

## WHMCS - Support # 261: Installed but showing Fatal Error

<b>Status:</b>	New	<b>Priority:</b>	High
<b>Author:</b>	Will Thomas	<b>Category:</b>	
<b>Created:</b>	12 Aug 2013	<b>Assignee:</b>	
<b>Updated:</b>	10 Nov 2013	<b>Due date:</b>	
<b>Subject:</b>	Installed but showing Fatal Error		
<b>Description:</b>	<p>I have followed the wiki and checked everything is right. When I click on "clientarea.php" this is the error that is showing:</p> <pre>Fatal error: Uncaught exception 'kyException' with message 'HTTP error: 500' in /home/vps/public_html/modules/support/kayako/API/kyRESTClient.php:196 Stack trace: #0 /home/vps/public_html/modules/support/kayako/API/kyRESTClient.php(221): kyRESTClient-&gt;processRequest('/Tickets/Ticket', 'GET', Array) #1 /home/vps/public_html/modules/support/kayako/API/kyObjectBase.php(196): kyRESTClient-&gt;get('/Tickets/Ticket', Array) #2 /home/vps/public_html/modules/support/kayako/API/kyTicket.php(692): kyObjectBase::getAll(Array) #3 /home/vps/public_html/modules/support/kayako/fetchOpenTickets.php(51): kyTicket::getAll(Object(kyResultSet), Object(kyResultSet)) #4 /home/vps/public_html/includes/hooks/hooks.php(40): include_once('/home/vps/publi...') #5 /home/vps/public_html/includes/hookfunctions.php(0): hook_clientarea_details(Array) #6 /home/vps/public_html/includes/classes/class.clientarea.php(0): run_hook() #7 /home/vps/public_html/clientarea.php(0): WHMCS_ClientArea-&gt;output() #8 {main} thrown in /home/vps/public_html/modules/support/kayako/API/kyRESTClient.php on line 196</pre> <p>I can't go any further than this.</p>		

### History

#### 09/25/2013 06:50 pm - Cory Phillips

I have the same problem and they can't find the problem

#### 10/29/2013 09:10 am - InfoRelay Support

I am having the exact same issue as well. Has there been any progress on this issue at all?

#### 11/10/2013 01:27 pm - InfoRelay Support

It seems after investigation and experimentation, we were hitting memory limits. The plugin pulls every ticket in a public department with a public status, and some of our departments had tickets that hadn't been cleaned up in a while.

Now we have a new issue, but we'll open a new issue for that.