

Palatine Public Library District IT Managed Service Provider Tickets

Opened between 09/01/2018-02/26/2019

Open Date and Time	Closed Date and Time	Subject
2/21/2019 13:36	open	Question
2/20/2019 12:51	open	Create new employee profile & email
2/19/2019 16:57	2/16/2019 12:30	Website server migration
2/13/2019 16:33	2/26/2019 12:28	Problem receiving external email
2/13/2019 12:53	open	Antivirus update - better time?
2/11/2019 15:48	2/20/2019 8:59	Add CNAME records to DNS
2/5/2019 19:35	2/18/2019 17:32	Install High Speed Tape Cable
2/5/2019 12:00	open	Research Relocating Server Rack
2/5/2019 9:17	2/13/2019 9:23	tape backup errors
2/4/2019 14:31	2/6/2019 14:32	IsdCatalogOffice profile has old print queues
2/3/2019 14:18	2/6/2019 14:21	add domain palatinelibrary.org to Office 365 admin account
2/3/2019 12:53	2/12/2019 5:26	RR - Install Windows Server Updates
2/3/2019 12:52	2/12/2019 5:27	NH - Install Windows Server Updates
2/3/2019 12:52	open	Main - Install Windows Server Updates
1/31/2019 15:30	2/6/2019 14:21	Make Specialists distribution list external
1/31/2019 13:14	2/12/2019 5:27	Antivirus Updates
1/24/2019 14:11	1/28/2019 10:44	Create new employee account/email by 1/28/19
1/24/2019 10:06	1/24/2019 11:45	updated ppldadmin password not working
1/22/2019 15:41	1/23/2019 16:07	Password Updates
1/22/2019 14:51	1/23/2019 15:04	Need IP/Email white-listed
1/21/2019 16:53	open	New Phone System Items
1/18/2019 17:31	open	Office 2016 project
1/18/2019 17:03	2/6/2019 17:05	spam email
1/16/2019 13:17	2/21/2019 19:52	Phishing Email
1/15/2019 14:30	1/18/2019 13:09	Create new employee account/email by 1/17/19
1/15/2019 13:12	1/17/2019 16:15	Disable/remove email account for employee that never started
1/12/2019 5:28	open	Office 365 Project
1/10/2019 11:07	1/14/2019 13:49	Create new employee email (complete by 1/15)
1/3/2019 13:31	1/10/2019 15:23	Emails are being rejected
1/2/2019 13:33	1/2/2019 15:12	File Server Tape not ejecting
12/30/2018 16:47	1/10/2019 16:44	Check network for malicious activity
12/20/2018 14:11	1/3/2019 13:21	Two computers logging in with temporary profiles
12/20/2018 12:57	1/3/2019 14:42	give [staff member] access to [staff member] outlook
12/12/2018 13:16	12/14/2018 10:53	Create new employee email (complete by 12/28)
12/10/2018 9:27	12/10/2018 10:54	New employee email account
12/6/2018 11:38	12/14/2018 9:02	Add MS verification to DNS
12/6/2018 10:43	1/4/2019 10:39	Adobe files from Mac saving as hidden" on network"
12/5/2018 12:33	12/7/2018 10:41	[staff member] Mailbox Increase
12/5/2018 11:44	12/10/2018 13:10	Transfer Adobe Acrobat Pro from [staff member] to [staff member]
11/30/2018 17:01	12/7/2018 10:42	PWB renewal
11/30/2018 15:58	12/4/2018 11:57	Create new employee email
11/29/2018 14:57	11/30/2018 16:12	[staff member] needs access to [staff member]'s e-mail and T: drive on 11/30
11/27/2018 14:44	open	SSL Caching Issue
11/24/2018 13:42	11/27/2018 15:10	Unable to reset [staff member]'s email password
11/23/2018 16:08	12/5/2018 15:12	Emails are being rejected by the spam filter

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11/19/2018 17:48	11/27/2018 13:07	Increase Mailbox Size - [staff member]
11/17/2018 9:16	11/27/2018 13:08	Increase mailbox size
11/15/2018 11:50	11/20/2018 13:39	[staff member] needs access to S drive & desktop Outlook
11/13/2018 11:58	11/14/2018 11:17	[staff member] needs access to H: drive
11/8/2018 15:33	11/26/2018 10:17	Re: ticket 43540, Rand staff reporting that computer has no printers
11/7/2018 16:54	11/9/2018 9:29	Create new employee email by 11/12/18
11/6/2018 15:42	open	SIP2 firewall access
11/5/2018 13:59	11/7/2018 12:01	Remove all email forwarding from account
10/31/2018 16:09	11/6/2018 8:58	Create new employee profile/email (complete by 11/5)
10/31/2018 14:59	11/10/2018 5:59	New file server tape drive has 'clean' light is blinking
10/30/2018 10:03	11/6/2018 14:49	Patron Chrome set to print two-sided by default
10/30/2018 6:29	open	Chassis Switch Audit
10/29/2018 16:07	11/27/2018 9:21	Domain listed as threat/blocked for patron
10/26/2018 10:40	10/29/2018 11:49	Create new employee email (complete by 11/9)
10/25/2018 12:53	10/31/2018 10:09	Remove email forwarding from account
10/25/2018 11:06	10/25/2018 12:19	Spam Quarantine Delivering/Whitelisting Issue
10/19/2018 10:46	11/7/2018 17:14	Accountspayable email - remove from distribution lists
10/17/2018 8:00	10/18/2018 14:03	Can't Access Spam Control
10/11/2018 14:42	10/12/2018 9:08	Create new employee email
10/9/2018 17:11	10/10/2018 11:59	Wi-Fi Down
10/5/2018 12:15	10/17/2018 14:33	network drives not available temporarily
10/5/2018 11:03	10/8/2018 15:43	DMC Laptop 05-Publisher & Picture Manager not loading
10/4/2018 19:53	10/12/2018 10:45	Catalog.palatinelibrary.org "not fully secure"
10/4/2018 14:36	10/16/2018 12:28	Install New Firmware on Wireless Controller
10/1/2018 15:40	2/19/2019 16:07	Followup on disconnected antivirus clients
10/1/2018 14:32	10/3/2018 10:01	New distribution group
10/1/2018 14:18	10/1/2018 15:04	Retrieve file of a restarted laptop?
9/27/2018 16:15	11/9/2018 8:17	UPS - North Hoffman Branch
9/27/2018 16:14	10/26/2018 8:52	UPS - Rand Road Branch
9/27/2018 7:47	10/3/2018 11:47	C: has less than 5% remaining on ppld-mn-srv07 (Central Server)
9/26/2018 10:23	9/27/2018 15:32	Create new email account [staff member] would like access to accountspayable email in Outlook
9/21/2018 13:32	9/24/2018 16:31	Create a distribution email list called Library Tour""
9/21/2018 9:00	9/24/2018 16:30	New file server tape now ejecting automatically
9/20/2018 12:08	11/1/2018 12:18	Add new printer to second floor public computers
9/19/2018 13:43	10/26/2018 14:53	Some patrons getting "limited connection" when attempting to connect to Wifi
9/19/2018 9:46	9/20/2018 17:00	New File Server Tape Won't Eject
9/18/2018 12:17	9/18/2018 13:46	PCI Compliance Failure - response needed 9/17/18
9/17/2018 15:45	9/26/2018 15:10	MyPC Server is not working
9/13/2018 10:19	9/17/2018 9:44	New employee email account
9/13/2018 10:10	9/18/2018 9:02	Please add [staff member]@palatinelibrary.org to 'All Staff' email group
9/12/2018 15:50	9/14/2018 16:42	Low Disk Space - MN-SRV01 - <5%
9/6/2018 7:55	10/16/2018 12:39	SSL renewal, Domain Control Verification required
9/5/2018 17:33	9/12/2018 13:44	

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9/5/2018 14:46	9/6/2018 11:52	New employee email account (complete as soon as possible)
9/5/2018 13:43	11/8/2018 10:24	Build Virtual Guest for Backup DC and Antivirus
9/5/2018 13:42	10/23/2018 15:31	Build Virtual Guest for Quickbooks
9/4/2018 15:56	12/27/2018 13:35	Rand Road Switch - running loudly again
9/4/2018 15:55	9/12/2018 13:50	add [staff member] to CVI email queue
9/4/2018 14:52	9/5/2018 16:44	Some devices not connecting to patron wifi
9/1/2018 13:32	9/4/2018 14:00	Less than 5% on data volume - PPLD-SRV-06