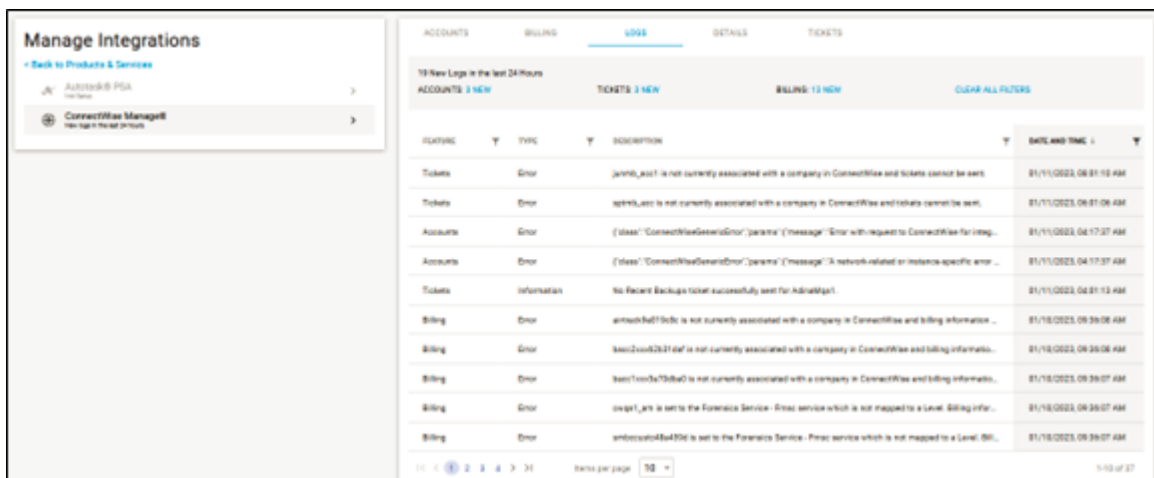


## About the Tickets Page

<https://campus.barracuda.com/doc/98227614/>

The Tickets page is view-only for the IBU product and can only be created/updated in ECHOplatform. See [ConnectWise - ECHOplatform Integration](#). To display this page, see [Accessing ConnectWise Manage Integrations](#).

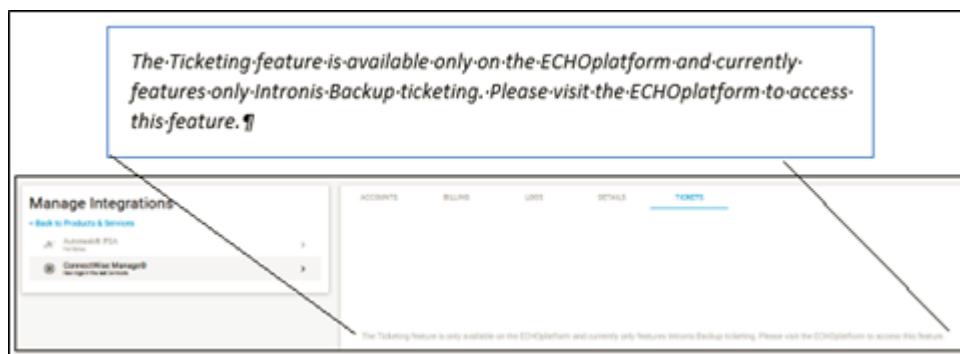
1. At the ConnectWise Manage Integrations ribbon, select **Tickets**.



STATUS	TYPE	DESCRIPTION	DATE AND TIME
Tickets	Error	jenkins_1 is not currently associated with a company in ConnectWise and tickets cannot be sent.	01/11/2023, 06:01:10 AM
Tickets	Error	spend_1 is not currently associated with a company in ConnectWise and tickets cannot be sent.	01/11/2023, 06:01:08 AM
Accounts	Error	({"class": "ConnectWiseServerError", "params": {"message": "Error with request to ConnectWise for integ...	01/11/2023, 04:17:37 AM
Accounts	Error	({"class": "ConnectWiseServerError", "params": {"message": "A network-related or instance-specific error ...	01/11/2023, 04:17:37 AM
Tickets	Information	No Recent Backup ticket successfully sent for AdmBldg1.	01/11/2023, 04:01:13 AM
Billing	Error	admsbldg1010 is not currently associated with a company in ConnectWise and billing information ...	01/10/2023, 09:39:08 AM
Billing	Error	test10001201010 is not currently associated with a company in ConnectWise and billing informatio...	01/10/2023, 09:39:08 AM
Billing	Error	test10001201010 is not currently associated with a company in ConnectWise and billing informatio...	01/10/2023, 09:39:07 AM
Billing	Error	csa1_1 is set to the Forensics Service - Error: service which is not mapped to a Level. Billing info...	01/10/2023, 09:39:07 AM
Billing	Error	admsbldg1010 is set to the Forensics Service - Error: service which is not mapped to a Level. Billing...	01/10/2023, 09:39:07 AM

The Ticket page is displayed.

**Note:** The Ticket page is not currently active. You must use ECHOplatform to view and modify the Ticketing features.



## Figures

1. image2023-4-14 15:18:36.png
2. image2023-4-14 15:19:21.png

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