JIRA - Bug # 169: part with posting comments for issue in help desk - not visible

Status:	Closed		Priority:	High
Author:	Bojan		Category:	
Created:	08 Mar 2013		Assignee:	Amarjeet Kaur
Updated:	11 Mar 2013		Due date:	
Subject:	part with posting comments for issue in help desk - not visible			
Description:	Hi Kayako,			

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Hi Kayako,

I am unable to post comments for issues from help desk.
There are no any options - 'message field' for adding comment onto help desk.

Let me confirm that all other featured are working (linking, raising new cases to jira,etc.).

i was online with Vijit (also onsite session made) and he also was not able to locate this field - into ticket for posting comment for issue to jira case.
Vijit also shared screenshot of that part - where you could see linked issue also in help desk ticket. So, once ticket it linked to jira case, Jira part - all correct, but help desk part is not showing any changes - there is no filed (message box) where i could see that issue is linked and post comment to jira case.

Could you please advice? Thank you in advance.

Best regards,

History

03/11/2013 01:06 am - Amarjeet Kaur

Hello Bojan,

To cross-check this, we need your helpdesk and FTP details.

Kindly create a ticket at [[http://my.kayako.com]] with the required details, so that we could check the JIRA app installation at your end, and let you know about the issue.

Thank you,
Amarjeet Kaur

03/11/2013 10:32 pm - Bojan

Hello Amarjeet,

Thank you for your reply.
After I installed Kayako and Jira on Linux, all problems solved :)

It works properly now, without any issues - plugin, including Jira and Kayako on linux web server (seems i have some issues on win machine).

This ticket/case could be closed.

Once again, thank you very much for all your help.

Best regards,

03/11/2013 10:59 pm - Amarjeet Kaur

- Status changed from New to Closed