

WHMCS - Support # 178: Updating Ticket Fatal Error (501)

Status:	Closed	Priority:	High
Author:	Mark Cox	Category:	
Created:	20 Mar 2013	Assignee:	
Updated:	24 Jun 2013	Due date:	
Subject:	Updating Ticket Fatal Error (501)		
Description:	<p>I get the following error code when updating a ticket from within the WHMCS client area:</p> <pre><pre> Fatal error: Uncaught exception 'kyException' with message 'HTTP error: 501' in /home/servupro/public_html/myaccount/modules/support/kayako/API/kyRESTClient.php:195 Stack trace: #0 /home/servupro/public_html/myaccount/modules/support/kayako/API/kyRESTClient.php(239): kyRESTClient->processRequest('/Tickets/Ticket', 'PUT', Array, Array, Array) #1 /home/servupro/public_html/myaccount/modules/support/kayako/API/kyObjectBase.php(269): kyRESTClient->put('/Tickets/Ticket', Array, Array) #2 /home/servupro/public_html/myaccount/modules/support/kayako/API/kyObjectWithCustomFieldsBase.php(41): kyObjectBase->update() #3 /home/servupro/public_html/myaccount/modules/support/kayako/updateticket.php(26): kyObjectWithCustomFieldsBase->update() #4 /home/servupro/public_html/myaccount/modules/support/kayako/viewticket.php(96): require_once('/home/servupro/...') #5 /home/servupro/public_html/myaccount/viewticket.php(0): unknown() #6 {main} thrown in /home/servupro/public_html/myaccount/modules/support/kayako/API/kyRESTClient.php on line 195 </pre></pre> <p>Mehar said that the GET method isn't enabled on my web server, but I thought it was automatically enabled on Apache / cPanel.</p> <p>Any help would be appreciated!</p>		

History

03/22/2013 12:48 am - Amarjeet Kaur

Hi Mark,

It seems like 'PUT Method' is disabled at your server. To update ticket, you need to enable this method at your end.

Kindly enable this method, and let us know, if you still face any issue regarding it.

Thank you,
Amarjeet Kaur

03/22/2013 02:13 pm - Mark Cox

Amarjeet,

I'm embarrassed to say that my server admin isn't exactly sure how to enable the PUT method. It seems it can be enabled by modifying the httpd.conf file or an .htaccess file, but I'm not exactly sure about it. Can you please describe how to do that?

Also, I assume that since this error is being thrown from the WHMCS installation, it's for the WHMCS installation web site that it needs to be enabled, correct?

Thank you,
Mark

03/23/2013 03:08 am - Mark Cox

By the way, does it matter that both my WHMCS_URL and API_URL use SSL (https)?

03/23/2013 02:40 pm - Mark Cox

Amarjeet,

Ok, I finally figured out how to enable the PUT method and everything is working. However, wouldn't I be wise to disable it for all folders but the one that requires it? If you agree, perhaps you can help me with the correct syntax to be included in my httpd.conf file.

Thank you,

Mark

05/08/2013 05:11 pm - Thomas

Thanks for letting everybody on the interweb know just how you fixed it Mark, really appreciate it.

06/24/2013 02:16 am - Amarjeet Kaur

- Status changed from New to Closed