Working with the Issue Failure Queue

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To review the details of an Issue Failure alert

Although alerts are assigned to the predefined default cache user, you can act upon any alert in the Alerts queue. This task shows sample screens from the ISSUE_FAILURE Queue.

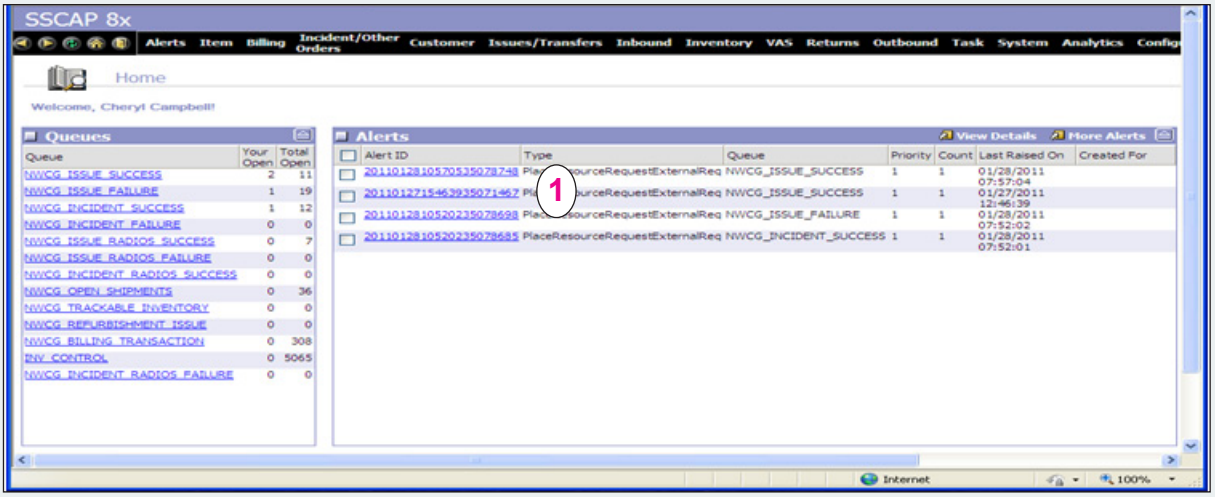
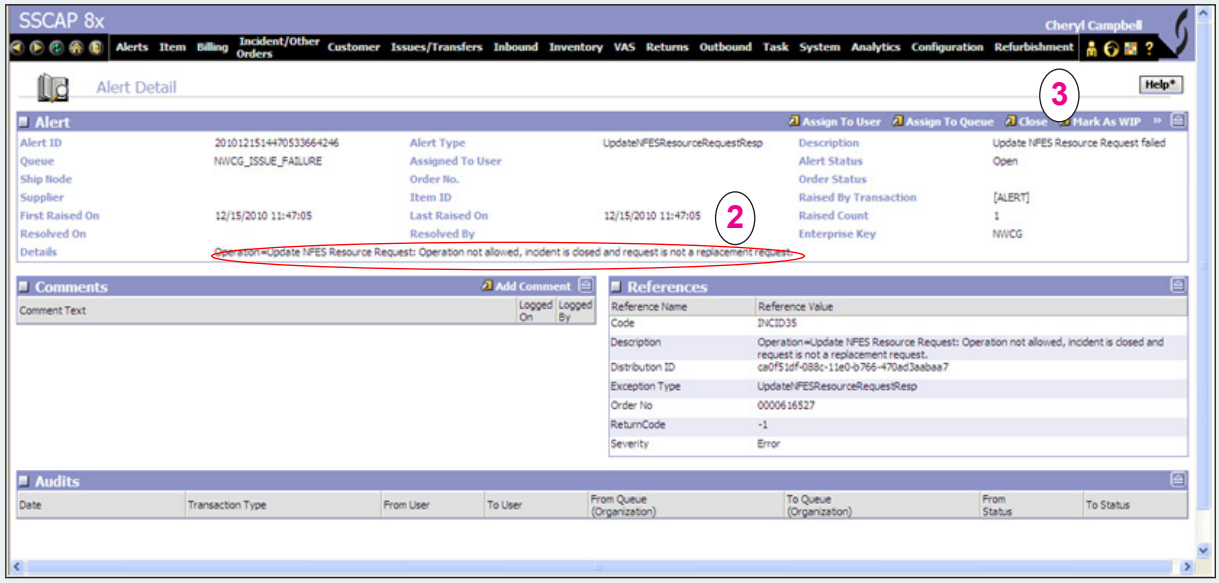
1 On your **Home** page under **Alerts**, click the **NWCG ISSUE FAILURE** queue, and then click the **Alert ID** of your choice.

*You may also click the **Alert ID** from the **Alert List screen.***

2 On the **Alert Detail** screen under **Alert**, review the **Details** and **Description** information, and then perform the necessary action(s) to resolve the alert.

Depending on the failure, you may need to contact the ROSS user/Dispatch Center that placed the order.

3 Once the alert is resolved, click Close on the **Alert Detail** screen.

Once closed, the alert is removed from the Alert screen and Queues.

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