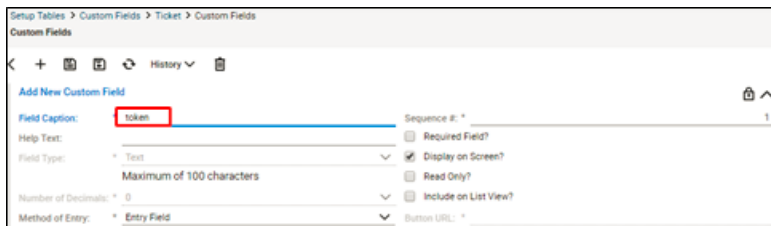


Duplicate Ticket Prevention Task Overview

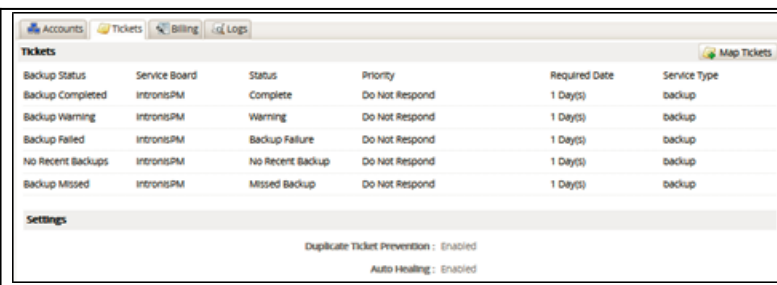
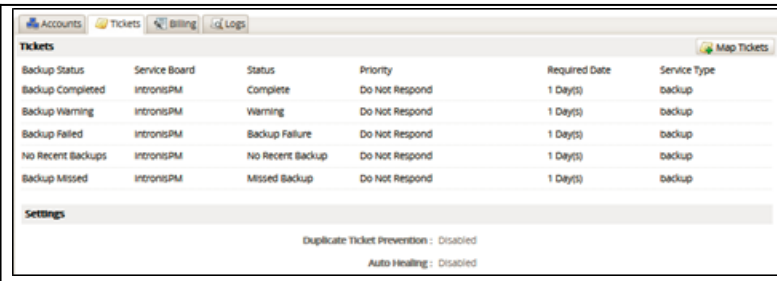
<https://campus.barracuda.com/doc/96025511/>

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 ECHOplatform.](#))



In ECHOplatform, 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 ECHOplatform.](#))

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

Enabled	 <p>The screenshot shows the Tickets page with a table of backup records. Below the table, the settings are displayed as:</p> <p>Duplicate Ticket Prevention : Enabled Auto Healing : Enabled</p>
Disabled	 <p>The screenshot shows the same Tickets page, but the settings are displayed as:</p> <p>Duplicate Ticket Prevention : Disabled Auto Healing : Disabled</p>

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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