

WHMCS - Bug # 297: error to open ticket

Status:	Resolved	Priority:	High
Author:	Felipe Rafael	Category:	
Created:	16 Sep 2013	Assignee:	
Updated:	27 Feb 2014	Due date:	
Subject:	error to open ticket		
Description:	<p>I try open ticket and on second step I see this error:</p> <pre>Fatal error: Uncaught exception 'kyException' with message 'HTTP error: 404' in /home/rave/public_html/central/modules/support/kayako/API/kyRESTClient.php:196 Stack trace: #0 /home/rave/public_html/central/modules/support/kayako/API/kyRESTClient.php(221): kyRESTClient->processRequest('/Base/CustomFie...', 'GET', Array) #1 /home/rave/public_html/central/modules/support/kayako/API/kyObjectBase.php(196): kyRESTClient->get('/Base/CustomFie...', Array) #2 /home/rave/public_html/central/modules/support/kayako/submitticket.php(99): kyObjectBase::getAll(Array) #3 /home/rave/public_html/central/submitticket.php(0): unknown() #4 {main} thrown in /home/rave/public_html/central/modules/support/kayako/API/kyRESTClient.php on line 196</pre> <p>my versions of software:</p> <p>WHMCS - Version 5.2.7 - URL http://www.domain.com/central/</p> <p>Kayako - Version Fusion 4.52.2417 - URL http://www.domain.com/suporte/</p>		

History

09/26/2013 02:33 am - Mansi Wason

Hi Felipe Rafael,

The required changes to your Helpdesk has been done.

I even created and opened a test ticket for the same and it works fine.

In case of any further issue, please update ticket.

Thanks and Regards

Mansi Wason

02/21/2014 03:05 am - Mansi Wason

- Status changed from New to Closed

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

- Status changed from Closed to Resolved