

## **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 <u>Enabling Duplicate Ticket</u> <u>Prevention and Auto Healing in ECHOplatform</u>.)

Setup Tables > Custom Custom Fields	Fields > Ticket > Custom Fields			
< + 🖻 🗉	⊕ History ∨ 📋			
Add New Custom Fie	Nd			<u>ه</u> م
Field Caption:	token		Sequence #: *	1
Help Text:			Required Field?	
Field Type:	Text	~	Display on Screen?	
	Maximum of 100 characters		Read Only?	
Number of Decimals:	0	$\sim$	Include on List View?	
Method of Entry:	Entry Field	~	Button URL: *	

In ECHOplatform, ensure the Duplicate Ticket Prevention and Auto Healing are enabled on the Tickets page as shown below. (For procedure, see <u>Enabling Duplicate Ticket Prevention and Auto Healing in</u> <u>ECHOplatform</u>.)

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

	📥 Accounts 🥥 Tre	ckets 🕄 Billing 🗔	Logs				
	Tickets					🚑 Map Tickets	
Enabled	Backup Status	Service Board	Status	Priority	Required Date	Service Type	
	Backup Completed	IntronisPM	Complete	Do Not Respond	1 Day(s)	backup	
	Backup Warning	IntronisPM	Warning	Do Not Respond	1 Day(s)	backup	
	Backup Falled	IntronisPM	Backup Failure	Do Not Respond	1 Day(s)	backup	
	No Recent Backups	IntronisPM	No Recent Backup	Do Not Respond	1 Dety(S)	backup	
	Backup Missed	IntronisPM	Missed Backup	Do Not Respond	1 Day(s)	backup	
	Settings						
	Duplicate Ticket Prevention : Enabled						
			Duplicat	e Ticket Prevention : Enabled			
			Duplicat	Auto Healing: Enabled			
	Accounts 🥥 Tro	ckets 🗨 Billing 🛛					
	Accounts 27 Tro	ckets Watting a				🚑 Map Tickets	
		ciets Calibring Ca			Required Date	Gig Map Tickets Service Type	
	Tickets		Logs	Auto Healing: Enabled	Required Date 1 Day(5)		
	Tickets Backup Status	Service Board	Logs Status	Auto Healing : Enabled Priority		Service Type	
Disabled	Tickets Backup Status Backup Completed	Service Board IntronisPM	Logs Status Complete	Auto Healing: Enacled	1 Day(s)	Service Type backup	
Disabled	Tickets Backup Status Backup Completed Backup Warning	Service Board IntronisPM IntronisPM	Status Complete Warning	Auto Healing: Enabled Priority Do Not Respond Do Not Respond	1 Day(s) 1 Day(s)	Service Type Dackup Dackup	
Disabled	Tickets Backup Status Backup Completed Backup Warning Backup Falled	Service Board IntronisPM IntronisPM IntronisPM	Status Complete Warning Backup Falure	Auto Healing : Enacled Priority Do Not Respond Do Not Respond	1 Day(s) 1 Day(s) 1 Day(s)	Service Type backup backup backup	
Disabled	Tickets Backup Status Backup Completed Backup Warning Backup Falled No Recent Backups Backup Missed	Service Board IntronisPM IntronisPM IntronisPM IntronisPM	Status Complete Warning Backup Falure No Recert Backup	Auto Healing : Enacled Pronty Do Not Respond Do Not Respond Do Not Respond	1 Day(s) 1 Day(s) 1 Day(s) 1 Day(s)	Service Type Dackup Dackup Dackup Dackup	
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Disabled	Tickets Backup Status Backup Completed Backup Warning Backup Falled No Recent Backups Backup Missed	Service Board IntronisPM IntronisPM IntronisPM IntronisPM	Status Complete Warning Backup Falture No Recent Backup Missed Backup	Auto Healing : Enacled Pronty Do Not Respond Do Not Respond Do Not Respond	1 Day(s) 1 Day(s) 1 Day(s) 1 Day(s)	Service Type Dackup Dackup Dackup Dackup	

## Barracuda Intronis Backup



## **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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