

## WHMCS - Bug # 235: Error attached PDF file

<b>Status:</b>	Resolved	<b>Priority:</b>	Normal
<b>Author:</b>	Jose Castillo	<b>Category:</b>	
<b>Created:</b>	13 Jun 2013	<b>Assignee:</b>	
<b>Updated:</b>	27 Feb 2014	<b>Due date:</b>	
<b>Subject:</b>	Error attached PDF file		
<b>Description:</b>	<p>When I attach a pdf file in a new support ticket through client area of whmcs, appears an error:</p> <pre>===== Fatal error: Uncaught exception 'kyException' with message 'HTTP error: 400' in /var/www/vhosts/*****/httpdocs/modules/support/kayako/API/kyREStClient.php:196 Stack trace: #0 /var/www/vhosts/*****/httpdocs/modules/support/kayako/API/kyREStClient.php(231): kyREStClient-&gt;processRequest('/Tickets/Ticket...', 'POST', Array, Array, Array) #1 /var/www/vhosts/*****/httpdocs/modules/support/kayako/API/kyObjectBase.php(252): kyREStClient-&gt;post('/Tickets/Ticket...', Array, Array) #2 /var/www/vhosts/*****/httpdocs/modules/support/kayako/submitticket.php(151): kyObjectBase-&gt;create() #3 /var/www/vhosts/*****/httpdocs/submitticket.php(0): unknown() #4 {main} thrown in /var/www/vhosts/*****/httpdocs/modules/support/kayako/API/kyREStClient.php on line 196 =====</pre> <p>However, ticket is created in kayako and is visible at whmcs client area, but without file attached. The size of pdf is 1,41 MB, and the same test with other pdf of 0,84 MB works fine.</p> <p>SW VERSIONS kayako module integration for whmcs v 1.1 kayako fusion version 4.54.3181 whmcs version 5.2.5</p> <p>Where can be the problem?</p>		

### History

**06/24/2013 05:58 am - Amarjeet Kaur**

Hi Jose,

First of all, Kindly accept my apologies as response time for your issue is quite long.

I have uploaded PDF file of size more than 5 MB, and the ticket was created successfully.

I have tried to replicate the issue 2-3 times, but could not get it.

It would be quite helpful, if you could provide some screenshots for better tracing the issue.

Thank you,

Amarjeet Kaur

**06/26/2013 05:34 am - Jose Castillo**

- File pant1.PNG added

- File pant2.PNG added

- File pant3.PNG added

- File NOCPS-Manual-EN.pdf added

Hi Amarjeet,

Thanks for your reply.

I attached 3 images, with steps I've followed and the original PDF I've used in my test. The error appears at second step.

Please, if you need more information, tell me what.

Best regards

**06/26/2013 06:23 am - Amarjeet Kaur**

Hi Jose,

Thank you for providing the screenshots.

I have tested the ticket creation at my end with attachment provided by you, and it is working fine.

To check this issue at your end, we need FTP details of your WHMCS and Helpdesk.

I request you to create a ticket at [\[\[https://my.kayako.com\]\]](https://my.kayako.com) with these details.

Thank you,  
Amarjeet Kaur

**06/26/2013 07:13 am - Jose Castillo**

Hi Amarjeet,

Thanks for your reply.

I've opened a new ticket at <https://my.kayako.com/> with details of my system. The ticket is #EHK-383-99964

I hope your comments

Best regards

**02/21/2014 03:25 am - Mansi Wason**

- Status changed from New to Closed

**02/27/2014 04:23 am - Mansi Wason**

- Status changed from Closed to Resolved

#### Files

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pant1.PNG	46.5 kB	26 Jun 2013	Jose Castillo
pant2.PNG	42.4 kB	26 Jun 2013	Jose Castillo
pant3.PNG	35.5 kB	26 Jun 2013	Jose Castillo
NOCPS-Manual-EN.pdf	1.4 MB	26 Jun 2013	Jose Castillo