

## JIRA - Bug # 139: Not clearing all tables

<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>	12 Nov 2013	<b>Due date:</b>	
<b>Subject:</b>	Not clearing all tables		
<b>Description:</b>	I deleted all tickets linked to jira (also deleted them from Trash) in the table swjiraissues the rows are not deleted.....		

### History

**01/18/2013 04:42 am - Amarjeet Kaur**

- File `staff_ticket_delete.hook` added

Hello,

Please do following changes to resolve above issue:

```
# Add attached *staff_ticket_delete.hook* file in *helpdesk_installation_folder/___apps/jira/hooks*
```

```
# In *class.Controller_Manage.php* (Under *helpdesk_installation_folder/___apps/tickets/staff/*)
```

-> find following functions

\*

```
static public function DeleteList($ticketIDList, $byPassCSRF = false)*
```

```
and
```

```
*public function EmptyTrash()*
```

-> Add following code in both above functions to make the hook working:

```
*/ Begin Hook: staff_ticket_delete
```

```
unset($_hookCode);
```

```
($_hookCode = SWIFT_Hook::Execute('staff_ticket_delete')) ? eval($_hookCode) : false;
```

```
// End Hook*
```

->Just above the line in both the functions:

```
*SWIFT_Ticket::DeleteList($ticketIDList);*
```

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

Thank you,

Amarjeet Kaur

**01/22/2013 03:53 am - INTRACTO - Support**

Hi,

This seems not to be completely fixed.

I moved my ticket connected to Jira to trash and emptied trash.

I got error:

```
404 : HTTP/1.1 404 Not Found Connection: Keep-Alive Transfer-Encoding: chunked Date: Tue, 22 Jan 2013 09:48:54 GMT Content-Type: application/json;charset=UTF-8 Server: Apache-Coyote/1.1 X-AREQUESTID: 648x706964x1 X-Seraph-LoginReason: OK X-ASESSIONID: vbqph3 X-AUSERNAME: admin Cache-Control: no-cache, no-store, no-transform Set-Cookie: JSESSIONID=183AA3F29CA46295F91D9BA1278929BA;
```

Path=/; HttpOnly Set-Cookie: atlassian.xsrf.token=B6U3-QS7T-ML8C-Y3P3|9af6bafa72c22fa4a7069a9211a8df950ece12cd|lin; Path=/ {"errorMessages":[],"errors":{"globalId":"Remote issue link with globalId 'system=http://support.intracto.com/staff/index.php?/Tickets/Ticket/View/39673' does not exist in issue with id '14828'."}}

The ticket was deleted from trash (not all so I had to Empty trash again) to get all tickets deleted that were in trash.

I must say that before I moved the ticket to trahs it was merged with to other tickets. The ticket linked to Jira was the parent ticket to not break the link.

I still have one record in the table swjiraissues with this ticketID.

Regards,

Jo

**01/23/2013 06:27 am - Amarjeet Kaur**

Hi Jo,

Please make sure that you have added the *\*hook code\** in both functions Just above the line

```
<pre>
SWIFT_Ticket::DeleteList($_ticketIDList);
</pre>
```

Your error indicates that the ticket is already deleted.

Please cross check your code placement and kindly let me know, if problem still exists.

Thank you,

Amarjeet Kaur

**01/23/2013 07:13 am - INTRACTO - Support**

- *File class.Controller\_Manage.php added*

Hereby our changed file. You can take a look at it and correct us if I'm wrong.

Regards,

Jo

**03/01/2013 04:23 am - Amarjeet Kaur**

Hi Jo,

Kindly do following changes to resolve this issue:

In *\*class.SWIFT\_JIRABridge.php\** (under *\*\_\_apps/jira/library/JIRA\**)

Under:

```
<pre>
public function CreateIssue($_data)
</pre>
```

find:

```
<pre>
```

```
if (!$_SWIFT->Settings->Get('bj_jiraisuelinking') || $this->PostRemoteLink($_data['key'], $_ticketURL, $_title, $_ticketSummary)) {
```

```
</pre>
```

and replace it with:

```
<pre>
```

```
if ($_SWIFT->Settings->Get('bj_jiraisuelinking') && $this->PostRemoteLink($_data['key'], $_ticketURL, $_title, $_ticketSummary)) {
```

```
</pre>
```

Please let us know, if this issue still persists at your end.

Thank you,  
Amarjeet Kaur

**11/12/2013 05:08 am - Amarjeet Kaur**

*- Status changed from New to Closed*

#### Files

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staff_ticket_delete.hook	1.4 kB	18 Jan 2013	Amarjeet Kaur
class.Controller_Manage.php	37.6 kB	23 Jan 2013	INTRACTO - Support