WHMCS - Bug # 183: Autoresponder action

Status:	Closed	**Priority:**	Normal
Author:	Mark Cox	**Category:**	
Created:	25 Mar 2013	**Assignee:**	
Updated:	24 Jun 2013	**Due date:**	
Subject:	Autoresponder action		
Description:	I've noticed that when a user creates a ticket via the WHMCS integration, two (2) autoresponders are sent. Also, this behavior happens even if autoresponders are disabled in Admin CP > Users > Manage User Groups > [Group] Permissions.		

History

03/28/2013 05:26 am - Ivan Pintori

Mark Cox wrote:

> I've noticed that when a user creates a ticket via the WHMCS integration, two (2) autoresponders are sent. Also, this behavior happens even if autoresponders are disabled in Admin CP > Users > Manage User Groups > [Group] Permissions.

I can confirm this behaviour in my configuration. I am running WHMCS 5.2.2 and Resolver 4.52.2417

04/02/2013 11:42 pm - Amarjeet Kaur

- Status changed from New to Resolved

Hello Mark,

We have added one new parameter in 'config.php' file to control the autoresponder email.

It is available in updated build of WHMCS. Please check.

Thank you,

Amarjeet Kaur

04/12/2013 01:42 pm - Ivan Pintori

Amarjeet,

apologies but the issue is still standing.

I have updated the whmcs setup and I still receive 2 emails per opened ticket.

Further more I have tried the API that you bundle in the package with another PHP script that I have made, using the exact same calls (setAutoResponder(0)) and it sends 2 emails as well.

It seems to be an issue with API, or am I wrong?

04/15/2013 12:56 am - Amarjeet Kaur

Hello Ivan,

Please check in config.php, there you will find:

<pre>

'ignoreautoresponder' => 0, //To stop sending autoresponder email on ticket creation

</pre>

Please set it to

<pre>

'ignoreautoresponder' => 1, //To stop sending autoresponder email on ticket creation
</pre>

It will solve issue at your end.

Thank you,
Amarjeet Kaur

04/16/2013 03:50 pm - Ivan Pintori

Amarjeet,
I am sorry but the issue is still standing.

You can indeed suppress email autoresponse with
<pre>
ignoreautoresponder => 1
</pre>

The problem isn't about suppressing it, the issue is that Autoresponder sends 2 email when using the API calls.

At this point I'll escalate the issue with Kayako support (I know you are part of it, don't worry!) because I believe this is a Kayako issue.

04/17/2013 01:09 am - Ivan Pintori

I had confirmation that the double autorespond is an API issue: http://dev.kayako.com/browse/SWIFT-2941

04/17/2013 01:20 am - Amarjeet Kaur

Hello Ivan,

Kindly apply the patch to resolve the issue.

Thank you,
Amarjeet Kaur

06/24/2013 02:10 am - Amarjeet Kaur

- Status changed from Resolved to Closed