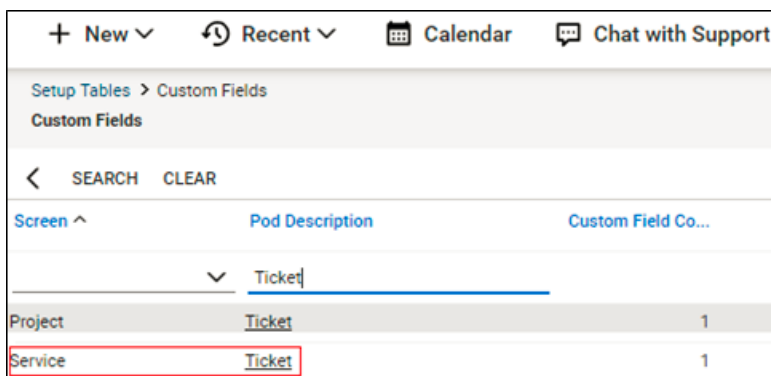


Enabling Duplicate Ticket Prevention in ConnectWise

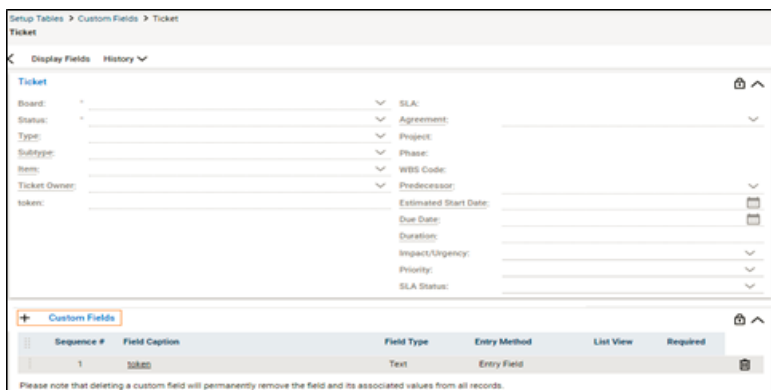
<https://campus.barracuda.com/doc/96025502/>

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

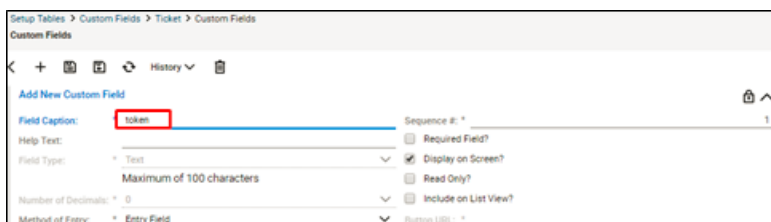
1. In the ConnectWise Manage Portal select **System, Setup Tables, Custom Fields**. The Custom Fields are displayed.



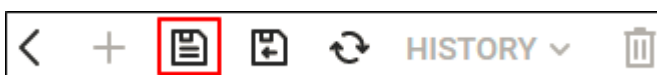
2. In the Service row, click **Ticket**. The Ticket Fields are displayed.



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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