

Viewing Trouble Tickets

<https://campus.barracuda.com/doc/89620939/>

The **Ticket Management** window displays all trouble tickets that have been created in Service Center or sent to Service Center by **Support Assistant**.

If the **Trouble Ticket** was generated by a device, the content of the **Device/Website** field is the device name. If the Trouble Ticket was generated by a cloud service, the content of the field is referred to as the website.

1. In Service Center, click **Trouble Tickets > Ticket Management**.
2. Do any of the following to filter the view of trouble tickets:
 - To show all trouble tickets, in the **View** list, select **All Tickets**.
 - To filter the trouble tickets by service plan, in the **View** list, select **Browse by Service Plan** and then select the **Site** and **Site Group**.
 - To filter the trouble tickets by site, in the **View** list, select **Browse by Site** and then select the **Site** and **Site Group**.
 - To filter the trouble tickets by Service Group, in the **View** list, select **Browse by Service Group** and then select the service group.
 - To filter the trouble tickets by who they're assigned to, in the **View** list, select **Assigned To** and then select the user.
 - To filter the trouble tickets by status, in the **Ticket Status** list, select a status.
 - To see a specific trouble ticket, in the **Search Ticket ID** box, enter the trouble ticket ID and click **Filter**.
 - To change how many tickets to display per page, select an option from the **Page Size** list.

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