WHMCS - Bug # 298: XML Error

Status:	Resolved	Priority:	High
Author:	Cory Phillips	Category:	
Created:	20 Sep 2013	Assignee:	
Updated:	27 Feb 2014	Due date:	
Subject:	XML Error		
Description:	Fatal error: Uncaught exception 'Exception' with message 'String could not be parsed as XML' in /home/hwcsn/public_html/clients/modules/support/kayako/API/kyHelpers.php:31 Stack trace: #0 /home/hwcsn/public_html/clients/modules/support/kayako/API/kyHelpers.php(31): SimpleXMLElement->__construct('processRequest('/Base/Departmen...', 'GET', Array) #3 /home/hwcsn/public_html/clients/modules/support/kayako/API/kyObjectBase.php(196): kyRESTClient->get('/Base/Departmen...', Array) #4 /home/hwcsn/public_html/clients/modules/support/kayako/fetchOpenTickets.php(36): kyObjectBase::getAll() #5 /home/hwcsn/public_html/clients/includes/hooks/hooks.php(45): include_once('/home/hwcsn/pub...') #6 /home/hwcsn/public_html/clients/includes/hookfunctions.php(0): hook_clientarea_details(Array) #7 /home/h in /home/hwcsn/public_html/clients/modules/support/kayako/API/kyHelpers.php on line 31		

History

09/22/2013 11:28 pm - Mansi Wason

Hello Cory Phillips,

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]] with these details.

Thank you,
Mansi Wason

02/27/2014 12:58 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