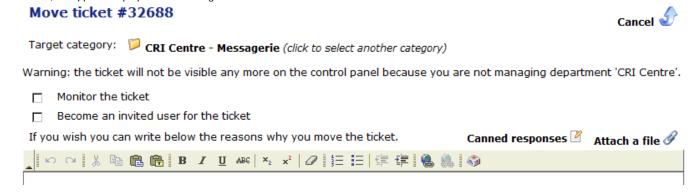
02 Troubleshooting

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Manager issues

I move a ticket to another department, it disappeared from my control panel

This behaviour is normal: when a manager moves a ticket to a department that is not visible, the ticket itself is not visible any more. However, when closing the ticket, the application proposes the manager to monitor the ticket and become an invited user for the ticket:



What is the category '@@@ upgrade @@@'?

Orphen tickets (tickets with no category) were allowed in version 2, but are not inversion 3. The migration creates this category for each department to move there v2 orphen tickets. The category can be renamed, or the tickets of this artificial category can be moved to another category.

Administrators issues

As administrator, I can't add new categories

For adding a new department's category, you have to be the manager of this department (with "can manage the categories" checked).

Then, you have to click on "View/edit the categories" and select "Add/delete" on the top-right selectbox near "View:".