

## WHMCS - Support # 109: Error submitting ticket

<b>Status:</b>	Closed	<b>Priority:</b>	Normal
<b>Author:</b>	Arvian	<b>Category:</b>	
<b>Created:</b>	16 Nov 2012	<b>Assignee:</b>	
<b>Updated:</b>	16 Sep 2013	<b>Due date:</b>	
<b>Subject:</b>	Error submitting ticket		
<b>Description:</b>	<p>I just installed the module and trying to create ticket from WHMCS client area. When click next after select department I found this stack trace error:</p> <pre>Fatal error: Uncaught exception 'kyException' with message 'HTTP error: 404' in /var/www/html/modules/support/kayako/API/kyRESTClient.php:195      Stack trace: #0 /var/www/html/modules/support/kayako/API/kyRESTClient.php(219): kyRESTClient-&gt;processRequest('/Base/CustomFie...', 'GET', Array) #1 /var/www/html/modules/support/kayako/API/kyObjectBase.php(196): kyRESTClient-&gt;get('/Base/CustomFie...', Array) #2 /var/www/html/modules/support/kayako/submitticket.php(91):      kyObjectBase::getAll() #3 /var/www/html/submitticket.php(0):      unknown() #4 {main}      thrown in /var/www/html/modules/support/kayako/API/kyRESTClient.php on line 195</pre> <p>What do I miss? Please advice.</p> <p>Thank you.</p>		

### History

**11/16/2012 10:05 am - Mahesh Salaria**

- Status changed from New to Feedback

Arvian wrote:

> I just installed the module and trying to create ticket from WHMCS client area.

> When click next after select department I found this stack trace error:

>

```
> Fatal error: Uncaught exception 'kyException' with message 'HTTP error: 404' in /var/www/html/modules/support/kayako/API/kyRESTClient.php:195
Stack trace: #0 /var/www/html/modules/support/kayako/API/kyRESTClient.php(219): kyRESTClient->processRequest('/Base/CustomFie...', 'GET',
Array) #1 /var/www/html/modules/support/kayako/API/kyObjectBase.php(196): kyRESTClient->get('/Base/CustomFie...', Array) #2
/var/www/html/modules/support/kayako/submitticket.php(91): kyObjectBase::getAll() #3 /var/www/html/submitticket.php(0): unknown() #4 {main}
thrown in /var/www/html/modules/support/kayako/API/kyRESTClient.php on line 195
```

>

> What do I miss? Please advice.

Can you please make sure that Kayako API is enabled from Admin CP <http://d.pr/i/cPrm>

**11/16/2012 10:24 am - Arvian**

Yes, it's already enabled for sure. The error still occurred.

**11/16/2012 11:58 am - Mahesh Salaria**

Can you please let me know exact version on Kayako Helpdesk and WHMCS you are using to check further on this issue.

**11/16/2012 09:45 pm - Arvian**

WHMCS

- Version 5.1.2 (latest version)

- URL <http://my.domain.com/>

Kayako  
- Version Fusion 4.50.1636  
- URL <http://my.domain.com/support>

```
Modul Configuration (config.php)
//WHMCS base URL
define('WHMCS_URL', 'http://my.domain.com/');

//Helpdesk URL
define('API_URL', 'http://my.domain.com/support/api/index.php'); // copy from REST API Information
```

When I print the value of `$curl_options[CURLOPT_URL]` on line 195 (`kyRESTClient.php`) it look like this:  
`http://my.domain.com/support/api/?e=/Base/CustomFieldGroup&apikey=somevalue&salt=1772181251&signature=some value`

Hope it give a clue..

**11/19/2012 03:00 am - Ruchi Kothari**

Arvian,

I have updated document in wiki for modifications in SWIFT framework to run WHMCS. We will merge these changes in our next build.

Please do the needful and let me know if you will face any issue.

**11/19/2012 08:00 am - Arvian**

I followed the step for modification in SWIFT framework. The original error is gone, and the ticket form (step-2) is displayed.  
But when I hit the submit button, this error encountered:

Fatal error: Call to a member function `getId()` on a non-object in `/var/www/html/modules/support/kayako/submitticket.php` on line 119

Please help.

**11/19/2012 11:26 pm - Ruchi Kothari**

Hi Arvian,

I would suggest you to please upgrade the desk. If you will face the same issue after upgrading the desk also, please let me know.

**11/20/2012 08:46 am - Arvian**

- *File Screen\_Shot\_2012-11-20\_at\_9.40.50\_PM.png added*

Hi Ruchi,

It works after I upgrade to build 4.51.1891, the ticket is submitted successfully to kayako.  
But, after I submit the ticket, the page goes blank. It supposed to display 'success message' or something, right?

**11/22/2012 09:19 pm - Arvian**

Hi,

Any update about this?

**12/02/2012 09:13 pm - Arvian**

Solved.

Rename `ticketConfirmation.tpl` to `ticketconfirmation.tpl` (all lowercase). I'm running Kayako on Linux.

Thanks.

**12/12/2012 11:12 pm - Mahesh Salaria**

- Status changed from Feedback to Closed

**09/16/2013 08:50 am - Felipe Rafael**

- File *submitticket.php\_step\_2.png* added

Hello, I have same error, my versions of software:

WHMCS

- Version 5.2.7

- URL <http://www.domain.com/central/>

Kayako

- Version Fusion 4.52.2417

- URL <http://www.domain.com/suporte/>

Error:

```
@Fatal error: Uncaught exception 'kyException' with message 'HTTP error: 404' in
/home/public_html/central/modules/support/kayako/API/kyRESTClient.php:196 Stack trace:
#0 /home/public_html/central/modules/support/kayako/API/kyRESTClient.php(221): kyRESTClient->processRequest('/Base/CustomFie...', 'GET', Array)
#1 /home/public_html/central/modules/support/kayako/API/kyObjectBase.php(196): kyRESTClient->get('/Base/CustomFie...', Array) #2
/home/public_html/central/modules/support/kayako/submitticket.php(99): kyObjectBase::getAll(Array) #3
/home/public_html/central/submitticket.php(0): unknown() #4 {main} thrown in
/home/public_html/central/modules/support/kayako/API/kyRESTClient.php on line 196
@
```

I need help for this...

## Files

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Screen_Shot_2012-11-20_at_9.40.50_PM.png	28.5 kB	20 Nov 2012	Arvian
submitticket.php_step_2.png	56.6 kB	16 Sep 2013	Felipe Rafael