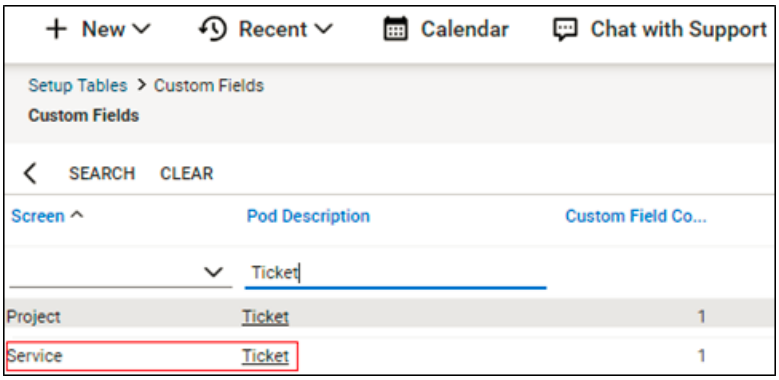
Enabling Duplicate Ticket Prevention in ConnectWise

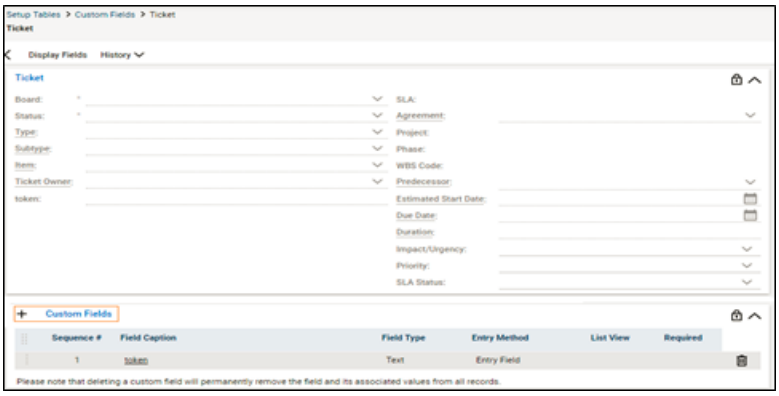
https://campus.barracuda.com/doc/96025502/

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

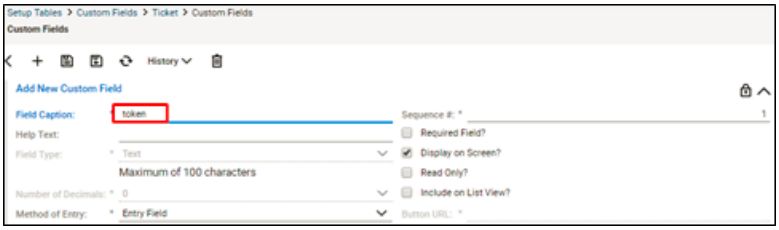
1. In the ConnectWise Manage Portal select **System**, **Setup Tables**, **Custom Fields**.
   The Custom Fields are displayed.



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



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



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

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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