

WHMCS - Bug # 296: No Permission

Status:	Resolved	Priority:	High
Author:	Jesus Vidales	Category:	
Created:	14 Sep 2013	Assignee:	
Updated:	27 Feb 2014	Due date:	
Subject:	No Permission		
Description:	Hello, Every time i try to view a ticket from WHMCS i get a No Permission message. Why could this be happening? Regards, Jesus		

History

09/24/2013 05:07 pm - Jesus Vidales

Anything????

09/25/2013 02:00 am - Mansi Wason

Hi Jesus,

I have tried to replicate the issue 2-3 times, but it works fine at my end, I can view all the tickets.

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

Meanwhile, I request you to create a ticket at [\[\[https://my.kayako.com\]\]](https://my.kayako.com) with the FTP details of your WHMCS and Helpdesk.

Thanks and Regards

Mansi Wason

09/26/2013 02:26 am - Mansi Wason

Hi Jesus,

A possible fix for your Issue is:

In viewticket.tpl, do the following:

i) Find the following code:

```
{if $_noPermissions}
```

```
<div style="text-align: center;">We are sorry, but you have no permission to view this ticket.</div>
```

```
<br/><br/>
```

```
{else}
```

Replace it with:

```
{if $_noPermissions == true}
```

```
<div style="text-align: center;">We are sorry, but you have no permission to view this ticket.</div>
```

```
<br/><br/>
```

```
{else}
```

In case of Issue still not fixed, Kindly send the FTP details.

Thanks and Regards

Mansi Wason

02/27/2014 12:57 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 04:23 am - Mansi Wason

- *Status changed from Closed to Resolved*