

T	Key	Summary	Assignee	P	Affected Server	Diagnostic software
IT Help	US-20	The sending protocol entity is the addressee of a protocol message	Mitch Davis	Medium	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11]
IT Help	US-19	Remote access using OM	Jennifer Evans	Low	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11], Process Explorer [MOS-13], QuickTech [MOS-41]
IT Help	US-18	Community Name Incorrect	Jennifer Evans	Medium	HPE ProLiant XL730f Gen9 [MOS-34]	Process Explorer [MOS-13]
IT Help	US-17	Authentication failure event	Ryan Lee	High	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12]
IT Help	US-16	Managing NT 4 with IT Assistant	Mitch Davis	Highest	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12], QuickTech [MOS-41]
IT Help	US-15	IT Web interface not working	Ryan Lee	Medium	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11]
IT Help	US-14	Driver not installed	Alana Grant	Medium	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11], SysInspector [MOS-38]
IT Help	US-13	restore back to original "ship" condition	Mitch Davis	Low	HPE ProLiant XL730f Gen9 [MOS-34]	Process Explorer [MOS-13]
IT Help	US-12	OMCI fails to start - causing win2k to hang on boot	Jennifer Evans	Lowest	Dell PowerEdge VRTX [MOS-17]	Sysinternals Suite [MOS-11], Aida64 [MOS-40]
IT Help	US-11	Open Manage server loses connectivity to a server	Alana Grant	High	HPE ProLiant DL580 Gen9 [MOS-16]	HWiNFO [MOS-12], Process Explorer [MOS-13]
IT Help	US-10	Mail from Server Administrator	Ryan Lee	Medium	HPE ProLiant DL580 Gen9 [MOS-16]	Process Explorer [MOS-13]
IT Help	US-9	Open Manage ports	Ryan Lee	High	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12], Process Explorer [MOS-13], SysInspector [MOS-38]
IT Help	US-8	Email Notification for OM Array Manager	Mitch Davis	Medium	HPE ProLiant XL730f Gen9 [MOS-34]	Process Explorer [MOS-13]
IT Help	US-7	Server Assistant not booting		Lowest	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11], Process Explorer [MOS-13], Aida64 [MOS-40]
IT Help	US-6	IT Assistant Alerts. How to effectively test?		Lowest	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12], Process Explorer [MOS-13]
IT Help	US-5	Import machine list		Low	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11], Process Explorer [MOS-13]
IT Help	US-4	IE Error on new install of Server Administrator 3.5		Medium	Dell PowerEdge VRTX [MOS-17]	Process Explorer [MOS-13]
IT Help	US-3	OpenManage Server Administrator email diagnostic result		High	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12]
IT Help	US-2	SSL public key in text		Medium	HPE ProLiant XL730f Gen9 [MOS-34]	HWiNFO [MOS-12], Process Explorer [MOS-13], Aida64 [MOS-40]
IT Help	US-1	What am I looking at?	John Hopkins	Highest		
Task	EU-31	DNS Issue or Server Administrator Issue?	Mitch Davis	Low	Dell PowerEdge VRTX [MOS-17]	Sysinternals Suite [MOS-11]
Problem	EU-30	Discovering Printers and SNMP	Mitch Davis	High	Dell PowerEdge VRTX [MOS-17]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12], Process Explorer [MOS-13]
Problem	EU-29	PDU Part Numbers	Ryan Lee	Low	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12], Process Explorer [MOS-13]
Problem	EU-28	OpenManage v3.3 and DCOM error 10010	Jennifer Evans	Medium	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11]
Problem	EU-27	AFA: Data Phase Error	Jennifer Evans	Low	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11]
Problem	EU-26	Cannot create 2 logical drives on a raid array in cluster mode	Mitch Davis	High	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12]
Problem	EU-25	Ndis resetting the miniport driver	Ryan Lee	Medium	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11]

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Problem	EU-24	IT Assitant on XP Pro	Ryan Lee	High	Dell PowerEdge VRTX [MOS-17]	Sysinternals Suite [MOS-11], Process Explorer [MOS-13]
Problem	EU-23	PSDB not fully operationnal	Jennifer Evans	Medium	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11], Process Explorer [MOS-13]
Problem	EU-22	Broadcom Team Disappears on Win2K Server!	Mitch Davis	Medium	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12]
Problem	EU-21	Consistency check estimated times	Mitch Davis	Lowest	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11]
Problem	EU-20	Hard drives not saving properly	Ryan Lee	Medium	Dell PowerEdge VRTX [MOS-17]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12], SysInspector [MOS-38]
Problem	EU-19	Resize utility partition	Jennifer Evans	High	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12], Process Explorer [MOS-13]
Problem	EU-18	Deleting a logical drive	Ryan Lee	Low	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12], Aida64 [MOS-40]
Problem	EU-17	PERC 2/SC Compatibility	Jennifer Evans	High	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11], Process Explorer [MOS-13]
Problem	EU-16	Configeration of NVRAM		Medium	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11]
Problem	EU-15	Micron MT36HTF1G72FZ-667C1D4 BMC firmware needed	Jennifer Evans	Highest	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11], Aida64 [MOS-40]
Problem	EU-14	Updating the graphics cards		Medium	HPE ProLiant XL730f Gen9 [MOS-34]	
Problem	EU-13	Installing iDrac service module on XenServer 7.1		Medium	Dell PowerEdge VRTX [MOS-17]	Sysinternals Suite [MOS-11], Process Explorer [MOS-13]
Problem	EU-12	Forgotten Admin Password Need to Reset	Ryan Lee	Low	Dell PowerEdge VRTX [MOS-17]	
Problem	EU-11	iDRAC6 communication failure Problem		Medium	Dell PowerEdge VRTX [MOS-17]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12]
Problem	EU-10	Memory & System Fatal Error		High	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11]
Problem	EU-9	How to restore to factory setting?	Mitch Davis	Lowest	Dell PowerEdge VRTX [MOS-17]	Sysinternals Suite [MOS-11], SysInspector [MOS-38]
Problem	EU-8	No F11 option upon boot up	Mitch Davis	High	HPE ProLiant XL730f Gen9 [MOS-34]	
Problem	EU-7	SNMP - OID's not found after installing OMSA		Highest	Dell PowerEdge VRTX [MOS-17]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12], Process Explorer [MOS-13], QuickTech [MOS-41]
Problem	EU-6	Virtual Machine degraded error		Low	HPE ProLiant DL580 Gen9 [MOS-16]	
Problem	EU-5	Loud high pitched beeping noise	Ryan Lee	High	Dell PowerEdge VRTX [MOS-17]	Sysinternals Suite [MOS-11], Aida64 [MOS-40]
Problem	EU-4	Server Is Currently Unavailable or Too Busy		Low	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11], Process Explorer [MOS-13]
Problem	EU-3	DNS Server not responding error in Windows 7/8/10	Jennifer Evans	High	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12], Process Explorer [MOS-13]
Problem	EU-2	Ticket Server not responding error using an LAE file for authentication	Jennifer Evans	Medium	Dell PowerEdge VRTX [MOS-17]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12], Process Explorer [MOS-13]
Service Request	EU-1	What am I looking at?		Highest		
IT Help	APAC-15	Sending email via Server Administrator	Jennifer Evans	High	HPE ProLiant DL580 Gen9 [MOS-16]	HWiNFO [MOS-12], SysInspector [MOS-38], Aida64 [MOS-40]
IT Help	APAC-14	Monitor the network from the web	Ryan Lee	Medium	HPE ProLiant DL580 Gen9 [MOS-16]	HWiNFO [MOS-12], Process Explorer [MOS-13]
IT Help	APAC-13	Remote Access Controller Interface password.	Vincent Wong	Highest	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11], Process Explorer [MOS-13]
IT Help	APAC-12	Change operating system	Jennifer Evans	Lowest	Dell PowerEdge VRTX [MOS-17]	Sysinternals Suite [MOS-11], QuickTech [MOS-41]

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IT Help	APAC-11	Install error seeding data	Alana Grant	Medium	HPE ProLiant DL580 Gen9 [MOS-16]	Process Explorer [MOS-13]
IT Help	APAC-10	Remote Server Monitoring	Ryan Lee	Low	HPE ProLiant DL580 Gen9 [MOS-16]	Aida64 [MOS-40]
IT Help	APAC-9	App server does not go into ready status	Mitch Davis	Medium	HPE ProLiant XL730f Gen9 [MOS-34]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12], Process Explorer [MOS-13]
IT Help	APAC-8	Login and initializing error	Alana Grant	High	Dell PowerEdge VRTX [MOS-17]	HWiNFO [MOS-12], QuickTech [MOS-41]
IT Help	APAC-7	IT assistant remote shutdown	Vincent Wong	Lowest	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11], Process Explorer [MOS-13]
IT Help	APAC-6	RAC is not detected on PE2650.	Jennifer Evans	Highest	HPE ProLiant XL730f Gen9 [MOS-34]	Process Explorer [MOS-13], SysInspector [MOS-38], QuickTech [MOS-41]
IT Help	APAC-5	PERC firmware version	Mitch Davis	Medium	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12]
IT Help	APAC-4	Arraymanager vs. Fast--what is the story?	Mitch Davis	Medium	HPE ProLiant DL580 Gen9 [MOS-16]	Process Explorer [MOS-13]
IT Help	APAC-3	Workstations unclassified	Jennifer Evans	Medium	Dell PowerEdge VRTX [MOS-17]	Aida64 [MOS-40]
IT Help	APAC-2	DRAC security	Vincent Wong	High	HPE ProLiant DL580 Gen9 [MOS-16]	Sysinternals Suite [MOS-11], HWiNFO [MOS-12], Process Explorer [MOS-13]
IT Help	APAC-1	What am I looking at?		Highest		