WHMCS Integration - Bug # 372: "Account Not Found" error with WHMCS 5.3.5, Kayako 4.53.2633

Status:	New	Priority:	Normal
Author:	InfoRelay Support	Category:	
Created:	24 Mar 2014	Assignee:	
Updated:	24 Mar 2014	Due date:	

Subject:	"Account Not Found" error with WHMCS 5.3.5, Kayako 4.53.2633		
Description:	Hello,		

Hello,

We e-mailed you about this before but have not heard anything back.

We bought the paid license after testing the free trial earlier this year on our development environment and liking the product.

Since then we've redeployed our development environment which required a reinstall for the paid key, and we are now seeing "Account Not Found" when visiting the Submit Ticket page.

We have verified multiple times that the license files are correct, and readable with the correct permissions. Our logs on the Kayako side don't indicate any connect attempt and tcpdump from both sides indicates no connection attempt is being made.

These are the relevant lines from the error log when loading the submittickets page:
[Wed Mar 12 07:08:00 2014] [error] [client [ipremoved]] PHP Notice: Undefined index: step in /var/www/html/modules/support/kayako/submitticket.php on line 0, referer: http://whmcs.dev.[removed].net/supporttickets.php
[Wed Mar 12 07:08:00 2014] [error] [client [ipremoved]] PHP Notice: A session had already been started - ignoring session_start() in /var/www/html/includes/aiso-kayako-v4.php on line 0, referer: http://whmcs.dev.[removed].net/supporttickets.php

These are the relevant lines from the error log when loading the viewtickets page:
[Wed Mar 12 07:09:42 2014] [error] [client [ipremoved]] PHP Notice: A session had already been started - ignoring session_start() in /var/www/html/includes/aiso-kayako-v4.php on line 0
[Wed Mar 12 07:09:42 2014] [error] [client [ipremoved]] PHP Notice: Uninitialized string offset: 3 in /var/www/html/modules/support/kayako/supporttickets.php on line 0
[Wed Mar 12 07:09:42 2014] [error] [client [ipremoved]] PHP Notice: Uninitialized string offset: 2 in /var/www/html/modules/support/kayako/supporttickets.php on line 0
[Wed Mar 12 07:09:42 2014] [error] [client [ipremoved]] PHP Notice: Uninitialized string offset: 1 in /var/www/html/modules/support/kayako/supporttickets.php on line 0
[Wed Mar 12 07:09:42 2014] [error] [client [ipremoved]] PHP Notice: Uninitialized string offset: 0 in /var/www/html/modules/support/kayako/supporttickets.php on line 0
[Wed Mar 12 07:09:42 2014] [error] [client [ipremoved]] PHP Notice: Undefined index: page in /var/www/html/modules/support/kayako/supporttickets.php on line 0

The createnewuser option is configured:
$mblnCreateNewUserInKayakoWhenNotFound = True;
$mblnSendWelcomeEmailOnNewUserCreation = True;

Please let us know what further steps we should take to troubleshoot this issue, or what other detail you need from us to assist in getting this to work before we can deploy it in our production environment.

History