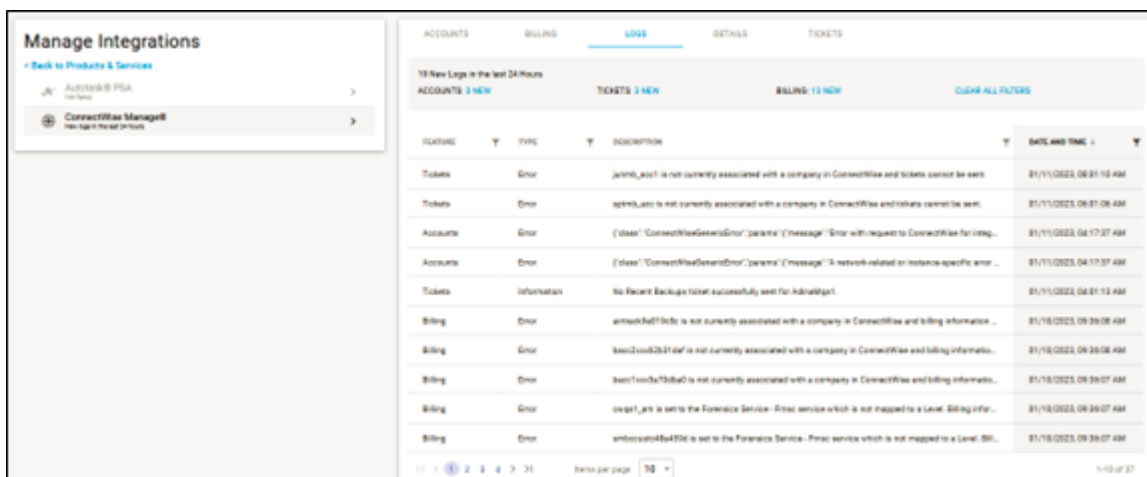


Editing Preferences

<https://campus.barracuda.com/doc/98227576/>

To edit your ConnectWise Manage integration preferences, perform the following steps. To display this page, see [Accessing ConnectWise Manage Integrations](#).

1. At the ConnectWise Manage Integrations ribbon, select **Details**.



DATE/TIME	TYPE	DESCRIPTION
01/11/2023, 08:01:10 AM	Error	jenkins_001 is not currently associated with a company in ConnectWise and tickets cannot be sent.
01/11/2023, 08:01:08 AM	Error	april_001 is not currently associated with a company in ConnectWise and tickets cannot be sent.
01/11/2023, 04:17:27 AM	Accounts	Error ("message": "ConnectWiseServerError", "params": {"message": "Error with request to ConnectWise for integ...
01/11/2023, 04:17:27 AM	Accounts	Error ("message": "ConnectWiseServerError", "params": {"message": "A network-related or instance-specific error ...
01/11/2023, 04:01:13 AM	Tickets	Information: No Recent Backup ticket successfully sent for Adm001g01.
01/10/2023, 09:39:08 AM	Billing	Error: amzn001001001 is not currently associated with a company in ConnectWise and billing information ...
01/10/2023, 09:39:08 AM	Billing	Error: amzn001001001 is not currently associated with a company in ConnectWise and billing informatio...
01/10/2023, 09:39:07 AM	Billing	Error: amzn001001001 is not currently associated with a company in ConnectWise and billing informatio...
01/10/2023, 09:39:07 AM	Billing	Error: amzn001001001 is not currently associated with a company in ConnectWise and billing informatio...
01/10/2023, 09:39:07 AM	Billing	Error: amzn001001001 is not currently associated with a company in ConnectWise and billing informatio...

The Details page is displayed.



Integration Status

Active

Preferences [EDIT](#)

Company Name

2. Select the **Edit** button.

The Edit ConnectWise Manage Integration page is displayed with all fields completed but Private Key (which is never displayed).

Edit ConnectWise Manage® Integration

COMPANY NAME *

URL (EX. TEST.SERVICE.COM) *

This key pair is obtained from the Members API Key section of the Connectwise Manage portal.

PUBLIC KEY *

PRIVATE KEY *

MANAGEMENT SOLUTION *

DELETE

DOWNLOAD INTEGRATION GUIDE

CANCEL

CONFIRM

3. Make you edits.
The **Confirm** button is enabled.

CANCEL

CONFIRM

4. Click **Confirm**.
The ConnectWise Integration Details page is displayed with your new preferences.

Figures

1. image2023-4-14 14:11:59.png
2. image2023-4-14 14:12:38.png
3. image2023-4-14 14:13:20.png
4. image2023-4-14 14:14:5.png

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