

## SugarCRM - Bug # 373: SugarCRM on Wiki Step 13

<b>Status:</b>	Resolved	<b>Priority:</b>	High
<b>Author:</b>	Mehrshid	<b>Category:</b>	
<b>Created:</b>	26 Mar 2014	<b>Assignee:</b>	Anjali Sharma
<b>Updated:</b>	31 Jul 2014	<b>Due date:</b>	
<b>Subject:</b>	SugarCRM on Wiki Step 13		
<b>Description:</b>	<p>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.</p> <p>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.</p> <p>Kayako version : Version 4.62.0.4394 Sugarcrm CE version : 6.5.13</p>		

### History

**07/31/2014 01:26 am - Anjali Sharma**

- Status changed from New to Resolved

- Target version deleted (v1.1)

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