

# UT Service Now

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IT Ticket Management and Auditing

# What?



Service Now instance for CSR



Keep using  
[techsupport@csr.utexas.edu](mailto:techsupport@csr.utexas.edu)



Get an automated ticket

# Why?

Know your status

See your requests in one place

No more multiple email threads

We can audit ourselves

# How?

Send an email to [techsupport@csr.utexas.edu](mailto:techsupport@csr.utexas.edu)

Details!

- Specific subject line
- What are you trying to do?
- What do you see?
- What have you done already?

Keep it in the ticket



I can't print to the Xerox MFP • max@csr.utexas.edu

Send Discard Attach Signature

From: Palevitz, Max (max@csr.utexas.edu)

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To:  Cc Bcc

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Subject: I can't print to the Xerox MFP Priority

Calibri (Body) 11

I'm having trouble printing to the Xerox MFP from my laptop. I'm sending print jobs to 10.157.6.15\XEROX MFP, and when I scan my ID on the printer, I don't see any jobs pending release.

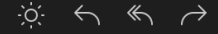
I have tried pinging the printer with no response, and printing different file types. I've confirmed there is the correct paper for my jobs in the printer already.

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**MAX PALEVITZ** | *Systems Administrator*  
The University of Texas at Austin | *Center for Space Research*  
max@csr.utexas.edu

Delete Archive Move Flag Mark Unread Sync FindTime ...

INC1151274 - Opened - I can't print to the Xerox MFP



UT Services <ut@service-now.com>

To: Palevitz, Max

Today at 9:28 AM

INC1151274 - I can't print to the Xerox MFP

received from: [max@csr.utexas.edu](mailto:max@csr.utexas.edu)

I'm having trouble printing to the Xerox MFP from my laptop. I'm sending print jobs to 10.157.6.15XEROX MFP, and when I scan my ID on the printer, I don't see any jobs pending release.

I have tried pinging the printer with no response, and printing different file types. I've confirmed there is the correct paper for my jobs in the printer already.

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MAX PALEVITZ | Systems Administrator  
The University of Texas at Austin | Center for Space Research  
[max@csr.utexas.edu](mailto:max@csr.utexas.edu)

**An incident has been opened on your behalf.**

[Take me to the Incident](#)

For immediate help please contact your departmental IT support group or the UT Service Desk at 512-475-9400. You can check the status of all your tickets at [UT ServiceNow](#)

Thank You,  
UT ServiceNow

Delete Archive Move Flag Mark Unread Sync FindTime ...

INC1151274 - Resolved - I can't print to the Xerox MFP

☀️ ⏪ ⏩ ↶ ↷



UT Services <ut@service-now.com>

To: Palevitz, Max

Today at 9:55 AM

## Your incident has been resolved.

INC1151274 - I can't print to the Xerox MFP

[Take me to the Incident](#)

2022-06-20 09:54:30 CDT - Max Palevitz (Additional comments)

Needed to be on the VPN.

If you feel the incident is not resolved, you can contact the Service Center at 512-475-9400 or please click [Not Resolved INC1151274](#) to reopen your incident

Resolved tickets close automatically after 5 days. Email replies to closed tickets will not be monitored. You can open a new ticket at [UT Create Ticket](#)

For immediate help please contact your departmental IT support group or the UT Service Desk at 512-475-9400. You can check the status of all your tickets at [UT ServiceNow](#)

Thank You,  
UT ServiceNow

Ref:MSG15708399

# More info

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- <https://ut.service-now.com/sp>
  - UT Service Now homepage
  - See past and present tickets
  - UT outages
  - Find help documentation