Beautiful HTML Ticket Posts - Bug # 108: PHP error with specific ticket

Status:	Resolved	**Priority:**	Normal
Author:	Jonathan Teague	**Category:**	
Created:	15 Nov 2012	**Assignee:**	
Updated:	19 Nov 2012	**Due date:**	
Subject:	PHP error with specific ticket		

Description:

Hello,

I have been using Beautiful HTML Ticket Posts for a while without any isses but this morning we received a ticket that caused the following error when viewed in Kayako:

[Notice]: Trying to get property of non-object (Ticket/class.SWIFT_TicketPost.php:865)
[Warning]: Invalid argument supplied for foreach() (Ticket/class.SWIFT_TicketPost.php:865)

I am able to reproduce this with the latest version of Beautiful HTML Ticket Posts.
I have attached the msg file from Outlook that shows the mail notification but I'm not sure what other kind of information I can provide to help you with this issue. Please let me know anything that you need and I will be more than happy to assist as much as I can.

Thank you for your help.

Regards,

Craig

History

11/15/2012 08:36 am - Marvin Herbold

- Status changed from New to Resolved

- % Done changed from 0 to 100

We have run across this ourselves, as well as a few other bugs. I am not actively maintaining this project, so I will just list the bunch of fixes (for this particular issue as well as other various issues we have discovered for ourselves).

Line numbers are for the original code I posted in this forge project. I apologize for the weird formatting of the code below - I am not sure why the code tag is not working properly.

Around line 815:

```
@

    // process data between tags
    if (!preg_match('#(.*)<#U', $_contents, $_matches, 0, $_offset))
    {
     $_offset = $_length;
     return;
    }
@
```

Becomes:

```
@

    // process data between tags
    if (!preg_match('#(.*)<#U', $_contents, $_matches, 0, $_offset))
    {
     $_currentTag->_data[] = substr($_contents, $_offset);
     $_offset = $_length;
     return;
    }
@
```

Around line 1084:

```
@

 // marvin: nuke trailing whitespace tags
 private static function TrimTrailingWhitespace(HtmlTag $_currentTag)
 {
  $_lastTag = self::FindLastWhitespaceTag($_currentTag);

  while (($_lastTag instanceof HtmlTag) && ($_lastTag->_name != 'img'))
  {
   self::RemoveTag($_lastTag);

   $_lastTag = self::FindLastWhitespaceTag($_lastTag->_parentTag);

   if ($_lastTag === $_currentTag)
   {
    break;
   }
  }
 }
@
```

Becomes:

```
@

 // marvin: nuke trailing whitespace tags
 private static function TrimTrailingWhitespace(HtmlTag $_currentTag)
 {
  if (!empty($_currentTag->_data))
  {
   $_lastTag = self::FindLastWhitespaceTag($_currentTag);

   while (($_lastTag instanceof HtmlTag) && ($_lastTag->_name != 'img'))
   {
    self::RemoveTag($_lastTag);

    $_lastTag = self::FindLastWhitespaceTag($_lastTag->_parentTag);

    if ($_lastTag === $_currentTag)
    {
     break;
    }
   }
  }
 }
@
```

Around line 1172 ADD:

```
@

  // marvin: verify the content is in fact html
  if ($_isContentHTML)
  {
   if (strpos($_contents, "<") === false) {
    $_isContentHTML = false;
   }
  }

  // marvin: process the html so we have a nice clean valid unbroken html for display in the staff cp and for history in emails
@
```

Around line 1185:

```
@

   $_contents = str_replace('<newline-was-here>', ' ', $_contents);

   // parse the (potentially broken) original html into a tree
@
```

Becomes:

```
@

   $_contents = str_replace('<newline-was-here>', ' ', $_contents);

   // try to find the breakline (mail parser may not have been able to get it)
   if (strpos($_contents, '<!-- breaklines were processed -->') !== false)
   {
    $_splitContents = preg_split('#=+\splease\sreply\sabove\sthis\sline\s=+#i', $_contents);

    if (count($_splitContents) > 1)
    {
     $_contents = $_splitContents[0];
     $_contents .= '<!-- breakline was here -->';
    }
   }

   // parse the (potentially broken) original html into a tree
@
```

These should solve your problem as well as a few other problems I have discovered over the past year.

11/19/2012 04:35 am - Jonathan Teague
That worked perfectly, thanks very much Marvin.

Craig

Files

_HKU-910-98769_New_Case_-_testing_text_attachment_from_gmail.msg	26.5 kB	15 Nov 2012	Jonathan Teague