

WHMCS - Bug # 129: All custom field groups being displayed

Status:	Closed	Priority:	High
Author:	W Kish	Category:	
Created:	02 Jan 2013	Assignee:	Amarjeet Kaur
Updated:	16 Jan 2013	Due date:	
Subject:	All custom field groups being displayed		
Description:	When submitting a ticket, all custom field groups are being displayed regardless of the department selected.		

History

01/03/2013 02:56 am - Mahesh Salaria

- Assignee set to Amarjeet Kaur

01/03/2013 04:14 am - Adam Fijaer

W Kish wrote:

> When submitting a ticket, all custom field groups are being displayed regardless of the department selected.

same for me

01/04/2013 05:17 am - Amarjeet Kaur

Hi,

I have tried to replicate this issue, but was not able to find it. I have followed following steps:

1. Created custom group of type **Staff & User Ticket creation**, **User Ticket creation** and **User** respectively in Admin Panel.
2. Added custom field under above custom field groups.
3. Checked ticket creation under WHMCS, here I got only those fields which are under **Staff & User Ticket creation** and **User Ticket creation** respectively.

These fields are dependent on **Custom field groups** instead of the **departments in drop down** at the time of **ticket creation**.

Please let us know if you still face any issue.

Thank you,
Amarjeet Kaur

01/04/2013 06:21 am - W Kish

I have several **Custom field groups** which are set to either **Staff & User Ticket creation** or **User Ticket creation**.

- * Each group is assigned to a specific department.
- * Each group has custom fields assigned to them.

For example:

- * GroupA | User Ticket creation | Assigned Departments: DeptA
- * GroupB | Staff & User Ticket creation | Assigned Departments: DeptB
- * GroupC | User Ticket creation | Assigned Departments: DeptC

These settings work just fine when submitting a ticket in kayako, such as when selecting **DeptA**, it only shows the custom fields from **GroupA**.

When submitting a ticket in whmcs, selecting *DeptA* (or any other) shows the custom fields from *GroupA*, *GroupB*, and *GroupC* .

It appears that Department permissions are being ignored.

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

- File *submitticket.php* added

- File *class.Controller_CustomFieldGroup.php* added

Hi,

Please update attached files in *Kayako Helpdesk installation* and WHMCS installation respectively at following paths:

class.Controller_CustomFieldGroup.php --- (under *Kayako_Helpdesk_Installation_folder/___swift/apps/base/api/*)

submitticket.php ---- (under *WHMCS_Installation_folder/modules/support/kayako/*)

Please let us know if you still face any issue with it.

Thank you,

Amarjeet Kaur

01/10/2013 02:23 pm - W Kish

That fixed it, thanks.

01/11/2013 06:18 am - Amarjeet Kaur

- *Status changed from New to Resolved*

01/16/2013 05:52 am - Amarjeet Kaur

- *Status changed from Resolved to Closed*

Files

submitticket.php	5.8 kB	09 Jan 2013	Amarjeet Kaur
class.Controller_CustomFieldGroup.php	2.9 kB	09 Jan 2013	Amarjeet Kaur