

SugarCRM - Bug # 205: Kayko Error when clicking on the SugarCRM tab

Status:	Resolved	Priority:	Normal
Author:	Derek Greene	Category:	
Created:	21 Apr 2013	Assignee:	
Updated:	01 Aug 2014	Due date:	
Subject:	Kayko Error when clicking on the SugarCRM tab		
Description:	<p>Using SugarCRM CE 6.5.12</p> <pre>Notice Trying to get property of non-object (C:/inetpub/Kayako/___apps/sugarcrm/staff/class.View_SugarCRMInfo.php:174) ===== Warning Invalid argument supplied for foreach() (C:/inetpub/Kayako/___apps/sugarcrm/staff/class.View_SugarCRMInfo.php:176) ===== ERROR WHEN TRYING TO RUN THE SCHEDULED TASK - GET ACCOUNTS: Uncaught Exception Invalid data provided in .___apps\sugarcrm\cron\class.Controller_SugarCRMFetchAccountMinute.php:58 ===== #0 [internal function]: Controller_SugarCRMFetchAccountMinute->SugarCRMFetchAccount() #1 .___swift\library\MVC\class.SWIFT_Controller.php(369): call_user_func_array(Array, Array) #2 .___swift\library\Cron\class.SWIFT_CronManager.php(140): SWIFT_Controller::Load(Object(SWIFT_Interface), Object(SWIFT_App), Object(SWIFT_Router)) #3 .___swift\library\Cron\class.SWIFT_CronManager.php(172): SWIFT_CronManager->Run() #4 .___swift\models\Cron\class.SWIFT_Cron.php(400): SWIFT_CronManager::RunTask('SugarCRMAccount...') #5 .___swift\models\Cron\class.SWIFT_Cron.php(608): SWIFT_Cron->Execute() #6 .___swift\apps\base\admin\class.Controller_ScheduledTasks.php(232): SWIFT_Cron::ExecuteList(Array) #7 [internal function]: Controller_ScheduledTasks::ExecuteList(Array) #8 .___swift\apps\base\library\UserInterface\class.SWIFT_UserInterfaceGridMassAction.php(399): call_user_func(Array, Array) #9 .___swift\apps\base\library\UserInterface\class.SWIFT_UserInterfaceGrid.php(962): SWIFT_UserInterfaceGridMassAction->CheckAndExecute() #10 .___swift\apps\base\admin\class.View_ScheduledTasks.php(141): SWIFT_UserInterfaceGrid->AddMassAction(Object(SWIFT_UserInterfaceGridMassAction)) #11 .___swift\apps\base\admin\class.Controller_ScheduledTasks.php(262): View_ScheduledTasks->RenderGrid() #12 [internal function]: Controller_ScheduledTasks->Manage() #13 .___swift\library\MVC\class.SWIFT_Controller.php(369): call_user_func_array(Array, Array) #14 .___swift\library\App\class.SWIFT_App.php(176): SWIFT_Controller::Load(Object(SWIFT_Interface), Object(SWIFT_App_base), Object(SWIFT_Router), false) #15 .___swift\library\class.SWIFT.php(16): SWIFT_App->ExecuteController(Object(SWIFT_Router)) #16 .___swift\library\class.SWIFT.php(16): SWIFT->Initialize() #17 .___swift\swift.php(16): SWIFT::GetInstance()</pre>		

```
#18 .\admin\index.php(29): require_once('C:\inetpub\Kaya...')
#19 {main}
```

History

03/26/2014 05:59 am - H Limbada

We have the same issue. Can not sync anything across from Sugar. nor does the tab work. Any idea when this will be fixed?

03/27/2014 07:55 am - Elmar Pigeaud

We've got the same issue. Fresh Sugar CE, fresh update of Kayako.

07/31/2014 02:11 am - Anjali Sharma

- Status changed from New to Resolved

- Assignee deleted (Mahesh Salaria)

Greetings,

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

07/31/2014 11:24 am - Derek Greene

- File Screen_Shot_2014-07-31_at_12.15.57_PM.png added

- File Screen_Shot_2014-07-31_at_12.22.28_PM.png added

- File Screen_Shot_2014-07-31_at_12.22.59_PM.png added

Thank you - It appears to work - I have not been able to see SugarCRM data on the tab within Kayako yet - but do have Kayako data in SugarCRM.

However, this has introduced another issue on the Organization Record Screen and on the User Record Screen. See attached screenshots for details.

08/01/2014 01:37 am - Anjali Sharma

Greetings Derek,

Thanks for the update. We have cross-checked these issues on our end but did not get any one of them.

I would request you to please raise a ticket on my.kayako.com and share your details. We will proceed to diagnose the issue at your end.

Thanks and Regards,

Anjali Sharma

Files

Screen_Shot_2014-07-31_at_12.15.57_PM.png	183.7 kB	31 Jul 2014	Derek Greene
Screen_Shot_2014-07-31_at_12.22.28_PM.png	160.8 kB	31 Jul 2014	Derek Greene
Screen_Shot_2014-07-31_at_12.22.59_PM.png	17.2 kB	31 Jul 2014	Derek Greene