

WHMCS - Bug # 319: Errors after update

Status:	Resolved	Priority:	High
Author:	Vitaliy	Category:	
Created:	05 Nov 2013	Assignee:	
Updated:	27 Feb 2014	Due date:	
Subject:	Errors after update		
Description:	<p>Hi,</p> <p>After apply latest update of kayako support module faced with issues when try open ticket</p> <p>Error logs ></p> <p>[05-Nov-2013 11:03:52 Europe/Helsinki] PHP Fatal error: Uncaught exception 'Exception' with message 'String could not be parsed as XML' in /home/billingh/public_html/modules/support/kayako/API/kyHelpers.php:31</p> <p>Stack trace:</p> <pre>#0 /home/billingh/public_html/modules/support/kayako/API/kyHelpers.php(31): SimpleXMLElement->__construct('
?Fatal...') #1 /home/billingh/public_html/modules/support/kayako/API/kyRESTClient.php(203): ky_xml_to_array('
?Fatal...') #2 /home/billingh/public_html/modules/support/kayako/API/kyRESTClient.php(221): kyRESTClient->processRequest('/Tickets/Ticket', 'GET', Array) #3 /home/billingh/public_html/modules/support/kayako/API/kyObjectBase.php(196): kyRESTClient->get('/Tickets/Ticket', Array) #4 /home/billingh/public_html/modules/support/kayako/API/kyTicket.php(692): kyObjectBase::getAll(Array) #5 /home/billingh/public_html/modules/support/kayako/supporttickets.php(117): kyTicket::getAll(Object(kyResultSet), Object(kyResultSet), Array, Object(kyResultSet)) #6 /home/billingh/public_html/supporttickets.php(0): unknown() #7 {main} t in /home/billingh/public_html/modules/support/kayako/API/kyHelpers.php on line 31</pre> <p>[05-Nov-2013 11:24:32 Europe/Helsinki] PHP Fatal error: Uncaught exception 'Exception' with message 'String could not be parsed as XML' in /home/billingh/public_html/modules/support/kayako/API/kyHelpers.php:31</p> <p>Stack trace:</p> <pre>#0 /home/billingh/public_html/modules/support/kayako/API/kyHelpers.php(31): SimpleXMLElement->__construct('Uncaught Except...') #1 /home/billingh/public_html/modules/support/kayako/API/kyRESTClient.php(203): ky_xml_to_array('Uncaught Except...') #2 /home/billingh/public_html/modules/support/kayako/API/kyRESTClient.php(231): kyRESTClient->processRequest('/Tickets/Ticket...', 'POST', Array, Array, Array) #3 /home/billingh/public_html/modules/support/kayako/API/kyObjectBase.php(252): kyRESTClient->post('/Tickets/Ticket...', Array, Array) #4 /home/billingh/public_html/modules/support/kayako/submitticket.php(150): kyObjectBase->create() #5 /home/billingh/public_html/submitticket.php(0): unknown() #6 {main} thrown in /home/billingh/public_html/modules/support/kayako/API/kyHelpers.php on line 31</pre> <p>Kayako 4.60.0.3971 WHMCS 5.2.12</p>		

History

02/27/2014 12:59 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 04:22 am - Mansi Wason

- *Status changed from Closed to Resolved*