**Script: Tickets that Fail to Sync to ConnectWise**

**Goal**: Support had requested a way to identify ticket sync issues with the CW plugin. This script will show you all failed tickets for the last 30 days and their reason for failure.

**Script**: The script requires a ConnectWise ticket number and will comment the results of the script to that ticket. It will also send a cleanly formatted email to the technician who ran the script.

**Checks**: The script performs a MYSql query to on the plugins\_cw\_ticket\_failures table and gathers the following information.

1. TicketID
2. Client Name
3. LastFailureMessage
4. StartedDate

It then parses the last failure message to remove all of the extra text that obscures the real error message. If there are no unsynced tickets, or the partner doesn’t have the required CW tables, you will get specific messages for that.

Otherwise Results look like:

