

Customer Ticket Status

Ticket State	Acct.	Sev	Case#	Description	Product	Action State	Bug#	Target Fix	2004	2005					Opened	Closed	Days Open	Comments
									Q4	Q1	Q2	Q3	Q4					
	AQ		64693491	log in problem for local administrators group	5.0	in progress	n/a	n/a						6/23/05	6/23/05	944	TS workikng	
	AQ		64575378	domino accounts being merged	5.0	in progress	n/a	n/a						5/6/05	5/6/05	992	in test lab	
	AQ		64571704	windows exception and failure of gateway.exe	5.0	in progress	n/a	n/a						4/17/05	4/17/05	1,011	may need to escalate	
	AQ		64367673	resource adapter becomes assoc with particular SJSIM	5.0	suspended	3454	sp3						3/6/05	3/6/05	1,053	awaiting fix in sp3	
	AQ		64451246	Active Directory Active Sync Adapter hanging	5.0	suspended	5463	sp3						2/22/05	2/22/05	1,065	awaiting fix in sp3	
	AQ		64599672	Win 2003, group Enable and Disable issue	5.0	suspended	3665	sp4						4/30/05	4/30/05	998	awaiting fix in sp4	
	AQ		64413950	What's recommended way to delay updates to user accounts	5.0	suspended	5332	sp4						5/4/05	5/4/05	994	awaiting fix in sp4	
	AQ		64405948	Win 2003 / 5.0 / end user interface behavior	5.0	closed								12/30/04	3/6/05	1,119	resolved	
	AQ		64389154	ActiveSync processes attributes that have not changed	5.0	closed								12/14/04	1/16/05	1,135	resolved	
	AQ		64382100	ActiveSync adapter is not able to detect deletes made on AD	5.0	closed								12/9/04	1/4/05	1,140	resolved	
	AQ		64380289	Custom account policies do not remain attached to org unit	5.0	closed								12/8/04	2/5/05	1,141	resolved	
	AQ		64378266	Get intermittent 500 error	5.0	closed								12/7/04	3/10/05	1,142	resolved	

open

closed

suspended state

ticket opened



duration

bug fix/RFE reminder

sev 2

sev 4

sev 3

sev 1