

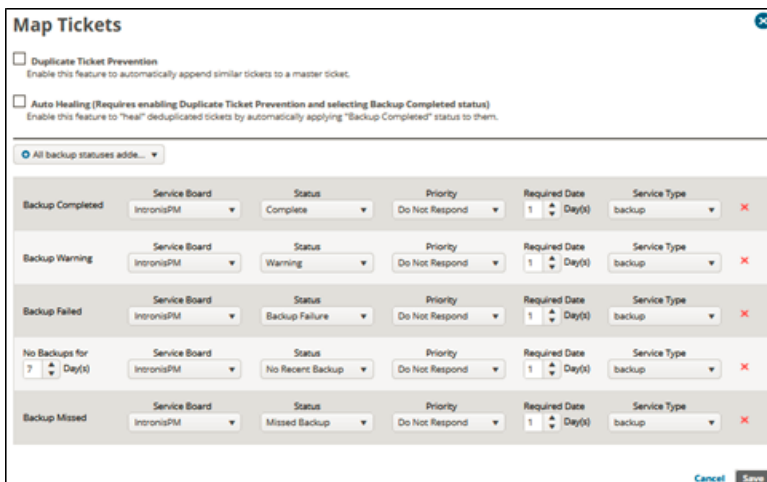
Enabling Duplicate Ticket Prevention and Auto Healing in ECHOplatform

<https://campus.barracuda.com/doc/96025507/>

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

Note: This procedure assumes you have already mapped tickets. If you have not mapped tickets, see [Mapping Tickets](#).

1. Navigate to the Map Tickets page. (See [Mapping Tickets](#)).
The Map Tickets page is displayed.



2. Select the **Duplicate Ticket Prevention** check box.
3. Optionally, select **the Auto Healing** check box.

Requirement You must enable Duplicate Ticket Prevention and select Backup Completed status (see [Mapping Tickets](#)) to enable this option.

4. Click **Save**.
5. The Duplicate Ticket Prevention and Auto Healing features are enabled. If you enabled Auto Healing, ensure that you have defined "Closed" status in the ConnectWise Setup Tables. (See [Enabling Auto Healing in ConnectWise](#).)

Figures

1. image2022-1-6 13:37:50.png

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