WHMCS - Bug # 214: Errors showing in client area after installing

Status:	Resolved	**Priority:**	High
Author:	Thomas	**Category:**	
Created:	01 May 2013	**Assignee:**	
Updated:	27 Feb 2014	**Due date:**	
Subject:	Errors showing in client area after installing		
Description:	I am running 5.2.4 WHMCS and 4.53.2633 Kayako. Already checked the files and the swift modifications were already made in the version of Kayako so there is nothing for me to edit. I have tried multiple times uploading the plugin however it results in a huge paragraph of errors everytime. Fatal error: Uncaught exception 'Exception' with message 'String could not be parsed as XML' in /home/whmcs/public_html/modules/support/kayako/API/kyHelpers.php:31 Stack trace: #0 /home/whmcs/public_html/modules/support/kayako/API/kyHelpers.php(31): SimpleXMLElement->__construct(' ?<b>Fatal...') #1 /home/whmcs/public_html/modules/support/kayako/API/kyRESTClient.php(203): ky_xml_to_array(' ?<b>Fatal...') #2 /home/whmcs/public_html/modules/support/kayako/API/kyRESTClient.php(221): kyRESTClient->processRequest('/Tickets/Ticket', 'GET', Array) #3 /home/whmcs/public_html/modules/support/kayako/API/kyObjectBase.php(196): kyRESTClient->get('/Tickets/Ticket', Array) #4 /home/whmcs/public_html/modules/support/kayako/API/kyTicket.php(692): kyObjectBase::getAll(Array) #5 /home/whmcs/public_html/modules/support/kayako/fetchOpenTickets.php(51): kyTicket::getAll(Object(kyResultSet), Object(kyResultSet)) #6 /home/whmcs/public_html/includes/hooks/hooks.php(40): include_once('/home/whmcs/pub...') #7 /home/whmcs/public_html/inclu in /home/whmcs/public_html/modules/support/kayako/API/kyHelpers.php on line 31		

History

05/01/2013 10:48 pm - Amarjeet Kaur

Hi Thomas,

We need to check the files to trace the issue.

Request you to provide your ftp details of both WHMCS and Helpdesk at [[https://my.kayako.com]]

Thank you,

Amarjeet Kaur

05/02/2013 12:39 am - Satish Pandilwar

Same version of whmcs, Kayako here . Getting the same error !!

the apache error log shows Memory allocation error before this error.

PHP Fatal error: Allowed memory size of 2147483648 bytes exhausted (tried to allocate 24411554 bytes) in /home/XXXXX/public_html/esupportv4/__swift/library/XML/class.SWIFT_XML.php on line 92

I tried the 115-email filter patch but the error continues.

Thanks,

satish

05/02/2013 09:06 am - Thomas

Submitted Ticket ID #LWP-181-83293

However juding by the comment from Satish it would appear this very well might be a bug. Amarjeet, have you tested WHMCS v5.2.4 with the latest kayako version to confirm that it works?

05/09/2013 01:14 am - Satish Pandilwar
i haven't raised a ticket . Amarjeet, any updates on this ticket / issue would be helpful.

05/09/2013 04:32 am - Amarjeet Kaur
Hi Satish,

Kindly check this issue [[http://forge.kayako.com/issues/145]]

If still this issue, does not resolve at your end, then kindly create a ticket for it.

Thank you,
Amarjeet Kaur

02/27/2014 01:03 am - Mansi Wason
- Status changed from New to Closed
The issue has been resolved and the fix for it can be found in the latest WHMCS release version v01.00.03

02/27/2014 04:30 am - Mansi Wason
- Status changed from Closed to Resolved