

WHMCS Integration - Bug # 162: "Account could not be created and account not found"

Status:	Rejected	Priority:	Normal
Author:	Shaun Fisher	Category:	
Created:	22 Feb 2013	Assignee:	
Updated:	07 May 2013	Due date:	
Subject:	"Account could not be created and account not found"		
Description:	<p>Hello,</p> <p>Upon installing the module, reading forums and checking, double-checking and triple-checking my configuration it seems that this is an error which needs to be looked in to.</p> <p>When a client tries to submit a ticket the error "Account could not be created and account not found" is given.</p> <p>As per the suggestions in the forums, I have tried using http for the API instead of https, and the following line in my config exists:</p> <pre>\$mbInCreateNewUserInKayakoWhenNotFound = True;</pre> <p>I'm running WHMCS 5.1.3 and Kayako Resolve 4.40.1079</p> <p>Any assistance would be appreciated.</p> <p>Thanks S</p>		

History

03/03/2013 09:50 am - Fred Smith

Exactly the same issue here - any chance of a quick reply before trial finishes!??
Fred

03/03/2013 01:41 pm - Steven Craig

- Status changed from New to Rejected

This is not an issue, its fixed by a variable in the config file. See here:

http://order.heapsoftware.com/kb/index.php?task=article&article_id=2

05/07/2013 11:25 am - admin@4goodhosting.com

Still the same issue's here

-I've `$mbInCreateNewUserInKayakoWhenNotFound = True;` exists in the settings file and

-I don't have ssl on for the API URL so, by default it's set to "http"

-Which variable you meant in your last reply ?