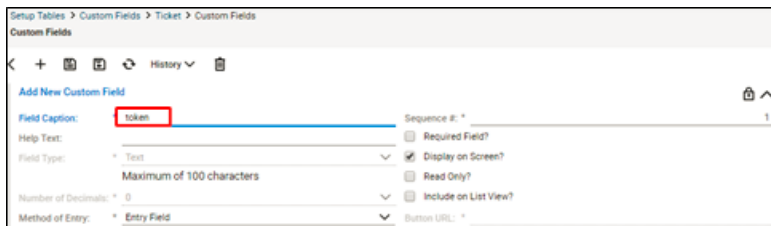


## Duplicate Ticket Prevention Task Overview

<https://campus.barracuda.com/doc/96025511/>

In ConnectWise, you need to create a new user-defined field (UDF) named **token** on the tickets entity to be used with this feature, as shown below. (For procedure, see [Enabling Duplicate Ticket Prevention and Auto Healing in ECHOpatform.](#))



In ECHOpatform, ensure the Duplicate Ticket Prevention and Auto Healing are enabled on the Tickets page as shown below. (For procedure, see [Enabling Duplicate Ticket Prevention and Auto Healing in ECHOpatform.](#))

**Important:** At least 1 ticket needs to be created for disabled/enabled status to display.

<b>Enabled</b>	
<b>Disabled</b>	

## Figures

1. image2022-1-6 13:48:39.png
2. image2022-1-6 13:50:14.png
3. image2022-1-6 13:50:43.png

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