

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 <u>Mapping Tickets</u>.

 Navigate to the Map Tickets page. (See <u>Mapping Tickets</u>). The Map Tickets page is displayed.

	automatically appen		ickets to a master ticket.								
			t Prevention and select automatically applying "(
All backup statuses a	edde ¥										
	Service Board		Status		Priority		Required Date		Service Type		
Backup Completed	IntronisPM	٠	Complete	٠	Do Not Respond	٠	1	Day(s)	backup	٠	×
Backup Warning	Service Board		Status		Priority		Required Date		Service Type		
	IntronisPM	•	Warning	٠	Do Not Respond	٠	1	Day(s)	backup	٠	×
Backup Failed	Service Board		Status		Priority		Required Date		Service Type		
	IntronisPM		Backup Failure	•	Do Not Respond		1	Day(s)	backup		×
No Backups for 7 Day(s)	Service Board		Status		Priority		Required Date		Service Type		
	IntronisPM	•	No Recent Backup	٠	Do Not Respond		1	Day(s)	backup	٠	×
Backup Missed	Service Board		Status		Priority		Required Date		Service Type		
	IntronisPM		Missed Backup		Do Not Respond		1	Day(s)	backup	•	×

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 <u>Mapping Tickets</u>) 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 <u>Enabling Auto Healing in ConnectWise</u>.)

Barracuda Intronis Backup



Figures

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

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