

02 Troubleshooting


- [Manager issues](#)
 - I move a ticket to another department, it disappeared from my control panel
 - What is the category '@@@ upgrade @@@'?
- [Administrators issues](#)
 - As administrator, I can't add new categories


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:

Move ticket #32688


Cancel 


Target category:  **CRI Centre - Messagerie** (click to select another category)

Warning: the ticket will not be visible any more on the control panel because you are not managing department 'CRI Centre'.

- ☐ Monitor the ticket
- ☐ Become an invited user for the ticket

If you wish you can write below the reasons why you move the ticket.

Canned responses 

Attach a file 



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:".