

## WHMCS - Bug # 201: Fatal error

<b>Status:</b>	New	<b>Priority:</b>	High
<b>Author:</b>	matin samroo	<b>Category:</b>	
<b>Created:</b>	15 Apr 2013	<b>Assignee:</b>	
<b>Updated:</b>	17 Apr 2013	<b>Due date:</b>	
<b>Subject:</b>	Fatal error		
<b>Description:</b>	Showing blank page. After enabling PHP Error Reporting it shows following error  Fatal error: require_once() [function.require]: Failed opening required '___DIR___/config.php' (include_path='.:usr/lib/php')		

### History

#### 04/15/2013 10:39 am - matin samroo

Sorry it shows:

```
Fatal error: require_once() [function.require]: Failed opening required '___DIR___/config.php' (include_path='.:usr/lib/php') in /home/ushoscnd/public_html/clients/modules/support/kayako/submitticket.php on line 25
```

#### 04/16/2013 12:06 am - Amarjeet Kaur

Hello Matin,

Kindly check your PHP version. The PHP version to run this module should be 5.3 or higher.

Thank you,  
Amarjeet Kaur

#### 04/16/2013 11:29 am - matin samroo

Now it shows following error message

```
Fatal error: Uncaught exception 'kyException' with message 'HTTP error: 404' in /home/ushoscnd/public_html/clients/modules/support/kayako/API/kyRESTClient.php:196 Stack trace: #0 /home/ushoscnd/public_html/clients/modules/support/kayako/API/kyRESTClient.php(221): kyRESTClient->processRequest('/Base/CustomFie...', 'GET', Array) #1 /home/ushoscnd/public_html/clients/modules/support/kayako/API/kyObjectBase.php(196): kyRESTClient->get('/Base/CustomFie...', Array) #2 /home/ushoscnd/public_html/clients/modules/support/kayako/submitticket.php(100): kyObjectBase::getAll(Array) #3 /home/ushoscnd/public_html/clients/submitticket.php(0): unknown() #4 {main} thrown in /home/ushoscnd/public_html/clients/modules/support/kayako/API/kyRESTClient.php on line 196
```

#### 04/17/2013 01:19 am - Amarjeet Kaur

Hi Matin,

Please note, if your Kayako version should be at least 4.51.1891 to run WHMCS successfully.

If you have suitable version, then please cross check, that you have applied all SWIFT changes as mentioned in SWIFT\_modifications.doc file attached in wiki section.

Thank you,  
Amarjeet Kaur