactivation Notification
Ticket Number:	0000124951	09/08/2005		Disable Remedy Access for Matt Ruzicka.
Ticket Number:	0000124962	09/08/2005		Re: Account Deactivation Notification
Ticket Number:	0000125171	09/11/2005		MySQL / Oracle Request
Ticket Number:	0000125076	09/09/2005		Discrepancy in ID DB and patron load info DB
Ticket Number:	0000124961	09/08/2005		Re: Account Deactivation Notification
Ticket Number:	0000125745	09/17/2005		Re: Account Deactivation Notification
Ticket Number:	0000126065	09/21/2005		Re: Account Deactivation Notification
Ticket Number:	0000125955	09/20/2005		Re: Account Deactivation Notification
Ticket Number:	0000125923	09/20/2005		Remedy Account Creation
Ticket Number:	0000125902	09/20/2005		add souder to PCLabs:Sched
Ticket Number:	0000126369	09/27/2005		New Remedy User - Financial Services
Ticket Number:	0000125860	09/19/2005		Re: Account Deactivation Notification
Ticket Number:	0000126244	09/23/2005		Re: Account Deactivation Notification
Ticket Number:	0000126265	09/25/2005		Re: Account Deactivation Notification
Ticket Number:	0000126660	09/30/2005		Re: Account Deactivation Notification
Ticket Number:	0000126589	09/29/2005		Remedy Account Creation
Ticket Number:	0000126536	09/28/2005		Remedy does not recognize my password
Ticket Number:	0000126527	09/28/2005		Re: Account Deactivation Notification
Ticket Number:	0000126524	09/28/2005		Remedy Account Creation
Ticket Number:	0000126522	09/28/2005		Remedy Account Creation
Ticket Number:	0000126445	09/28/2005		remedy account for new employee
Ticket Number:	0000126444	09/28/2005		calendar account for new employee
Ticket Number:	0000126417	09/27/2005		Create two Remedy Users in Financial Services
Ticket Number:	0000126410	09/27/2005		Create an account for user
Ticket Number:	0000126615	09/29/2005		Remedy Account Creation
Ticket Number:	0000126304	09/26/2005		User is unable to edit personal information in myUMBC
Ticket Number:	0000126276	09/25/2005		Re: Account Deactivation Notification
Ticket Number:	0000126253	09/24/2005		Re: Account Deactivation Notification
Ticket Number:	0000126307	09/26/2005		Remedy Account Request

paulr		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
		<u>Total:</u>	9
		<u>Total:</u>	9
Ticket Number:	0000124759	09/06/2005	MyUMBC Help
Ticket Number:	0000125009	09/08/2005	Customer cannot register for Chemistry 499 0501
Ticket Number:	0000126712	09/30/2005	Link changes needed for Financial Services.
Ticket Number:	0000125099	09/09/2005	user schechte
Ticket Number:	0000125341	09/13/2005	software pkgs not all listed under Business Services
Ticket Number:	0000125645	09/15/2005	myUMBC login woes
Ticket Number:	0000124443	09/01/2005	user is unable to view the class registration screen
Ticket Number:	0000124477	09/02/2005	Safari and "Degree Navigation"
Ticket Number:	0000124495	09/02/2005	myumbc/Peoplesoft: Internal server error, but can authenticate

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
sbrown7	<u>Total:</u>	206	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000126667	09/30/2005		E-Mail Address Creation

	<u>Create</u>		<u>Short Description</u>
Closed	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000126242	09/23/2005	205	emails are not being forwarded
Ticket Number: 0000126642	09/29/2005		caspr@umbc.edu alias
Ticket Number: 0000126306	09/26/2005		VART Volume Access for Students
Ticket Number: 0000126330	09/26/2005		MY UMBC account
Ticket Number: 0000126526	09/28/2005		Webadmin account modification
Ticket Number: 0000126489	09/28/2005		SGA Email
Ticket Number: 0000126487	09/28/2005		Webadmin account modification
Ticket Number: 0000126485	09/28/2005		Customer does not receive emails from anyone on webmail; 30164106
Ticket Number: 0000126483	09/28/2005		Calendar Account Creation
Ticket Number: 0000126437	09/27/2005		The stock to Watch
Ticket Number: 0000126412	09/27/2005		(eng1100y)Web List Request
Ticket Number: 0000126387	09/27/2005		Calendar Account Creation [was: FW: Corp Time]
Ticket Number: 0000126363	09/27/2005		request
Ticket Number: 0000126635	09/29/2005		(violet)Web List Request
Ticket Number: 0000126621	09/29/2005		New List
Ticket Number: 0000126617	09/29/2005		Webadmin account modification
Ticket Number: 0000126616	09/29/2005		Calendar Account Creation
Ticket Number: 0000126601	09/29/2005		Customer would like employe Rita Webster with username(ritaweb) a
Ticket Number: 0000126598	09/29/2005		Request to change email address
Ticket Number: 0000126597	09/29/2005		having problems receiving E-mails
Ticket Number: 0000126553	09/29/2005		Grant webauth service to mnolan1 and moneill1
Ticket Number: 0000126547	09/29/2005		(scienceday)Web List Request
Ticket Number: 0000126711	09/30/2005		Student's account deactivated
Ticket Number: 0000126709	09/30/2005		list of available list serves not working properly
Ticket Number: 0000126705	09/30/2005		Paulette needs a Corporate Time account.
Ticket Number: 0000126703	09/30/2005		Work Order Request
Ticket Number: 0000126679	09/30/2005		Share Email Folders
Ticket Number: 0000126676	09/30/2005		(natural)Web List Request
Ticket Number: 0000126675	09/30/2005		(technical)Web List Request
Ticket Number: 0000126671	09/30/2005		Shared account questions from customer
Ticket Number: 0000126669	09/30/2005		Not receiving any Email; Erickson 146 ; x27699
Ticket Number: 0000126662	09/30/2005		Delete Two Lists
Ticket Number: 0000126647	09/30/2005		calendar account
Ticket Number: 0000126540	09/28/2005		being removed
Ticket Number: 0000126537	09/28/2005		(enes101y_0102)Web List Request
Ticket Number: 0000126532	09/28/2005		[Fwd: (enes101y_0102)Web List Request]
Ticket Number: 0000126525	09/28/2005		Webadmin account modification
Ticket Number: 0000126521	09/28/2005		Calendar Account Creation
Ticket Number: 0000126519	09/28/2005		Calendar Account Creation
Ticket Number: 0000126510	09/28/2005		Important: Listserve messages never received from Payroll
Ticket Number: 0000126504	09/28/2005		Calendar Account for Ian Harris
Ticket Number: 0000126549	09/29/2005		Request for MRC Virtual Space for Website
Ticket Number: 0000126618	09/29/2005		New Shared E-Mail Folder
Ticket Number: 0000126305	09/26/2005		Permissions for www directory
Ticket Number: 0000126303	09/26/2005		HELP
Ticket Number: 0000126269	09/25/2005		Customer getting dumped out of linux lab image on login
Ticket Number: 0000126264	09/25/2005		Re: Medications Check this Off r
Ticket Number: 0000126254	09/24/2005		List Deletion Request: EDCOM
Ticket Number: 0000124747	09/06/2005		change ownership of website
Ticket Number: 0000124789	09/07/2005		new PT Staff at Help Desk needs webadmin password privs
Ticket Number: 0000124793	09/07/2005		Updating guest account access permissions
Ticket Number: 0000124790	09/07/2005		new PT Staff at Help Desk needs webadmin password privs
Ticket Number: 0000124807	09/07/2005		RAC321: Dreamweaver Configuration
Ticket Number: 0000125177	09/11/2005		request

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000125175	09/11/2005	Shop for Rolex here only.
Ticket Number:	0000125173	09/11/2005	(persianstudentsassociation)Web List Request
Ticket Number:	0000125170	09/11/2005	Submit Setup Request
Ticket Number:	0000125157	09/10/2005	(econ-major)Web List Request
Ticket Number:	0000125074	09/09/2005	volume mangled
Ticket Number:	0000125073	09/09/2005	Customer trying to add user to list, doesn't seem to be propigating
Ticket Number:	0000125067	09/09/2005	Virthost Request: www.bluroftheotherworldly.com
Ticket Number:	0000126535	09/28/2005	need password for eventmanagement@umbc.edu account
Ticket Number:	0000125054	09/09/2005	Fwd: Maple email address
Ticket Number:	0000125048	09/09/2005	Inbox of cdelosr1
Ticket Number:	0000125038	09/09/2005	(sae.minibaja)Web List Request
Ticket Number:	0000125033	09/08/2005	(sae.minibaja)Web List Request
Ticket Number:	0000125022	09/08/2005	(Irc101)Web List Request
Ticket Number:	0000125134	09/09/2005	E-mail inbox restore
Ticket Number:	0000125131	09/09/2005	lost email
Ticket Number:	0000125128	09/09/2005	(photoclub)Web List Request
Ticket Number:	0000125123	09/09/2005	(sllc2005)Web List Request
Ticket Number:	0000125120	09/09/2005	(homecomingsuccessfair)Web List Request
Ticket Number:	0000125101	09/09/2005	(Ircutors)Web List Request
Ticket Number:	0000125079	09/09/2005	(kineticsculpture)Web List Request
Ticket Number:	0000125021	09/08/2005	AFS Permissions
Ticket Number:	0000125018	09/08/2005	submit utility
Ticket Number:	0000124997	09/08/2005	Email missing
Ticket Number:	0000124983	09/08/2005	Create Corporate Calendar Acct/Donna Grannum
Ticket Number:	0000124982	09/08/2005	User is requesting a Corporate Time Calendar account; Username Dar
Ticket Number:	0000124963	09/08/2005	shared folder not showing up on designated staff members
Ticket Number:	0000126051	09/21/2005	(globalwomenictactionnetwork)Web List Request
Ticket Number:	0000124880	09/07/2005	shared folder request
Ticket Number:	0000125191	09/11/2005	(mtbio)Web List Request
Ticket Number:	0000124872	09/07/2005	List Deletion Request: ENME489-813
Ticket Number:	0000124865	09/07/2005	(isd_advisory)Web List Request
Ticket Number:	0000124828	09/07/2005	Listproc Ownership Request
Ticket Number:	0000124825	09/07/2005	Work Order Request-problems getting events emailed
Ticket Number:	0000124815	09/07/2005	Please restore the whole Mail folder from 8/16/05. Please contact ove
Ticket Number:	0000124803	09/07/2005	Delete accounts of old employees
Ticket Number:	0000124783	09/07/2005	Webmail: IMAP Server has disconnected
Ticket Number:	0000124774	09/07/2005	(cpkra)Web List Request
Ticket Number:	0000124926	09/08/2005	(lecmexec)Web List Request
Ticket Number:	0000124904	09/07/2005	Mens Volleyball List Proc
Ticket Number:	0000124887	09/07/2005	(quizbowl2005)Web List Request
Ticket Number:	0000124886	09/07/2005	(ascmembers)Web List Request
Ticket Number:	0000124763	09/06/2005	Listproc Issues
Ticket Number:	0000126511	09/28/2005	IpUMBC Feedback: List Problem
Ticket Number:	0000124736	09/06/2005	Calendar Account Creation
Ticket Number:	0000124732	09/06/2005	Setup Submit
Ticket Number:	0000124726	09/06/2005	new calendar account
Ticket Number:	0000124719	09/06/2005	Work Order Request
Ticket Number:	0000124714	09/06/2005	timing out at https://webauth.umbc.edu/umbcLogin; can't get into Peop
Ticket Number:	0000124676	09/06/2005	RE: submit directories for CMSC 461, Section 0101
Ticket Number:	0000124662	09/06/2005	new Calendar account
Ticket Number:	0000124670	09/06/2005	new calendar account
Ticket Number:	0000124628	09/06/2005	subscribe umbc-announce
Ticket Number:	0000124599	09/03/2005	submit.class
Ticket Number:	0000124594	09/03/2005	corporate calendar
Ticket Number:	0000124592	09/03/2005	(lecm)Web List Request

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000124591	09/03/2005	Problems accessing PINE from ssh
Ticket Number:	0000124585	09/02/2005	project submission system
Ticket Number:	0000124582	09/02/2005	mens club soccer
Ticket Number:	0000124570	09/02/2005	(umbc-katrina)Web List Request
Ticket Number:	0000124474	09/01/2005	(ter-wh-cab)Web List Request
Ticket Number:	0000124473	09/01/2005	(hsd-cab)Web List Request
Ticket Number:	0000124621	09/05/2005	Please set up submit for CMSC 331
Ticket Number:	0000124472	09/01/2005	List Deletion Request: APTS-CAB
Ticket Number:	0000124987	09/08/2005	new calendar accounts
Ticket Number:	0000124458	09/01/2005	List Deletion Request: COEIT
Ticket Number:	0000124447	09/01/2005	studentaffairs@umbc.edu
Ticket Number:	0000124435	09/01/2005	Help me with thie prelaw listproc error
Ticket Number:	0000124433	09/01/2005	Authorization Needed
Ticket Number:	0000124387	09/01/2005	Calendar Accounts
Ticket Number:	0000124381	09/01/2005	Customer cannot use the "email" link in my.umbc gives him "incorre
Ticket Number:	0000124552	09/02/2005	(katrina)Web List Request
Ticket Number:	0000124549	09/02/2005	(llc684)Web List Request
Ticket Number:	0000124527	09/02/2005	taking over AFAM website; change ownership
Ticket Number:	0000124372	09/01/2005	submit problem
Ticket Number:	0000124364	09/01/2005	Unsubscribing problem
Ticket Number:	0000124362	09/01/2005	listname request
Ticket Number:	0000124360	09/01/2005	Corporate Calendar account
Ticket Number:	0000125097	09/09/2005	(sal)Web List Request
Ticket Number:	0000124561	09/02/2005	(chessclub)Web List Request
Ticket Number:	0000124456	09/01/2005	(deansearh)Web List Request
Ticket Number:	0000125270	09/12/2005	Create mailing list
Ticket Number:	0000125285	09/12/2005	Create webspace on AFS /public area
Ticket Number:	0000125445	09/14/2005	Calendar account needed
Ticket Number:	0000125407	09/13/2005	VART space
Ticket Number:	0000125414	09/13/2005	(cmst)Web List Request
Ticket Number:	0000125651	09/15/2005	request
Ticket Number:	0000125625	09/15/2005	Password for list management
Ticket Number:	0000125624	09/15/2005	(rflevent)Web List Request
Ticket Number:	0000125618	09/15/2005	Create Calendar Accounts for Women's Center Staff
Ticket Number:	0000125600	09/15/2005	create VART space
Ticket Number:	0000125597	09/15/2005	Oracle Calenadar
Ticket Number:	0000126150	09/22/2005	Email Forwarding Question
Ticket Number:	0000125568	09/15/2005	Work Order Request
Ticket Number:	0000125559	09/15/2005	Walt Linn
Ticket Number:	0000125554	09/15/2005	submitinit problem
Ticket Number:	0000126159	09/23/2005	List Deletion Request: PAWIIE-NETWORK
Ticket Number:	0000126174	09/23/2005	Work Order Request-PW reset for erickson school calendar acct
Ticket Number:	0000125474	09/14/2005	Need abaqus license updated
Ticket Number:	0000125465	09/14/2005	submit facility
Ticket Number:	0000126025	09/21/2005	addition to submit.class
Ticket Number:	0000125444	09/14/2005	List Deletion Request: PERSIANSTUDENTSASSOCIATION
Ticket Number:	0000125508	09/14/2005	submit for cmssc461, section 0101
Ticket Number:	0000125443	09/14/2005	(ksa)Web List Request
Ticket Number:	0000125442	09/14/2005	(psa-iran)Web List Request
Ticket Number:	0000125435	09/13/2005	(monpsyc215)Web List Request
Ticket Number:	0000125475	09/14/2005	Request Calendar Account for Graduate Student
Ticket Number:	0000125477	09/14/2005	Email Restore [was: Problem with myumbc email]
Ticket Number:	0000125420	09/13/2005	(thurpsyc215)Web List Request
Ticket Number:	0000125412	09/13/2005	(cmst)Web List Request
Ticket Number:	0000125384	09/13/2005	(druonline)Web List Request

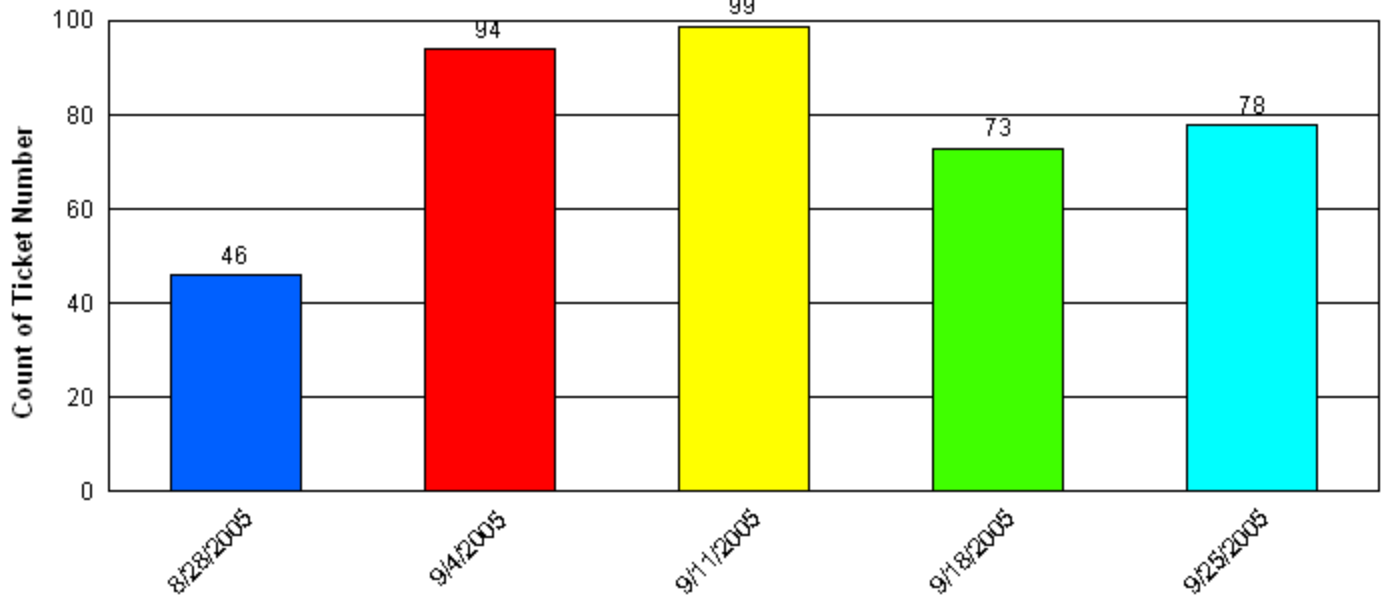
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000125298	09/12/2005	Domain Name Request
Ticket Number:	0000125422	09/13/2005	(cmsc345_g2)Web List Request
Ticket Number:	0000125275	09/12/2005	(multigreek)Web List Request
Ticket Number:	0000125747	09/17/2005	User accidentally cleared list of emails in listproc
Ticket Number:	0000125762	09/18/2005	submit
Ticket Number:	0000125776	09/19/2005	Setting up submit
Ticket Number:	0000125817	09/19/2005	User has problems running 'icfb' while logged into gl.umbc.edu
Ticket Number:	0000125834	09/19/2005	(ethniculture)Web List Request
Ticket Number:	0000125868	09/20/2005	Please enable submit for CMSC121-0201
Ticket Number:	0000126518	09/28/2005	(eblo2005-6)Web List Request
Ticket Number:	0000126119	09/22/2005	user needs data restored
Ticket Number:	0000126143	09/22/2005	**URGENT**
Ticket Number:	0000126053	09/21/2005	(pawii-network)Web List Request
Ticket Number:	0000126050	09/21/2005	Grant User Access to /public/www/athletics
Ticket Number:	0000126049	09/21/2005	Charlene needs a Corporate Time account.
Ticket Number:	0000126042	09/21/2005	Customer says that on Calendar his name is spelled "Jonathon Wescot
Ticket Number:	0000126033	09/21/2005	101VIP list request
Ticket Number:	0000126031	09/21/2005	(101vip)Web List Request
Ticket Number:	0000126234	09/23/2005	=?gb2312?B?SGVscCBtZSBvbiB1bnN1YnNjcmliZSBjc3NhbGlzdA
Ticket Number:	0000126233	09/23/2005	Calendar Account Surname change
Ticket Number:	0000126224	09/23/2005	listproc question
Ticket Number:	0000126222	09/23/2005	submit set up for CMSC 621
Ticket Number:	0000126201	09/23/2005	FTP login for umbc.edu/shadygrove
Ticket Number:	0000125973	09/21/2005	Novell/AD access needed
Ticket Number:	0000125944	09/20/2005	Need Rachel Ward's email redirected to Jean Donohue.
Ticket Number:	0000125936	09/20/2005	Add user to LIMs Reconcile system
Ticket Number:	0000126215	09/23/2005	(psyc320)Web List Request
Ticket Number:	0000125903	09/20/2005	Work Order Request-Requesting calendar accounts
Ticket Number:	0000126231	09/23/2005	(101quiz)Web List Request
Ticket Number:	0000125883	09/20/2005	Customer needs a Calendar account setup ; ext 53294;
Ticket Number:	0000125821	09/19/2005	List additions/changes
Ticket Number:	0000126180	09/23/2005	(sasa-board)Web List Request
Ticket Number:	0000126156	09/22/2005	(pawii_e-network)Web List Request
Ticket Number:	0000126154	09/22/2005	please help me unsubscribe
Ticket Number:	0000126147	09/22/2005	modification to transit@umbc.edu email alias
Ticket Number:	0000126142	09/22/2005	(pawii_leadership_network)Web List Request
Ticket Number:	0000126137	09/22/2005	HIGH PRIORITY
Ticket Number:	0000125805	09/19/2005	(hsp05)Web List Request
Ticket Number:	0000125778	09/19/2005	UCS Website
Ticket Number:	0000125758	09/18/2005	Customer shell problem
Ticket Number:	0000125743	09/17/2005	(shriver_interns2005-6)Web List Request

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysCore



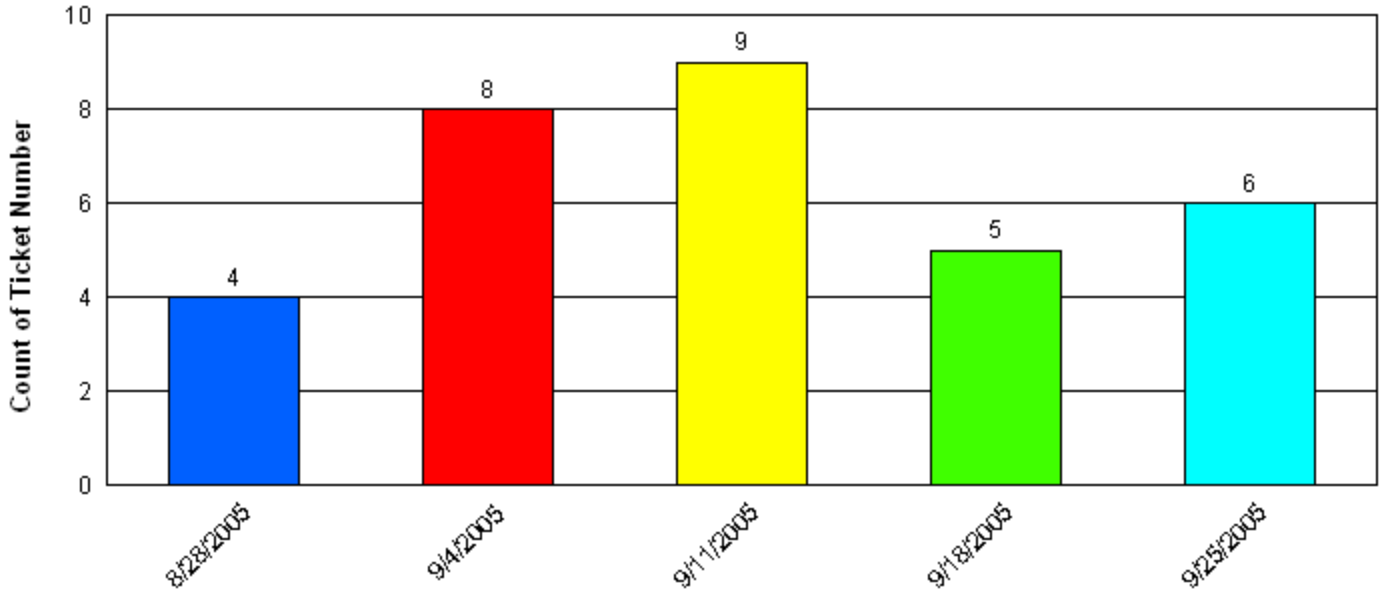
<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
	32		
laura		<u>Total:</u> 19	
Closed		<u>Total:</u> 19	
Ticket Number:	0000125870	09/20/2005	Amanda tapes not changed monday.. no dumps since fri
Ticket Number:	0000126238	09/23/2005	help for retrieving data from porter
Ticket Number:	0000125064	09/09/2005	New account groupg
Ticket Number:	0000124627	09/06/2005	Flush out last 2 nights dumps, no tape sunday
Ticket Number:	0000124478	09/02/2005	1 time request for acct for cluster
Ticket Number:	0000125197	09/12/2005	gravity.jcet tmp issues
Ticket Number:	0000124357	09/01/2005	system move of klssgi1.chem
Ticket Number:	0000124342	09/01/2005	Dr. Freeland's lab issues
Ticket Number:	0000125232	09/12/2005	New Users on klssgi1
Ticket Number:	0000125764	09/19/2005	amanda problems since friday
Ticket Number:	0000124808	09/07/2005	klssgi1.chem accelrys sw upgrade and license
Ticket Number:	0000125044	09/09/2005	[#0000124341]: Dr. Menyuk's Cluster (TRC)
Ticket Number:	0000125349	09/13/2005	Work with Zach / Geoff on bluegrit.cs switch change
Ticket Number:	0000125545	09/14/2005	physics.umbc.edu
Ticket Number:	0000125547	09/14/2005	Physics, lancair crash
Ticket Number:	0000125605	09/15/2005	porter.chem (group) .. system down.
Ticket Number:	0000125394	09/13/2005	ID#0000125349]: Work with Zach / Geoff on bluegrit.cs switch chan
Ticket Number:	0000126566	09/29/2005	bluegrit logs didn't get received....
Ticket Number:	0000126670	09/30/2005	accounts for student in groupg
randy		<u>Total:</u> 13	
Closed		<u>Total:</u> 13	
Ticket Number:	0000126268	09/25/2005	Customer has question about registration for UMBC redhat
Ticket Number:	0000126333	09/26/2005	[Fwd: redhat account]
Ticket Number:	0000126468	09/28/2005	Problem with grace at JCET
Ticket Number:	0000126334	09/26/2005	Request for jsimmons rhn acct and media
Ticket Number:	0000125560	09/15/2005	2 new trc printers... help w/ unix side.
Ticket Number:	0000124671	09/06/2005	Patching TRC machines
Ticket Number:	0000124341	09/01/2005	TRC Cluster nodes 13/14 issues
Ticket Number:	0000124801	09/07/2005	Change in /usr/local gcc
Ticket Number:	0000125274	09/12/2005	Request for CS Test Documentation
Ticket Number:	0000124811	09/07/2005	Question regarding installing software on the CS Cluster
Ticket Number:	0000124802	09/07/2005	Change in /usr/local gcc
Ticket Number:	0000125836	09/19/2005	jcet2color print queue not printing right away.
Ticket Number:	0000125897	09/20/2005	Request for Updated software for Solaris (using AFS for /opt/SUNWspr

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysDept



Total Remedy Tickets Closed or Resolved between 09/01/2005 and 09/30/2005 : 2111

Count of Ticket Number / Create Date & HD Department Section

