

Enabling Duplicate Ticket Prevention in ConnectWise

https://campus.barracuda.com/doc/96025502/

To enable Duplicate Ticket Prevention in ConnectWise, perform the following steps.

1. In the ConnectWise Manage Portal select **System**, **Setup Tables**, **Custom Fields**. The Custom Fields are displayed.

+ New \sim	O Recent ∽	🛅 Calendar	Chat with Support
Setup Tables > Custom Custom Fields	Fields		
< SEARCH CLEAR			
Screen ^	Pod Description		Custom Field Co
	 Ticket 		
Project	Ticket		1
Service	Ticket		1

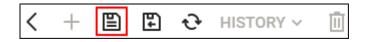
2. In the Service row, click **Ticket**. The Ticket Fields are displayed.

Display Fields History 🗸				
Ticket				<u>م</u>
loard "	✓ SLA:			
Status: "	✓ SLA: ✓ Agreemen	<i>t</i> -		
Type:	V Project			
Subtype:	Phase:			
tem:	V WBS Code	ĸ		
Ticket Owner:	V Predeces	NOP .		~
oken:	Estimated	Start Date:		-
	Due Date:			-
	Duration:			
	Impact/Ur	gency:		~
	Priority:			~
	SLA Statu	s:		~
+ Custom Fields				đ /
Sequence # Field Caption	Field Type	Entry Method	List View	Required
1 token	Text	Entry Field		8

Click + Custom Fields.
 The New Custom fields are displayed.

Setup Tables > Custom Custom Fields	Fields > Ticket > Custom Fields		
< + 图 回	€ History 🗸 📋		
Add New Custom Fie	eld .		<u>ه</u> م
Field Caption:	token	Sequence #: *	1
Help Text:		Required Field?	
Field Type:	Text	Display on Screen?	
	Maximum of 100 characters	Read Only?	
Number of Decimals:	0	Include on List View?	
Method of Entry:	Entry Field	Button URL: *	

4. In the Field Caption field, type **token**, and then click the Save icon, as shown below.





Barracuda Intronis Backup



Figures

- 1. image2022-1-6 13:25:37.png
- 2. image2022-1-6 13:26:37.png
- 3. image2022-1-6 13:27:27.png
- 4. image2022-1-6 13:28:11.png

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