

Issue	Resolution
Internet down at IMS	TAMU IT issue, contacted them and they fixed it
Issues with Wingenbach website	Got him moved over to Agrilife WP website
Various Teleform Issues	Repoint server to license file, restart license service,
Issues with email	Someone still trying to send to old @ag email address
Needed internet access for visiting Teachers	Requested and got access to guest accounts from TAMU IT
Missing ID's and OU verification for Agrilife	Had to fill out a few excel sheets to update the Agrilife directory
Multiple phishing emails	Instructed employees not to click on them
Multiple people needing multiple different programs	Installed and/or updated programs
Requested access to shared data	Granted access via Syncplicity
Multiple IT meetings	Security, CAOLS, ADS, and RMM meetings
Syncplicity memory issue	Installed and/or partition new SSDs for Syncplicity syncing
New computers needed	Ordered and imaged new machines for a few employees
Various meetings needed WebEx set up and tested	Met with the people and set up their WebEx to ensure everything was working correctly
Tablet needed	Set up tablet for employee
Agrilife needed IT risk assessment and IT environment changes	Filled out all the required excel sheets and wrote quick environment change paper
Computer storage issue	Cloned small SSD to larger SSD and installed in machine
AGCJ needed standard computer specs	Researched and found specs that would work
IMS printer issues	Remoted into machine and resolved printer issue
TAMU IT did Nessus scan and found vulnerabilities with multiple websites	Had to address the issues individually, most dealt with certificates
Agrilife also got hit with TAMU IT Nessus scan, their temporary fix was to restrict access to only a few static IPs	Had to assign static IPs to multiple people in extension so they would have access
Smart board issues at IMS	Drove to IMS and resolved these issues as well as set up an employee's machine out there.
Power supply went out in employees desktop	Ordered and replaced power supply
VM needed to be on domain	Remoted into VM and added it to the domain
Few employees having email issues	Their gateway settings were not properly configured. Showed them how to fix it
Issues with the print server	Adjusted the ports for the printers to resolve issue
Issues with checkout computer	Replaced old HDD with new, faster SSD