

WHMCS - Bug # 110: Error in Support > Knowledgebase menu

Status:	Closed	Priority:	High
Author:	Arvian	Category:	
Created:	19 Nov 2012	Assignee:	Ruchi Kothari
Updated:	12 Dec 2012	Due date:	
Subject:	Error in Support > Knowledgebase menu		
Description:	<p>Found another error that is similar with the previous one (http://forge.kayako.com/issues/109).</p> <p>When I click link in WHMCS Support > Knowledgebase the error comes up:</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->processRequest('/Knowledgebase/...', 'GET', Array) #1 /var/www/html/modules/support/kayako/knowledgebasecategories.php(33): kyRESTClient->get('/Knowledgebase/...', Array) #2 /var/www/html/modules/support/kayako/knowledgebase.php(58): include('/var/www/html/m...') #3 /var/www/html/knowledgebase.php(0): unknown() #4 {main} thrown in /var/www/html/modules/support/kayako/API/kyRESTClient.php on line 195</pre> <p>So we have 2 issues right now.</p> <p>WHMCS Version 5.1.2 (latest version) Kayako Version Fusion 4.50.1636</p>		

History

11/19/2012 10:12 am - Mahesh Salaria

- Status changed from New to Resolved

Hi Arvian,

We added Knowledgebase and News APIs in latest build <http://wiki.kayako.com/display/DOCS/4.51.1891>. You need to upgrade your desk to get this fixed.

Build 4.50.1636 does not contain KB apis that is why you are getting this error.

Please let us know if you face any issue with Build 4.51.1891

11/20/2012 08:38 am - Arvian

Thank you Mahesh.

It's solved after I upgrade to build 4.51.1891.

12/12/2012 11:13 pm - Mahesh Salaria

- Status changed from Resolved to Closed