

## Duplicate Ticket Prevention and Auto Healing

<https://campus.barracuda.com/doc/96025499/>

The Duplicate Ticket Prevention feature allows you the option of reducing repetitive notifications. When enabled, repeated notifications are consolidated into a single ticket rather than opening a new ticket for each issue.

The Duplicate Ticket Prevention feature groups all the following notifications:

- Backup Complete
- Backup Warning
- Backup Failed
- Backup Missed
- No Recent Backups

Notifications are grouped based on a specific token that is created from the combination of: Username, ComputerId, BackupSetId, ConditionStatus.

Notifications are grouped for open tickets only The Duplicate Ticket Prevention feature searches for the latest open ticket with the defined token and adds new related ones. If no open ticket is found, a new ticket is opened, and the duplicate notifications are grouped on it.

The Duplicate Ticket Prevention feature does not apply to legacy tickets. Any ticket created prior to this feature release does not have the special token.

### Auto Healing

Auto Healing closes tickets automatically if the issue that was generated is resolved. Auto Healing searches for all previous tickets from that user on that specific backup action with statuses different from completed and automatically closes them.

Specifically, if a backup fails a fail ticket is created. If the backup runs again and generates a warning for some reason, a warning ticket is created. If the backup runs again the next day with a status complete, then Auto Healing automatically searches for all previous tickets from that user on that specific backup-template with statuses different from completed and automatically closes them.

#### Requirements

The Duplicate Ticket Prevention feature must be enabled and the Backup Completed status must be selected on the Map Tickets page to use Auto Healing.

When a backup complete status is reported, the previous tickets related to the issue are reported as closed in ConnectWise, as shown below.

Board Icon	Display	Ticket #	Priority	Age	Status	Schedule	Summary Description
Open		8176151	High	2.9	Warning	⊗	Wssnra7081230414 Intronis30a Japan: 2000 Warning with No Files Checked Backward Local
Open		8176150	High	2.9	Backup failure	⊗	Wssnra7081230414 Intronis30a Japan: 2000 Failed with No Files in Backup Set Backward Local
Open		8176151	High	3.0	Complete	⊗	Wssnra7081230414 Intronis30a Japan: 2000 Completed with No Files Checked Backward Local
Open		8176150	High	3.0	Complete	⊗	Wssnra7081230414 Intronis30a Japan: 2000 Completed with No Files Checked Backward Local
Closed		8176151	High	2.9	Closed (Event)	⊗	Wssnra7081230414 Intronis30a Japan: 2000 Completed with No Files Checked Backward Local
Closed		8176150	High	2.9	Closed (Event)	⊗	Wssnra7081230414 Intronis30a Japan: 2000 Warning with No Files Checked Backward Local
Closed		8176151	High	4.0	Closed (Event)	⊗	Wssnra7081230414 Intronis30a Japan: 2000 Failed with No Files Checked Backward Local
Closed		8176150	High	4.0	Closed (Event)	⊗	Wssnra7081230414 Intronis30a Japan: 2000 Warning with No Files Checked Backward Local
Closed		8176151	High	4.0	Closed (Event)	⊗	Wssnra7081230414 Intronis30a Japan: 2000 Completed with No Files Checked Backward Local

## Figures

1. image2022-1-6 13:14:41.png

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