

WHMCS - Support # 122: Fatal error on creating new ticket

Status:	Closed	Priority:	Normal
Author:	Sarbjit Singh	Category:	
Created:	13 Dec 2012	Assignee:	Amarjeet Kaur
Updated:	24 Jun 2013	Due date:	
Subject:	Fatal error on creating new ticket		
Description:	<p>WHMCS version is *v5.1.3*</p> <p>Kayako Help desk version is *v4.51.1891*</p> <p>Getting following *fatal* error while creating new ticket from WHMCS client area;</p> <p>Fatal error: Call to undefined method <code>kyResultSet::filterByModule()</code> in <code>/var/www/public_html/clientes/modules/support/kayako/API/kyResultSet.php</code> on line 404 Fatal error: Uncaught exception 'Exception' with message 'String could not be parsed as XML' in <code>/var/www/public_html/clientes/modules/support/kayako/API/kyHelpers.php:31</code> Stack trace: #0 <code>/var/www/public_html/clientes/modules/support/kayako/API/kyHelpers.php(31): SimpleXMLElement->__construct('?Fatal...')</code> #1 <code>/var/www/public_html/clientes/modules/support/kayako/API/kyRESTClient.php(202): ky_xml_to_array('?Fatal...')</code> #2 <code>/var/www/public_html/clientes/modules/support/kayako/API/kyRESTClient.php(219): kyRESTClient->processRequest('/Tickets/Ticket', 'GET', Array)</code> #3 <code>/var/www/public_html/clientes/modules/support/kayako/API/kyObjectBase.php(196): kyRESTClient->get('/Tickets/Ticket', Array)</code> #4 <code>/var/www/public_html/clientes/modules/support/kayako/API/kyTicket.php(684): kyObjectBase::getAll(Array)</code> #5 <code>/var/www/public_html/clientes/modules/support/kayako/supporttickets.php(85): kyTicket::getAll(Object(kyResultSet), Object(kyResultSet))</code> #6 <code>/var/www/public_html/clientes/sup in /var/www/public_html/clientes/modules/support/kayako/API/kyHelpers.php</code> on line 31</p>		

History

12/18/2012 12:54 pm - Andre Silva

Hi there, any update on this? We really need this fixed as soon as possible. :X

12/18/2012 10:26 pm - Mahesh Salaria

- Assignee set to Amarjeet Kaur

12/24/2012 11:22 pm - Amarjeet Kaur

Hi Teotonio,

I had tried to replicate this issue. But when I opened 'Submit Ticket' page, got 'Account not found' message.

Please update your account details, so that we could trace this issue.

Thank you,

Amarjeet Kaur

12/29/2012 11:53 am - Chris Danks

I too have the same issue. I've opened a ticket with kayako helpdesk: SUPPORT #XME-143-11694

submitting the ticket gives the same error as you, and clicking browse tickets takes 1-2 minutes to load.

using latest PHP 5.3 with suPHP

12/29/2012 12:15 pm - Chris Danks

Hi

How to fix:

make sure you've read ALL of <http://forge.kayako.com/projects/whmcs/wiki> including making changes to the kyconfig.php too in API folder and you've made the 4 changes to kayako/___apps/tickets/api and uploaded the file to kayako required too. this fixed the submit ticket problem for us, but still it takes 1-2 minutes to load view tickets screen.

01/08/2013 11:23 pm - Pham Hung

Hi Chris

For uploading files to kayako, do you mean we will need to upload files in API folder from installed_WHCMS to ___apps/tickets/api?

Thanks.

01/09/2013 04:43 am - Amarjeet Kaur

Hi Pham,

Please check [\[\[http://forge.kayako.com/projects/whmcs/wiki\]\]](http://forge.kayako.com/projects/whmcs/wiki) for installation steps.

Note: You need to do modifications in your Kayako_Helpdesk_Installation_folder as per **"SWIFT_Modifications.doc"** file attached in Wiki section.

If you still face any issue, then please let us know.

Thank you,
Amarjeet Kaur

04/24/2013 02:18 am - Cyberia Systems

My kayako helpdesk is version 4.52.2417

Whmcs installation is version 5.2.3

Im getting below error while submitting tickets

Call to undefined method kyResultSet::filterByModule() in /xxxxx/xxxxx/public_html/modules/support/kayako/API/kyResultSet.php on line 404

Also our kayako knowledgebase is displaying on the whmcs interface, but the article links are not working.

04/24/2013 02:19 am - Cyberia Systems

I have done all the modifications specified on SWIFT_Modifications.doc

06/24/2013 02:36 am - Amarjeet Kaur

- *Status changed from New to Closed*