

SugarCRM - Bug # 204: Sugar CRM error when clicking view tickets from the Admin control panel button

Status:	Resolved	Priority:	Normal
Author:	Derek Greene	Category:	
Created:	21 Apr 2013	Assignee:	
Updated:	31 Jul 2014	Due date:	
Subject:	Sugar CRM error when clicking view tickets from the Admin control panel button		
Description:	Warning: SimpleXMLElement::__construct(): Entity: line 1: parser error : Start tag expected, '<' not found in C:\inetpub\Sandbox\modules\ky_Tickets\KayakoAPILibrary\kyHelpers.php on line 31 Warning: SimpleXMLElement::__construct(): Uncaught Exception in C:\inetpub\Sandbox\modules\ky_Tickets\KayakoAPILibrary\kyHelpers.php on line 31 Warning: SimpleXMLElement::__construct(): ^ in C:\inetpub\Sandbox\modules\ky_Tickets\KayakoAPILibrary\kyHelpers.php on line 31		

History

04/22/2013 09:00 am - Mahesh Salaria

Hi Derek,

This issue seems due to invalid XML return from helpdesk.

Can you please create support ticket with your kayako helpdesk access and version details at my.kayako.com

Thanks and Regards,

Mahesh Salaria

04/22/2013 03:59 pm - Derek Greene

what does the ticket need to convey to Kayako? I'm not sure that just opening a ticket with "invalid xml return" will give the technician any idea on what the problem is.

07/31/2014 02:12 am - Anjali Sharma

- Status changed from New to Resolved

- Assignee deleted (Mahesh Salaria)

Greetings Derek,

Issue has been resolved in SugarCRM v1.5.

Supported Versions:

Kayako Helpdesk : 4.64 and above

SugarCRM : 6.5.16

Thanks and Regards,

Anjali Sharma