

JIRA - Bug # 361: Installing into 4.51.1891 - cannot load tickets

Status:	New	Priority:	Normal
Author:	Steve Walker	Category:	
Created:	12 Feb 2014	Assignee:	
Updated:	08 Mar 2014	Due date:	
Subject:	Installing into 4.51.1891 - cannot load tickets		
Description:	<p>Hi there,</p> <p>I am installing this to 4.51.1891 - app installs fine, but when I go to view a ticket, all tickets give this error...</p> <p>I have definitely downloaded v2.0, however i notice when you activate the app it still says v1?</p> <p>Anyway, greatly appreciate some help if possible.</p> <p>Thanks, Steve</p> <p>Uncaught Exception Get failed, property "" not found in datastore. in ./__swift/library/MVC/class.SWIFT_Model.php:145</p> <p>=====</p> <pre>#0 ./__apps/tickets/staff/class.View_Ticket.php(606) : eval()'d code(90): SWIFT_Model->__call('Get', Array) #1 ./__apps/tickets/staff/class.View_Ticket.php(606) : eval()'d code(90): SWIFT_Ticket->Get('departmentid') #2 ./__apps/tickets/staff/class.View_Ticket.php(606): eval() #3 ./__apps/tickets/staff/class.Controller_Ticket.php(239): View_Ticket->RenderTicket(Object(SWIFT_Ticket), Object(SWIFT_User), 'inbox', '-1', '-1', '-1', 0, Array) #4 [internal function]: Controller_Ticket->View('384', 'inbox', '-1', '-1', '-1') #5 ./__swift/library/MVC/class.SWIFT_Controller.php(369): call_user_func_array(Array, Array) #6 ./__swift/library/App/class.SWIFT_App.php(176): SWIFT_Controller::Load(Object(SWIFT_Interface), Object(SWIFT_App), Object(SWIFT_Router), false) #7 ./__swift/library/class.SWIFT.php(16): SWIFT_App->ExecuteController(Object(SWIFT_Router)) #8 ./__swift/library/class.SWIFT.php(16): SWIFT->Initialize() #9 ./__swift/swift.php(16): SWIFT::GetInstance() #10 ./staff/index.php(29): require_once('/home/help.wuta...') #11 {main}</pre>		

History

02/13/2014 08:11 am - Steve Walker

Any ideas?

02/13/2014 10:17 pm - Amarjeet Kaur

Hi Steve,

To diagnose the issue at your end, we need to have login and FTP details of your helpdesk.

Kindly create a ticket at <http://my.kayako.com/> with respective credentials.

Thank you,
Amarjeet Kaur

03/08/2014 04:44 am - Indre Solodov

I have the same bug. Any solutions found?