

## Summary Report


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**Result(s) Based Upon Search For:**

- **Date Open:** 2/1/2008--2/29/2008

**Result(s) Sorted By:** Ticket Number

**Print Date:** Thu Mar 20 15:54:30 2008

Row #	Ticket Submitter	Ticket Assigned To	Ticket Number	Date Open	Date Closed	Status	Category	Priority	Short Description
<u>1/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111359	02/01/2008	02/01/2008	Closed	Other	3 - Normal - As soon as possible	B205 »» Laptop unable to connect to wireless in Goldddd office.
<u>2/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111360	02/01/2008	02/12/2008	Closed	Other	3 - Normal - As soon as possible	C436 »» Can't open e-mail messages.
<u>3/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111361	02/01/2008	02/01/2008	Closed	Other	3 - Normal - As soon as possible	Mokhtari »» Unable to access wait lists.
<u>4/315</u>	<u>Cassandra Hernandez-Vives</u>	<u>Bryan Travis</u>	HD111362	02/01/2008	02/08/2008	Closed	Hardware - PC	2 - High - Partially Down	13-Setup Student Log-in Computer
<u>5/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111363	02/01/2008	02/05/2008	Closed	Hardware - PC	3 - Normal - As soon as possible	HR »» Testing computer giving errors.
<u>6/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111364	02/01/2008	02/05/2008	Closed	Windows Login	3 - Normal - As soon as possible	H244A »» EChavez access to snapsrver01
								3 - Normal -	S101C »»

<u>7/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111365	02/04/2008		Pending	Hardware - PC	As soon as possible	BBarroga has bad Dell motherboard.
<u>8/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111366	02/04/2008	02/05/2008	Closed	Other	3 - Normal - As soon as possible	JBisson »» Printing problem in Micrograde
<u>9/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111367	02/04/2008	02/25/2008	Closed	Other	5 - Lowest - Schedule Projects, Months	Pershing »» Conference planned for Feb 25-29th.
<u>10/315</u>	<u>Comp Serv Hotline</u>	<u>Jeremy</u>	HD111368	02/04/2008		Assigned	Hardware - PC	3 - Normal - As soon as possible	B205 »» Front desk computer build.
<u>11/315</u>	<u>Comp Serv Hotline</u>	<u>David Origer</u>	HD111369	02/04/2008	02/11/2008	Closed	Software - Other	3 - Normal - As soon as possible	S237 »» Netsupport software issue.
<u>12/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111370	02/04/2008	02/07/2008	Closed	Voice Mail	3 - Normal - As soon as possible	SSwift »» x5748 password reset.
<u>13/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111371	02/04/2008	02/07/2008	Closed	Telephone	3 - Normal - As soon as possible	S406 »» Telephone problem
<u>14/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111372	02/04/2008	02/05/2008	Closed	Software - Filemaker	3 - Normal - As soon as possible	H201 »» MCanales wants Filemaker 5 installed.
<u>15/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111373	02/04/2008	02/04/2008	Closed	System 2000 - New Account/Password	3 - Normal - As soon as possible	CRios »» S2000 account.
<u>16/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111374	02/04/2008	02/05/2008	Closed	Meeting Maker	3 - Normal - As soon as possible	CRios »» Meeting maker account.
<u>17/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111375	02/04/2008	02/07/2008	Closed	Telephone	3 - Normal - As soon as possible	S321 »» Telephone keeps flashing.

<u>18/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111376	02/04/2008	Pending	System 2000 - Application	3 - Normal - As soon as possible	SROsenkilde »» S2000 problem.
<u>19/315</u>	<u>Comp Serv Hotline</u>	<u>David Origer</u>	HD111377	02/04/2008	Closed	Server - Division	3 - Normal - As soon as possible	GGiles »» Modumath software install.
<u>20/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111378	02/04/2008	Closed	Telephone	3 - Normal - As soon as possible	D101E »» SALonzo has blinking phone.
<u>21/315</u>	<u>Comp Serv Hotline</u>	<u>Web Services</u>	HD111379	02/04/2008	Closed	Web - Other	3 - Normal - As soon as possible	ICotta »» WebDAV password.
<u>22/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111380	02/04/2008	Closed	Other	3 - Normal - As soon as possible	POrtega »» Campus announcements list.
<u>23/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111381	02/04/2008	Closed	System 2000 - New Account/Password	3 - Normal - As soon as possible	JWilliams »» Reset S2000 password.
<u>24/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111382	02/04/2008	Closed	Network Issue	3 - Normal - As soon as possible	SSchermerhorn »» Connection to Alpha slow.
<u>25/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111383	02/04/2008	Closed	Telephone	3 - Normal - As soon as possible	D205J »» Telephone flashing.
<u>26/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111384	02/04/2008	Closed	System 2000 - New Account/Password	3 - Normal - As soon as possible	KDeLira »» S2000 account.
<u>27/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111385	02/04/2008	Assigned	Software - Windows	3 - Normal - As soon as possible	NHewett »» Office 2007 upgrade
<u>28/315</u>	<u>Comp Serv</u>	<u>Sonny Ali</u>	HD111386	02/04/2008	Closed	Other	3 - Normal - As soon as possible	LDAP accounts



<u>39/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111397	02/05/2008	02/05/2008	Closed	Online Services (Leave Blance, Work Order etc.)	3 - Normal - As soon as possible	SWalker >>> Remove domain account.
<u>40/315</u>	<u>Comp Serv Hotline</u>	<u>Web Services</u>	HD111398	02/06/2008	02/06/2008	Closed	Web - Other	2 - High - Partially Down	BN- HR Webages Access Removed
<u>41/315</u>	<u>Teresa Hernandez- Estrada</u>	<u>Jeff Poynor</u>	HD111399	02/06/2008	02/06/2008	Closed	Audio Visual	1 - Critical - Completely Down	s402-oh (somera)
<u>42/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111400	02/06/2008	02/21/2008	Closed	Software - Other	2 - High - Partially Down	1-Reinstall CS 3 in C220
<u>43/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111401	02/06/2008	02/06/2008	Closed	Telephone	2 - High - Partially Down	4-Telephone Assignment x5856
<u>44/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111402	02/06/2008	02/12/2008	Closed	Hardware - PC	2 - High - Partially Down	8-Holt 303 Homepage
<u>45/315</u>	<u>Comp Serv Hotline</u>	<u>Nagesh Somyajula</u>	HD111403	02/06/2008		Assigned	Other	2 - High - Partially Down	NS-Staff Directory on Website Pic Removed
<u>46/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111404	02/06/2008	02/07/2008	Closed	Wireless	2 - High - Partially Down	13-Wireless Access Offsite?
<u>47/315</u>	<u>Teresa Hernandez- Estrada</u>	<u>Teresa Hernandez- Estrada</u>	HD111405	02/06/2008	02/06/2008	Closed	Audio Visual	1 - Critical - Completely Down	g132-oh(av)
<u>48/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111406	02/06/2008	02/11/2008	Closed	Telephone	2 - High - Partially Down	4-Telephone Receiver
<u>49/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111407	02/06/2008	02/07/2008	Closed	Software - Filemaker	2 - High - Partially Down	1-Filemaker Server

<u>50/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111408	02/06/2008	02/06/2008	Closed	Hardware - Other	2 - High - Partially Down	13-Monitor Missing
<u>51/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111409	02/06/2008	02/11/2008	Closed	Hardware - Other	2 - High - Partially Down	8-Holt 240 Laptop Cleaned
<u>52/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111410	02/06/2008	02/07/2008	Closed	Voice Mail	2 - High - Partially Down	4-Blinking Light
<u>53/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111411	02/07/2008	02/07/2008	Closed	Oracle Financials - Account/Password	2 - High - Partially Down	O-Oracle Password
<u>54/315</u>	<u>Comp Serv Hotline</u>	<u>Teresa Hernandez-Estrada</u>	HD111412	02/07/2008		Pending	Audio Visual	2 - High - Partially Down	7-C/L Cunn 429 LCD Projector
<u>55/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111413	02/07/2008	02/07/2008	Closed	Docushare	2 - High - Partially Down	13-Docushare Account
<u>56/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111414	02/07/2008	02/11/2008	Closed	Hardware - PC	2 - High - Partially Down	8-No Drive Space
<u>57/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111415	02/07/2008	02/27/2008	Closed	Hardware - PC	2 - High - Partially Down	8-Applications Access Oracle & Network Drives
<u>58/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111416	02/07/2008	02/26/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 New Account
<u>59/315</u>	<u>Comp Serv Hotline</u>	<u>Comp Services Hotline</u>	HD111417	02/07/2008	02/07/2008	Closed	Printers/Printing	2 - High - Partially Down	H-Patrick Printer Replace JazPrint2
<u>60/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111418	02/07/2008	02/07/2008	Closed	Server - Other	2 - High - Partially Down	1-Servers and ENT1 Access

<u>61/315</u>	<u>Comp Serv Hotline</u>	<u>John Azzaro</u>	HD1111419	02/07/2008		Pending	Other	2 - High - Partially Down	JA-S2000 Test for SQL
<u>62/315</u>	<u>Comp Serv Hotline</u>	<u>David Origer</u>	HD1111420	02/07/2008	02/11/2008	Closed	Classroom/Lab	2 - High - Partially Down	11-C/L Shima 237 NetSupport School
<u>63/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD1111421	02/07/2008	02/07/2008	Closed	Oracle Financials - Account/Password	2 - High - Partially Down	O-Oracle Account
<u>64/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD1111422	02/07/2008	02/08/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Email/LDAP On-Line Services
<u>65/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD1111423	02/07/2008	02/07/2008	Closed	Meeting Maker	2 - High - Partially Down	1-Meeting Maker Account
<u>66/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD1111424	02/07/2008	02/08/2008	Closed	Telephone	2 - High - Partially Down	4-Telephone Voicemail
<u>67/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD1111425	02/07/2008	02/07/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Account
<u>68/315</u>	<u>Steve Ogata</u>	<u>David Origer</u>	HD1111426	02/07/2008	02/19/2008	Closed	Hardware - PC	3 - Normal - As soon as possible	PO 2031164 B221 Server
<u>69/315</u>	<u>Steve Ogata</u>	<u>Steve Ogata</u>	HD1111427	02/07/2008	02/14/2008	Closed	Hardware - PC	3 - Normal - As soon as possible	PO 2030876 Shima 115 (1)
<u>70/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD1111428	02/07/2008	02/07/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Account Password
<u>71/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD1111429	02/07/2008	02/11/2008	Closed	Voice Mail	2 - High - Partially Down	4-Voicemail

<u>72/315</u>	<u>Comp Serv Hotline</u>	<u>Teresa Hernandez-Estrada</u>	HD111430	02/08/2008	02/11/2008	Closed	Audio Visual	2 - High - Partially Down	7-C/L Shima 240 Projector Bulb
<u>73/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111431	02/08/2008	02/26/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Password
<u>74/315</u>	<u>Steve Ogata</u>	<u>Jeff Sears</u>	HD111432	02/08/2008	02/22/2008	Closed	Hardware - PC	3 - Normal - As soon as possible	PO 2031004 President Office (1)
<u>75/315</u>	<u>Teresa Hernandez-Estrada</u>	<u>Jeff Poynor</u>	HD111433	02/08/2008	02/08/2008	Closed	Audio Visual	2 - High - Partially Down	holt 130-screen (larson)
<u>76/315</u>	<u>Teresa Hernandez-Estrada</u>	<u>Teresa Hernandez-Estrada</u>	HD111434	02/08/2008	02/08/2008	Closed	Audio Visual	1 - Critical - Completely Down	shima 402-35mm proj-(mariscal)
<u>77/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111435	02/08/2008	02/11/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Russian Email
<u>78/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111436	02/08/2008		Pending	Hardware - PC	5 - Lowest - Schedule Projects, Months	1-Transfer Old PC's to Shima 134
<u>79/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111437	02/08/2008		Pending	Hardware - PC	3 - Normal - As soon as possible	1-Transfer Old PC to Shima 136
<u>80/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111438	02/08/2008	03/11/2008	Closed	Hardware - PC	3 - Normal - As soon as possible	1-Transfer Old PC to Locke 149D
<u>81/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111439	02/08/2008	02/20/2008	Closed	Hardware - PC	3 - Normal - As soon as possible	1-Transfer Old PC to Shima 314/Budd 103B
<u>82/315</u>	<u>Comp Serv</u>	<u>Bryan Travis</u>	HD111440	02/08/2008	02/08/2008	Closed	Classroom/Lab	2 - High - Partially	13-C/L Holt 313 & Holt 321 Wireless

	<u>Hotline</u>									Down	Intermittent
<u>83/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111441	02/08/2008	02/19/2008	Closed	Hardware - PC	3 - Normal - As soon as possible	1-Transfer Old PC to Shima 416		
<u>84/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111442	02/08/2008	03/11/2008	Closed	Hardware - PC	3 - Normal - As soon as possible	1-Transfer Old PC to Locke 244C		
<u>85/315</u>	<u>Comp Serv Hotline</u>	<u>Malyakone Keokhiokham</u>	HD111443	02/08/2008	03/17/2008	Closed	Email - Webmail	2 - High - Partially Down	14-Convert to Zimbra		
<u>86/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111444	02/08/2008	02/11/2008	Closed	Voice Mail	2 - High - Partially Down	4-Blinking Light		
<u>87/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111445	02/08/2008	02/11/2008	Closed	Email - Webmail	2 - High - Partially Down	8-Firefox Error		
<u>88/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111446	02/08/2008		Assigned	Telephone	2 - High - Partially Down	4-Additional Telephone Line		
<u>89/315</u>	<u>Comp Serv Hotline</u>	<u>Comp Services Hotline</u>	HD111447	02/08/2008	02/08/2008	Closed	Oracle Financials - Application	2 - High - Partially Down	H-Oracle Login		
<u>90/315</u>	<u>Comp Serv Hotline</u>	<u>David Origer</u>	HD111448	02/11/2008	02/12/2008	Closed	Hardware - Other	2 - High - Partially Down	11-Laptop Windows Update		
<u>91/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111449	02/11/2008	02/11/2008	Closed	Voice Mail	2 - High - Partially Down	4-VoiceMail Not Working		
<u>92/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111450	02/11/2008	02/11/2008	Closed	Meeting Maker	2 - High - Partially Down	1-Meeting Maker Account Change		
	<u>Comp Serv</u>							2 - High -	8-Computer Shuts		

<u>93/315</u>	<u>Hotline</u>	<u>Michael Kilgore</u>	HD111451	02/11/2008		Pending	Hardware - PC	Partially Down	Down
<u>94/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111452	02/11/2008		Assigned	Telephone	2 - High - Partially Down	4-Telephone CMAS Can't Call Out.
<u>95/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111453	02/11/2008	02/12/2008	Closed	DocuShare	2 - High - Partially Down	BN-Web Link Access
<u>96/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111454	02/11/2008	02/12/2008	Closed	Other	2 - High - Partially Down	8-Pop Ups!
<u>97/315</u>	<u>Comp Serv Hotline</u>	<u>Web Services</u>	HD111455	02/11/2008	02/12/2008	Closed	Web - Other	2 - High - Partially Down	BN-Social Science WebPage
<u>98/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111456	02/11/2008	02/12/2008	Closed	Hardware - PC	3 - Normal - As soon as possible	8-Student Stations Down Danner 203
<u>99/315</u>	<u>Comp Serv Hotline</u>	<u>David Origer</u>	HD111457	02/11/2008	02/12/2008	Closed	Classroom/Lab	2 - High - Partially Down	11-C/I Cunn 233 Sound In Panel
<u>100/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111458	02/11/2008	02/11/2008	Closed	Voice Mail	3 - Normal - As soon as possible	4-Blinking Voice Light
<u>101/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111459	02/11/2008	02/12/2008	Closed	Hardware - Mac	2 - High - Partially Down	8-Mac Slow
<u>102/315</u>	<u>Jeff Sears</u>	<u>Gary Yee</u>	HD111460	02/11/2008		Assigned	Network Issue	2 - High - Partially Down	4 - Activate Network Port
<u>103/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111461	02/11/2008	02/19/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Email Account Changes

<u>104/315</u>	<u>Comp Serv Hotline</u>	<u>David Origer</u>	HD1111462	02/11/2008	03/13/2008	Closed	Classroom/Lab	2 - High - Partially Down	11-C/L Cunn 226 Slow/Virus
<u>105/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD1111463	02/11/2008	02/12/2008	Closed	Other	2 - High - Partially Down	8-Contribute/Word Slow Response
<u>106/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD1111464	02/11/2008	02/11/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-Session Exceeded
<u>107/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD1111465	02/11/2008	02/11/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Maximum Sessions
<u>108/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD1111466	02/12/2008	02/12/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Reinstate Email Account
<u>109/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD1111467	02/12/2008	02/12/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Password
<u>110/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD1111468	02/12/2008	02/12/2008	Closed	Voice Mail	2 - High - Partially Down	4-Voiceemail Won't Pick Up
<u>111/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD1111469	02/12/2008	02/12/2008	Closed	Telephone	2 - High - Partially Down	4-Telephone Name Appearance
<u>112/315</u>	<u>Comp Serv Hotline</u>	<u>Comp Services Hotline</u>	HD1111470	02/12/2008	02/12/2008	Closed	Meeting Maker	2 - High - Partially Down	H-Meeting Maker Sign In
<u>113/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD1111471	02/12/2008	02/20/2008	Closed	Email - Webmail	2 - High - Partially Down	4-Voiceemail Light Blinking
<u>114/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD1111472	02/12/2008	02/13/2008	Closed	Hardware - PC	2 - High - Partially Down	8-PC Slow Virus?

<u>115/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111473	02/12/2008	02/20/2008	Closed	Windows Login	2 - High - Partially Down	8-Local Admin Priv LibCat 17
<u>116/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111474	02/12/2008	02/19/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Email Not Sent by Sender!
<u>117/315</u>	<u>Comp Serv Hotline</u>	<u>Web Services</u>	HD111475	02/12/2008	02/12/2008	Closed	Web - Other	2 - High - Partially Down	BN-On-line Telephone Directory
<u>118/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111476	02/12/2008	02/12/2008	Closed	Telephone	2 - High - Partially Down	4-Telephone Display
<u>119/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111477	02/12/2008		Assigned	Wireless	2 - High - Partially Down	13-Wireless Access Adj Fac?
<u>120/315</u>	<u>Comp Serv Hotline</u>	<u>Web Services</u>	HD111478	02/12/2008	02/12/2008	Closed	Web - Other	2 - High - Partially Down	BN-Contribute Access
<u>121/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111479	02/12/2008	02/14/2008	Closed	Hardware - Other	2 - High - Partially Down	1-New Monitor Setting
<u>122/315</u>	<u>Comp Serv Hotline</u>	<u>David Origer</u>	HD111480	02/12/2008		Pending	Classroom/Lab	2 - High - Partially Down	11-C/L Shima 218 Multi Computer Issues
<u>123/315</u>	<u>Comp Serv Hotline</u>	<u>Teresa Hernandez-Estrada</u>	HD111481	02/12/2008	02/12/2008	Closed	Audio Visual	2 - High - Partially Down	7-Shima 236 Labels/Podium Setup
<u>124/315</u>	<u>Comp Serv Hotline</u>	<u>Malyakone Keokhiokham</u>	HD111482	02/12/2008	03/10/2008	Closed	Email - Webmail	2 - High - Partially Down	14-Zimbra Attachments QuickTime!
<u>125/315</u>	<u>Comp Serv Hotline</u>	<u>David Origer</u>	HD111483	02/12/2008	02/20/2008	Closed	Classroom/Lab	2 - High - Partially Down	11-C/L C220 51 & 43

<u>126/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111484	02/12/2008		Assigned	Telephone	2 - High - Partially Down	4-Telephone Model Change
<u>127/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111485	02/12/2008	02/13/2008	Closed	Other	2 - High - Partially Down	8-Pop-Up Blocker!
<u>128/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111486	02/12/2008		Pending	Telephone	2 - High - Partially Down	4-Telephone Replacement
<u>129/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111487	02/12/2008		Assigned	Telephone	2 - High - Partially Down	4-Reinstall Telephone
<u>130/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111488	02/13/2008	02/27/2008	Closed	Server - Other	3 - Normal - As soon as possible	1-Software PureVoice in H418 & Classroom S122!
<u>131/315</u>	<u>Comp Serv Hotline</u>	<u>Nancy Cuneo</u>	HD111489	02/13/2008	02/13/2008	Closed	Hardware - Other	2 - High - Partially Down	NC- Scanner Station In EOPS
<u>132/315</u>	<u>Teresa Hernandez-Estrada</u>	<u>Jeff Poynor</u>	HD111490	02/13/2008	02/13/2008	Closed	Audio Visual	1 - Critical - Completely Down	Budd 117-oh Anita (eops)
<u>133/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111491	02/13/2008	02/27/2008	Closed	Hardware - Other	2 - High - Partially Down	8-Hard Drive Noise
<u>134/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111492	02/13/2008	02/14/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Student SPAM Mail
<u>135/315</u>	<u>Comp Serv Hotline</u>	<u>Web Services</u>	HD111493	02/13/2008	02/13/2008	Closed	Web - Other	1 - Critical - Completely Down	BN-Student Portal Message
<u>136/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111494	02/13/2008	02/13/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Session Error

<u>137/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111495	02/13/2008		Assigned	Telephone	2 - High - Partially Down	4-Can't Hear On Telephone
<u>138/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111496	02/13/2008	02/21/2008	Closed	Wireless	2 - High - Partially Down	13-WiFi Wireless Access
<u>139/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111497	02/13/2008	02/20/2008	Closed	Other	2 - High - Partially Down	8-Possible Virus!
<u>140/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111498	02/13/2008	02/26/2008	Closed	Classroom/Lab	2 - High - Partially Down	8-C/L GED Holt 244B
<u>141/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111499	02/13/2008		Assigned	Telephone	2 - High - Partially Down	4-Telephone Move
<u>142/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111500	02/13/2008	02/19/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Account Name Change
<u>143/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111501	02/13/2008	02/14/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Spam Email
<u>144/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111502	02/13/2008	02/20/2008	Closed	Voice Mail	2 - High - Partially Down	4-Voicemail Blinking Light
<u>145/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111503	02/13/2008	02/20/2008	Closed	Voice Mail	2 - High - Partially Down	4-Voicemail Blinking Light
<u>146/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111504	02/13/2008	02/20/2008	Closed	Voice Mail	2 - High - Partially Down	4-Voicemail Blinking
<u>147/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111505	02/14/2008	02/20/2008	Closed	Software - Other	3 - Normal - As soon as possible	8-Acrobat Reader Install

<u>148/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111506	02/14/2008	03/10/2008	Closed	Other	5 - Lowest - Schedule Projects, Months	4-Switch Intallled?
<u>149/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111507	02/14/2008	02/20/2008	Closed	Hardware - Other	2 - High - Partially Down	8-Computer Slow
<u>150/315</u>	<u>Comp Serv Hotline</u>	<u>Web Services</u>	HD111508	02/14/2008	02/14/2008	Closed	Web - Other	3 - Normal - As soon as possible	BN-Portal Information Changed
<u>151/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111509	02/14/2008	02/20/2008	Closed	Hardware - Other	2 - High - Partially Down	8-Computer Loses Power
<u>152/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111510	02/14/2008	02/27/2008	Closed	Email - Webmail	2 - High - Partially Down	8-ZimbrAttached File
<u>153/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111511	02/14/2008	02/14/2008	Closed	Software - Other	2 - High - Partially Down	8-Reinstall MS Office/Excel
<u>154/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111512	02/14/2008	02/19/2008	Closed	Other	2 - High - Partially Down	O-Students ID Report
<u>155/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111513	02/14/2008	03/12/2008	Closed	Hardware - Other	2 - High - Partially Down	13-Computer Smoking
<u>156/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111514	02/14/2008	02/19/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Password
<u>157/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111515	02/19/2008		Assigned	Telephone	2 - High - Partially Down	4-Telephone Down
<u>158/315</u>	<u>Comp Serv</u>	<u>Jeff Sears</u>	HD111516	02/19/2008		Pending	Hardware - PC	2 - High - Partially	3-ASBG Computer

	<u>Hotline</u>									Down	Purchase
<u>159/315</u>	<u>Comp Serv Hotline</u>	<b>Sonny Ali</b>	HD111517	02/19/2008	02/19/2008	02/19/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Reactivate Email Account	
<u>160/315</u>	<u>Comp Serv Hotline</u>	<b>David Origer</b>	HD111518	02/19/2008	02/19/2008	02/19/2008	Closed	Classroom/Lab	2 - High - Partially Down	11-C/L Holt 201C Network Connection	
<u>161/315</u>	<u>Comp Serv Hotline</u>	<b>Gary Yee</b>	HD111519	02/19/2008	02/19/2008	02/20/2008	Closed	Voice Mail	2 - High - Partially Down	4-Voicemail Flashing Light	
<u>162/315</u>	<u>Comp Serv Hotline</u>	<b>Web Services</b>	HD111520	02/19/2008	02/19/2008		Pending	Web - Other	2 - High - Partially Down	Bn-Barbara Barroga Contribute Access	
<u>163/315</u>	<u>Comp Serv Hotline</u>	<b>Malyakone Keokhiokham</b>	HD111521	02/19/2008	02/19/2008	02/20/2008	Closed	Hardware - Other	2 - High - Partially Down	14-Surplus Tracy	
<u>164/315</u>	<u>Comp Serv Hotline</u>	<b>Malyakone Keokhiokham</b>	HD111522	02/19/2008	02/19/2008	02/20/2008	Closed	Hardware - Other	2 - High - Partially Down	14-Surplus Tracy	
<u>165/315</u>	<u>Comp Serv Hotline</u>	<b>Malyakone Keokhiokham</b>	HD111523	02/19/2008	02/19/2008	02/20/2008	Closed	Hardware - Other	2 - High - Partially Down	13-Surplus Tracy	
<u>166/315</u>	<u>Comp Serv Hotline</u>	<b>computeroperators</b>	HD111524	02/19/2008	02/19/2008	02/19/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Password	
<u>167/315</u>	<u>Comp Serv Hotline</u>	<b>Sonny Ali</b>	HD111525	02/19/2008	02/19/2008	02/19/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Junk Mail	
<u>168/315</u>	<u>Comp Serv Hotline</u>	<b>Sonny Ali</b>	HD111526	02/19/2008	02/19/2008	02/20/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Zimbra Templates!	
	<u>Comp Serv</u>							System 2000 -	2 - High -	O-S2000	

<u>169/315</u>	<u>Hotline</u>	<u>computeroperators</u>	HD111527	02/19/2008	02/26/2008	Closed	Application	Partially Down	Application Error!
<u>170/315</u>	<u>Comp Serv Hotline</u>	<u>Web Services</u>	HD111528	02/19/2008	03/03/2008	Closed	Web - Other	2 - High - Partially Down	BN-Contribute Error
<u>171/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111529	02/19/2008		Assigned	Telephone	2 - High - Partially Down	4-Telephone Goes to Main Recording
<u>172/315</u>	<u>Comp Serv Hotline</u>	<u>Comp Services Hotline</u>	HD111530	02/19/2008	02/19/2008	Closed	Hardware - PC	2 - High - Partially Down	H-Computer Shutdown
<u>173/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111531	02/19/2008	02/19/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Password
<u>174/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111532	02/19/2008	02/20/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Zimbra Email Close
<u>175/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111533	02/19/2008	02/22/2008	Closed	Software - Other	3 - Normal - As soon as possible	8-Install MS Office on MAC/Dell
<u>176/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111534	02/19/2008	02/27/2008	Closed	Hardware - Mac	2 - High - Partially Down	1-Mac Battery
<u>177/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111535	02/19/2008	02/20/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Email/LDAP On-Line Services
<u>178/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111536	02/19/2008	02/20/2008	Closed	Telephone	2 - High - Partially Down	4-Telephone plus Blinking Light
<u>179/315</u>	<u>Teresa Hernandez-Estrada</u>	<u>Teresa Hernandez-Estrada</u>	HD111537	02/19/2008	02/19/2008	Closed	Audio Visual	1 - Critical - Completely Down	shima 143-oh (Nunes)

<u>180/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111538	02/19/2008	02/20/2008	Closed	Voice Mail	2 - High - Partially Down	4-Blinking Light
<u>181/315</u>	<u>Comp Serv Hotline</u>	<u>Jeff Sears</u>	HD111539	02/19/2008	03/18/2008	Closed	Hardware - Other	2 - High - Partially Down	3-Monitors
<u>182/315</u>	<u>Teresa Hernandez-Estrada</u>	<u>Teresa Hernandez-Estrada</u>	HD111540	02/19/2008	02/19/2008	Closed	Audio Visual	2 - High - Partially Down	Cunn 416-vcr (costa)
<u>183/315</u>	<u>Teresa Hernandez-Estrada</u>	<u>Teresa Hernandez-Estrada</u>	HD111541	02/19/2008	02/19/2008	Closed	Audio Visual	2 - High - Partially Down	shima 319-vcr (duffett)
<u>184/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111542	02/20/2008	02/20/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Email Addresses
<u>185/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111543	02/20/2008	03/11/2008	Closed	Hardware - Other	4 - Low - Whenever time permits within a month	1-Push Down Neville for Robin Shum
<u>186/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111544	02/20/2008	02/22/2008	Closed	Telephone	2 - High - Partially Down	4-Blue Phone
<u>187/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111545	02/20/2008	02/22/2008	Closed	Voice Mail	2 - High - Partially Down	4-Length of Voicemail Messages
<u>188/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111546	02/20/2008	02/21/2008	Closed	Wireless	2 - High - Partially Down	13-Wireless Connecting in Shima 112
<u>189/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111547	02/20/2008	02/20/2008	Closed	Hardware - Other	2 - High - Partially Down	8-DVD Decoder Needed on Dell
	<u>Teresa</u>							2 - High -	

<u>190/315</u>	<u>Hernandez-Estrada</u>	<u>Teresa Hernandez-Estrada</u>	HD111548	02/20/2008		Pending	Audio Visual	Partially Down	south forum-av (terry)
<u>191/315</u>	<u>Comp Serv Hotline</u>	<u>Comp Services Hotline</u>	HD111549	02/20/2008	02/20/2008	Closed	Hardware - PC	2 - High - Partially Down	H/AV-Power Cord for Compaq Laptop
<u>192/315</u>	<u>Willard Living</u>	<u>Willard Living</u>	HD111550	02/20/2008	02/20/2008	Closed	Audio Visual	1 - Critical - Completely Down	No sound.
<u>193/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111551	02/20/2008	02/20/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Session Exceeded Max
<u>194/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111552	02/20/2008	02/21/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Email Account
<u>195/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111553	02/20/2008	02/21/2008	Closed	Other	2 - High - Partially Down	8-Error Messages When Open Applications
<u>196/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111554	02/20/2008	02/22/2008	Closed	Voice Mail	2 - High - Partially Down	4-Voice Mail
<u>197/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111555	02/21/2008	02/21/2008	Closed	Email - Webmail	2 - High - Partially Down	5-3 Zimbra Account
<u>198/315</u>	<u>Comp Serv Hotline</u>	<u>Comp Services Hotline</u>	HD111556	02/21/2008	02/21/2008	Closed	Email - Webmail	2 - High - Partially Down	H-Intermix Messages
<u>199/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111557	02/21/2008	02/21/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Session Exceeded
<u>200/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111558	02/21/2008	02/22/2008	Closed	Telephone	2 - High - Partially Down	4-Telephone Problems

<u>201/315</u>	<u>Comp Serv Hotline</u>	<u>Jeff Sears</u>	HD111559	02/21/2008	02/28/2008	Closed	Hardware - Other	2 - High - Partially Down	3-More Memory Needed
<u>202/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111560	02/21/2008	02/22/2008	Closed	Hardware - PC	2 - High - Partially Down	8-
<u>203/315</u>	<u>Comp Serv Hotline</u>	<u>David Origer</u>	HD111561	02/21/2008	02/26/2008	Closed	Software - Other	2 - High - Partially Down	11-Compass Error/Install
<u>204/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111562	02/21/2008	02/22/2008	Closed	Voice Mail	2 - High - Partially Down	4-Blinking Light
<u>205/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111563	02/21/2008	02/21/2008	Closed	DocuShare	2 - High - Partially Down	13-DocuShare Account Name!
<u>206/315</u>	<u>Teresa Hernandez-Estrada</u>	<u>Teresa Hernandez-Estrada</u>	HD111564	02/21/2008	02/21/2008	Closed	Audio Visual	1 - Critical - Completely Down	shima 122-projector(rocha)
<u>207/315</u>	<u>Teresa Hernandez-Estrada</u>	<u>Teresa Hernandez-Estrada</u>	HD111565	02/21/2008	02/22/2008	Closed	Audio Visual	2 - High - Partially Down	holt 313-lcd monitor (holmes/payne)
<u>208/315</u>	<u>Teresa Hernandez-Estrada</u>	<u>Teresa Hernandez-Estrada</u>	HD111566	02/21/2008	02/21/2008	Closed	Audio Visual	2 - High - Partially Down	budd 402-dvd remote (gnassounou)
<u>209/315</u>	<u>Willard Living</u>	<u>Willard Living</u>	HD111567	02/21/2008	02/21/2008	Closed	Audio Visual	2 - High - Partially Down	VCR not working
<u>210/315</u>	<u>Willard Living</u>	<u>Willard Living</u>	HD111568	02/21/2008	02/21/2008	Closed	Audio Visual	2 - High - Partially Down	VCR Would not Output
<u>211/315</u>	<u>Comp Serv Hotline</u>	<u>David Origer</u>	HD111569	02/21/2008	03/18/2008	Closed	Classroom/Lab	2 - High - Partially Down	11-C/L Cunn 220 - 62 & 64 Network Connection

<u>212/315</u>	<u>Willard Living</u>	<u>Willard Living</u>	HD111570	02/21/2008	02/21/2008	Closed	Audio Visual	2 - High - Partially Down	Bulb
<u>213/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111571	02/21/2008	02/22/2008	Closed	Voice Mail	2 - High - Partially Down	4-Voicemail Blinking Light
<u>214/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111572	02/21/2008		Pending	Hardware - PC	3 - Normal - As soon as possible	S112 Â»Â» Damaged laptops
<u>215/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111573	02/21/2008		Assigned	Hardware - PC	2 - High - Partially Down	13-PC's Down in Career Center
<u>216/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111574	02/21/2008		Pending	Wireless	2 - High - Partially Down	13-Wireless Connection
<u>217/315</u>	<u>Teresa Hernandez-Estrada</u>	<u>Teresa Hernandez-Estrada</u>	HD111575	02/21/2008	02/21/2008	Closed	Audio Visual	3 - Normal - As soon as possible	Sally Van Bebber Laptop Policy
<u>218/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111576	02/22/2008		Assigned	Telephone	2 - High - Partially Down	4-Telephone Down
<u>219/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111577	02/22/2008		Assigned	Email - Webmail	2 - High - Partially Down	5-Spam Messages
<u>220/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111578	02/22/2008	02/26/2008	Closed	Hardware - PC	2 - High - Partially Down	8-Computer Crashes
<u>221/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111579	02/22/2008	02/22/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Campuswide Announcement
<u>222/315</u>	<u>Comp Serv Hotline</u>	<u>Teresa Hernandez-Estrada</u>	HD111580	02/22/2008	02/25/2008	Closed	Audio Visual	2 - High - Partially Down	AV/7-Projector Bulb H213

<u>223/315</u>	<u>Teresa Hernandez-Estrada</u>	<u>Jeremy</u>	HD111581	02/22/2008	02/22/2008	Closed	Audio Visual	2 - High - Partially Down	Holt 142-document camera-McCalister
<u>224/315</u>	<u>Comp Serv Hotline</u>	<u>Teresa Hernandez-Estrada</u>	HD111582	02/22/2008	02/29/2008	Closed	Audio Visual	2 - High - Partially Down	AV/7-Infocus Projector!
<u>225/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111583	02/22/2008	02/22/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Temporary Email Account
<u>226/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111584	02/22/2008	02/22/2008	Closed	Software - Other	2 - High - Partially Down	8-Word Doc Borders
<u>227/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111585	02/22/2008	02/25/2008	Closed	Docushare	2 - High - Partially Down	13-Docushare Account Adjustments DSPS
<u>228/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111586	02/22/2008	02/26/2008	Closed	Other	2 - High - Partially Down	8--Windows Installer
<u>229/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111587	02/22/2008	03/05/2008	Closed	Classroom/Lab	2 - High - Partially Down	8-C/L C233 JAWS Install
<u>230/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111588	02/22/2008	02/25/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Email Message/Virus!
<u>231/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111589	02/25/2008	02/25/2008	Closed	Telephone	2 - High - Partially Down	4-Telephone Blinking Light
<u>232/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111590	02/25/2008	02/25/2008	Closed	Software - Other	2 - High - Partially Down	1-In Design Software
<u>233/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111591	02/25/2008	02/26/2008	Closed	Docushare	2 - High - Partially Down	13-Docushare Account

<u>234/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111592	02/25/2008	02/25/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Privileges
<u>235/315</u>	<u>Comp Serv Hotline</u>	<u>Teresa Hernandez-Estrada</u>	HD111593	02/25/2008	03/03/2008	Closed	Audio Visual	2 - High - Partially Down	AV/7-DVD Player Request
<u>236/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111594	02/25/2008	03/03/2008	Closed	System 2000 - Application	2 - High - Partially Down	8-S2000 Application Reinstall
<u>237/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111595	02/25/2008	02/26/2008	Closed	Docushare	2 - High - Partially Down	13-Docushare Account
<u>238/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111596	02/25/2008	02/26/2008	Closed	Docushare	2 - High - Partially Down	13-Docushare Account
<u>239/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111597	02/25/2008	02/26/2008	Closed	Docushare	2 - High - Partially Down	13-Docushare Account
<u>240/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111598	02/25/2008	02/26/2008	Closed	Software - Filemaker	2 - High - Partially Down	1-Filemaker Application
<u>241/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111599	02/25/2008	02/26/2008	Closed	Docushare	2 - High - Partially Down	13-Docushare Account
<u>242/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111600	02/25/2008	02/25/2008	Closed	Software - Other	2 - High - Partially Down	1-SPSS Install!
<u>243/315</u>	<u>Comp Serv Hotline</u>	<u>Comp Services Hotline</u>	HD111601	02/25/2008	02/25/2008	Closed	Software - Filemaker	2 - High - Partially Down	H-Filemaker Won't Open
<u>244/315</u>	<u>Comp Serv Hotline</u>	<u>Malyakone Keokhiokham</u>	HD111602	02/25/2008	02/25/2008	Closed	Email - Webmail	2 - High - Partially Down	14-Zimbra Mail Attachments

<u>245/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111603	02/25/2008	02/26/2008	Closed	Docushare	2 - High - Partially Down	13-Docushare Account
<u>246/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111604	02/25/2008	02/26/2008	Closed	Docushare	2 - High - Partially Down	13-Docushare Account
<u>247/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111605	02/25/2008	02/25/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Campuswide Announcements
<u>248/315</u>	<u>Willard Living</u>	<u>Willard Living</u>	HD111606	02/25/2008	02/25/2008	Closed	Audio Visual	2 - High - Partially Down	Low Volume from Internet Program
<u>249/315</u>	<u>Willard Living</u>	<u>Willard Living</u>	HD111607	02/25/2008	02/25/2008	Closed	Audio Visual	1 - Critical - Completely Down	Monitor w/not power up
<u>250/315</u>	<u>Willard Living</u>	<u>Willard Living</u>	HD111608	02/25/2008	02/25/2008	Closed	Audio Visual	3 - Normal - As soon as possible	Smart Buttons sticky
<u>251/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111609	02/25/2008	02/26/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Email Accounts
<u>252/315</u>	<u>Teresa Hernandez-Estrada</u>	<u>Teresa Hernandez-Estrada</u>	HD111610	02/25/2008	03/04/2008	Closed	Audio Visual	1 - Critical - Completely Down	Holt 401-oh (christofori)
<u>253/315</u>	<u>Teresa Hernandez-Estrada</u>	<u>Teresa Hernandez-Estrada</u>	HD111611	02/25/2008	02/25/2008	Closed	Audio Visual	1 - Critical - Completely Down	Shima 214-OH (christofori)
<u>254/315</u>	<u>Teresa Hernandez-Estrada</u>	<u>Jeff Poynor</u>	HD111612	02/25/2008	02/25/2008	Closed	Audio Visual	2 - High - Partially Down	cunn 101=oh (christofori)
<u>255/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111613	02/26/2008	02/26/2008	Closed	Classroom/Lab	2 - High - Partially Down	13-Docushare Account

<u>256/315</u>	<u>Comp Serv Hotline</u>	<u>John Azzaro</u>	HD111614	02/26/2008		Pending	Web - Other	2 - High - Partially Down	JA-Student Portal
<u>257/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111615	02/26/2008	02/26/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Email Reactivate
<u>258/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111616	02/26/2008	03/04/2008	Closed	Hardware - PC	2 - High - Partially Down	1-PC Won't Boot
<u>259/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111617	02/26/2008	02/27/2008	Closed	Oracle Financials - Account/Password	2 - High - Partially Down	O-Oracle Account
<u>260/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111618	02/26/2008	03/05/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Account New
<u>261/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111619	02/26/2008	02/26/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Email/LDAP On-line Services
<u>262/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111620	02/26/2008	02/26/2008	Closed	Meeting Maker	2 - High - Partially Down	1-Meeting Maker and ENT1 Account
<u>263/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111621	02/26/2008	02/26/2008	Closed	Telephone	2 - High - Partially Down	4-Telephone and Voicemail
<u>264/315</u>	<u>Comp Serv Hotline</u>	<u>Teresa Hernandez-Estrada</u>	HD111622	02/26/2008		Pending	Audio Visual	1 - Critical - Completely Down	AV/7 Replace Build in Budd 221G
<u>265/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111623	02/26/2008		Assigned	Hardware - Mac	2 - High - Partially Down	8-Mac Hard Drive Error
<u>266/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111624	02/26/2008	03/13/2008	Closed	Email - Webmail	2 - High - Partially Down	1-Zimbra Conflicting w/itunes!

<u>267/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111625	02/26/2008	02/26/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000
<u>268/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111626	02/26/2008	02/26/2008	Closed	Docushare	2 - High - Partially Down	13-Docushare
<u>269/315</u>	<u>Comp Serv Hotline</u>	<u>Web Services</u>	HD111627	02/26/2008	02/26/2008	Closed	Web - Other	2 - High - Partially Down	BN-Contribute Locked Page
<u>270/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111628	02/26/2008	02/26/2008	Pending	Telephone	2 - High - Partially Down	4-Telephone Change
<u>271/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111629	02/26/2008	03/05/2008	Closed	Hardware - Other	2 - High - Partially Down	8-Monitor Popping!
<u>272/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111630	02/26/2008	02/27/2008	Closed	Docushare	2 - High - Partially Down	13-Docushare Authorization!
<u>273/315</u>	<u>Comp Serv Hotline</u>	<u>Teresa Hernandez-Estrada</u>	HD111631	02/26/2008	03/03/2008	Closed	Audio Visual	2 - High - Partially Down	AV/7-Project & Laptop Locke 204
<u>274/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111632	02/26/2008	02/26/2008	Pending	Other	2 - High - Partially Down	5-Student Access Error
<u>275/315</u>	<u>Comp Serv Hotline</u>	<u>Teresa Hernandez-Estrada</u>	HD111633	02/26/2008	03/03/2008	Closed	Audio Visual	1 - Critical - Completely Down	AV/7 Holt 213 Sound System
<u>276/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111634	02/26/2008	02/26/2008	Assigned	Network Issue	2 - High - Partially Down	4-Wi-Fi Card - Budd 205!
<u>277/315</u>	<u>Comp Serv Hotline</u>	<u>Web Services</u>	HD111635	02/26/2008	03/14/2008	Closed	Web - Other	2 - High - Partially Down	BN-DCA Website Down

<u>278/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111636	02/26/2008	03/03/2008	Closed	Hardware - PC	2 - High - Partially Down	8-Holt 244 Computers Move for Carpeting
<u>279/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111637	02/26/2008	03/05/2008	Closed	Docushare	2 - High - Partially Down	13-Docushare Account
<u>280/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111638	02/26/2008	02/26/2008	Closed	Software - KeyAccess	2 - High - Partially Down	1-Key Access Mac IBook
<u>281/315</u>	<u>Comp Serv Hotline</u>	<u>Teresa Hernandez-Estrada</u>	HD111639	02/26/2008	03/03/2008	Closed	Audio Visual	1 - Critical - Completely Down	AV/7 - Project S214/H401 Bulb & Scratch Screen C101
<u>282/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111640	02/26/2008	03/05/2008	Closed	Docushare	2 - High - Partially Down	13-Docushare Account
<u>283/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111641	02/26/2008	02/27/2008	Closed	System 2000 - Application	2 - High - Partially Down	8-S2000 Application
<u>284/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111642	02/26/2008	02/26/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Email Spam/Sophos
<u>285/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111643	02/27/2008	02/27/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Session Max
<u>286/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111644	02/27/2008	02/27/2008	Closed	Server - Other	2 - High - Partially Down	1-Ent1 Privilege
<u>287/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111645	02/27/2008	02/27/2008	Closed	Oracle Financials - Account/Password	2 - High - Partially Down	O-Oracle Password
<u>288/315</u>	<u>Steve Ogata</u>	<u>Steve Ogata</u>	HD111646	02/27/2008	03/13/2008	Closed	Hardware - Mac	3 - Normal - As soon as	PO 2031267 Mac



<u>299/315</u>	<u>Hotline</u>	<u>Michael Kilgore</u>	HD111657	02/28/2008	02/28/2008	Closed	Other	Partially Down	Installer Error
<u>300/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111658	02/28/2008	02/29/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 New Account
<u>301/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111659	02/28/2008	03/03/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Email Account
<u>302/315</u>	<u>Comp Serv Hotline</u>	<u>Michael Kilgore</u>	HD111660	02/28/2008	03/03/2008	Closed	Hardware - PC	2 - High - Partially Down	8-Computer Error Message - Memory Dump
<u>303/315</u>	<u>Comp Serv Hotline</u>	<u>Sonny Ali</u>	HD111661	02/28/2008	03/03/2008	Closed	Email - Webmail	2 - High - Partially Down	5-Email Accounts !
<u>304/315</u>	<u>Comp Serv Hotline</u>	<u>Bryan Travis</u>	HD111662	02/28/2008		Pending	Wireless	2 - High - Partially Down	13-Wireless Access
<u>305/315</u>	<u>Comp Serv Hotline</u>	<u>Comp Services Hotline</u>	HD111663	02/29/2008	02/29/2008	Closed	Email - Webmail	2 - High - Partially Down	H-Zimbra Password
<u>306/315</u>	<u>Comp Serv Hotline</u>	<u>Gary Yee</u>	HD111664	02/29/2008		Pending	Voice Mail	2 - High - Partially Down	4-Voicemail x5354
<u>307/315</u>	<u>Comp Serv Hotline</u>	<u>David Alexander</u>	HD111665	02/29/2008	02/29/2008	Closed	Hardware - Other	3 - Normal - As soon as possible	8-Speaker Sound
<u>308/315</u>	<u>Comp Serv Hotline</u>	<u>computeroperators</u>	HD111666	02/29/2008	02/29/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Password
<u>309/315</u>	<u>Comp Serv Hotline</u>	<u>Steve Ogata</u>	HD111667	02/29/2008	03/03/2008	Closed	Windows Login	2 - High - Partially Down	1-Windows Login

<a href="#">310/315</a>	<a href="#">Comp Serv Hotline</a>	<a href="#">computeroperators</a>	HD111668	02/29/2008	02/29/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Password
<a href="#">311/315</a>	<a href="#">Comp Serv Hotline</a>	<a href="#">Gary Yee</a>	HD111669	02/29/2008	02/29/2008	Assigned	Voice Mail	2 - High - Partially Down	4-Blinking Light
<a href="#">312/315</a>	<a href="#">Comp Serv Hotline</a>	<a href="#">Michael Kilgore</a>	HD111670	02/29/2008	03/12/2008	Closed	Email - Webmail	2 - High - Partially Down	8-Zimbra Shortcut Missing
<a href="#">313/315</a>	<a href="#">Comp Serv Hotline</a>	<a href="#">Web Services</a>	HD111671	02/29/2008	02/29/2008	Closed	Faculty - Online Services (S2KLite, Rosters, etc.)	2 - High - Partially Down	BN-Work Order Site Off Campus!
<a href="#">314/315</a>	<a href="#">Comp Serv Hotline</a>	<a href="#">computeroperators</a>	HD111672	02/29/2008	03/04/2008	Closed	System 2000 - New Account/Password	2 - High - Partially Down	O-S2000 Privileges
<a href="#">315/315</a>	<a href="#">Comp Serv Hotline</a>	<a href="#">computeroperators</a>	HD111673	02/29/2008	03/03/2008	Closed	Oracle Financials - Account/Password	3 - Normal - As soon as possible	EMilian »» Oracle password reset.



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