

## JIRA - Bug # 138: With addon disabled tickets won't open anymore

<b>Status:</b>	Closed	<b>Priority:</b>	Normal
<b>Author:</b>	INTRACTO - Support	<b>Category:</b>	
<b>Created:</b>	12 Jan 2013	<b>Assignee:</b>	Amarjeet Kaur
<b>Updated:</b>	28 Feb 2013	<b>Due date:</b>	
<b>Subject:</b>	With addon disabled tickets won't open anymore		
<b>Description:</b>	A smaller issue but it can be a big issue in the future is that when you disable Jira you cannot open tickets anymore that are linked to Jira....		

### History

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**01/21/2013 12:21 am - Amarjeet Kaur**

- File *class.SWIFT\_JIRABridge.php* added

Hello,

To resolve this issue, please update attached file *\*class.SWIFT\_JIRABridge.php\** under ( *\*helpdesk\_installation\_folder/\_\_\_apps/jira/library/JIRA\** )

Please let me know, if there is still any problem related to this issue.

Thank you,  
Amarjeet Kaur

**01/22/2013 03:47 am - INTRACTO - Support**

Hi,

This seems to be fixed.

Using: Kayako 4.52.2223 and Jira v5.1.3#782

**02/28/2013 11:20 pm - Amarjeet Kaur**

- Status changed from *New* to *Closed*

### Files

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<i>class.SWIFT_JIRABridge.php</i>	36.7 kB	21 Jan 2013	Amarjeet Kaur
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