REPORT MANAGER

Ticket Summary

Customer:	Complex Inc.
Report Period:	**Aug 16, 2011 - Aug 31, 2011**

Summary

Tickets Created
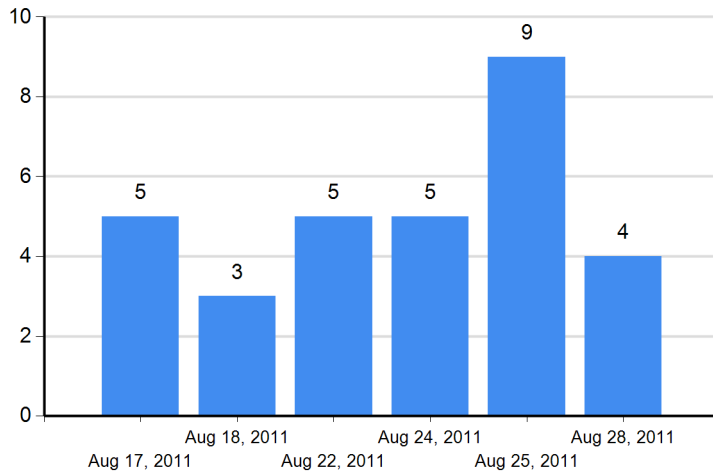
Ticket Status
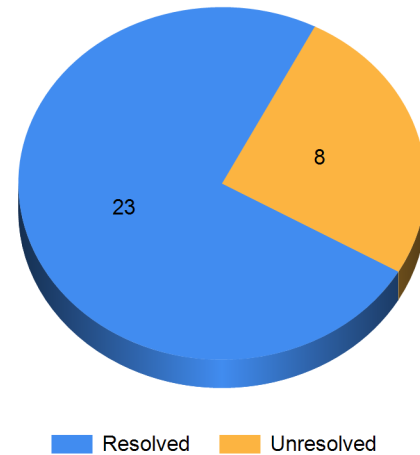
Details

Time Opened	Ticket Number	Ticket Status	Details
Aug 17, 2011 10:12 AM	65032	Resolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-APP04 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 17, 2011 10:12 AM	65033	Unresolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-APP08 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 17, 2011 10:12 AM	65034	Resolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-BLADE4 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 17, 2011 11:32 AM	T20111114.0002	Resolved	**Incident Devices:** CMPLXCCM01 **Incident Services:** Citrix XenApp Login Status
Aug 17, 2011 11:32 AM	T20111114.0005	Resolved	**Incident Devices:** WEB-SRV-01 **Incident Services:** Physical Drive (Intel)
Aug 18, 2011 10:12 AM	65035	Resolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-DB03 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 18, 2011 10:12 AM	65036	Unresolved	**Incident Profile:** On Call **Incident Devices:** ALF,CMPLX-SV-DB03,CMPLX-SV-FS07 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 18, 2011 11:32 AM	T20111114.0003	Unresolved	**Incident Devices:** WEB-SRV-01 **Incident Services:** Citrix XenApp Login Status

Time Opened	Ticket Number	Ticket Status	Details
Aug 22, 2011 10:12 AM	65037	Unresolved	**Incident Profile:** On Call **Incident Devices:** HOMER **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 22, 2011 10:12 AM	65038	Resolved	**Incident Profile:** Critical Server **Incident Devices:** WEB-SRV-01 **Incident Services:** ADTRAN - CPU Usage,Connectivity,CPU - Juniper (ScreenOS),CPU - Juniper Secure Access,CPU - Watchguard,CPU (Bandspeed),CPU (HP Procurve),CPU (SNMP),CPU (VMware),CPU (WMI),Fortinet - CPU,SonicWALL CPU **Incident Severity:** Failed
Aug 22, 2011 10:12 AM	65039	Resolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-BLADE3 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 22, 2011 10:12 AM	65040	Resolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-DC10 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 22, 2011 10:12 AM	65041	Unresolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-BLADE1 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 24, 2011 10:12 AM	65042	Resolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-FS06 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 24, 2011 10:12 AM	65043	Resolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-APP10 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 24, 2011 10:12 AM	65044	Resolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-DB01 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 24, 2011 11:32 AM	T20111114.0004	Unresolved	**Incident Devices:** CMPLXCCM01 **Incident Services:** Interface Health
Aug 24, 2011 11:32 AM	T20111114.0007	Resolved	**Incident Devices:** CMPLX-SV-BLADE3 **Incident Services:** Citrix Licensing
Aug 25, 2011 10:12 AM	65045	Resolved	**Incident Profile:** On Call **Incident Devices:** ALF **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 25, 2011 10:12 AM	65046	Resolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-DB07 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 25, 2011 10:12 AM	65047	Resolved	**Incident Profile:** On Call **Incident Devices:** STIMPY **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 25, 2011 10:12 AM	65048	Resolved	**Incident Profile:** On Call **Incident Devices:** WEB-SRV-02 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 25, 2011 10:12 AM	65049	Resolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-APP12 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 25, 2011 10:12 AM	65050	Resolved	**Incident Profile:** On Call **Incident Devices:** SHAREPOINT **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 25, 2011 10:12 AM	65051	Resolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-APP11 **Incident Services:** Connectivity **Incident Severity:** Stale

Time Opened	Ticket Number	Ticket Status	Details
Aug 25, 2011 10:12 AM	65052	Resolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-DB02 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 25, 2011 10:12 AM	65053	Resolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-DC01 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 28, 2011 10:12 AM	65054	Unresolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-DC06 **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 28, 2011 10:12 AM	65055	Unresolved	**Incident Profile:** On Call **Incident Devices:** CMPLX-SV-APP14 (APPTEST) **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 28, 2011 10:12 AM	65056	Resolved	**Incident Profile:** On Call **Incident Devices:** VMM **Incident Services:** Connectivity **Incident Severity:** Stale
Aug 28, 2011 11:32 AM	T20111114.0006	Resolved	**Incident Devices:** CMPLX-SV-FS06 **Incident Services:** Printer Page Count