

## SugarCRM - Bug # 352: SugarCRM on Wiki Step 13

<b>Status:</b>	Resolved	<b>Priority:</b>	High
<b>Author:</b>	Mehrshid	<b>Category:</b>	
<b>Created:</b>	12 Jan 2014	<b>Assignee:</b>	
<b>Updated:</b>	31 Jul 2014	<b>Due date:</b>	
<b>Subject:</b>	SugarCRM on Wiki Step 13		
<b>Description:</b>	Once the Lead is converted into Ticket it do not get navigate to the previous page and show blank page in Kayako Tichets (in Sugar). Conversion did not happened and Ticket still show in Contact details. I double checked Configure authentication details of Kayako REST API and every thing is fine. I gases there is problem in Sugarcrm to kayako communications.  Kayako version : Version 4.62.0.4394 Sugarcrm CE version : 6.5.13		

### History

#### 01/12/2014 07:08 pm - Mehrshid

I created an Opportunity in Sugar and then refresh related organization and saw new Opportunity imported in Kayako thats mean Configure authentication details of Kayako REST API is correctly configured in Sugar.

#### 01/12/2014 07:13 pm - Mehrshid

Sugarcrm.log as below :

```
01/13/14 04:46:50 [16108][7825c8af-9ccb-9894-95d9-5295035333a2][FATAL] Exception in Controller: String could not be parsed as XML
```

#### 07/31/2014 02:05 am - Anjali Sharma

- Status changed from New to Resolved

Greetings Mehrshid,

Issue has been resolved in SugarCRM v1.5.

Supported Versions:

Kayako Helpdesk : 4.64 and above

SugarCRM : 6.5.16

Thanks and Regards,

Anjali Sharma