

## I'm having trouble with resolved tickets creating new tickets when users reply

Ben Henley - 2023-09-13 - Comments (0) - Deskpro Legacy

### Question:


A user replied to a ticket that had been resolved. I'd expect their message to be added to the ticket thread, but instead a new ticket was created. What's going on?

### Answer:

Check that the user did not reply from a different email address that is not associated with their account in Deskpro.

If they were definitely using the same address, the user probably did not have had permission to re-open a resolved ticket.

Under **Admin > CRM > User Groups**, check your settings for the "Can re-open resolved tickets" permission.



The screenshot shows the 'Permissions' tab for a user group in Deskpro Legacy. At the top, there are tabs for 'Properties' and 'Permissions'. Below these are several feature categories: Tickets, Chat, Feedback, Articles, Downloads, and News. The 'Tickets' category is selected. Under 'Tickets', there are two main settings: 'Can use tickets' which is turned on (green toggle), and 'Can re-open resolved tickets' which is turned off (grey toggle). Below the 'Can re-open resolved tickets' setting, there is a question: 'How should the helpdesk handle an email reply to a resolved ticket?'. There are two radio button options: 'Reject' (selected) with the description 'The message is rejected and the user is sent an auto-response', and 'New Ticket' with the description 'The message is accepted as a new ticket'.

If none of the user's groups grants the permission to re-open resolved tickets, their message may be rejected or accepted as a new ticket.