

WHMCS - Bug # 381: Blank page when view some ticket

Status:	Resolved	Priority:	Normal
Author:	Vitaliy	Category:	
Created:	28 Apr 2014	Assignee:	
Updated:	20 Jan 2015	Due date:	
Subject:	Blank page when view some ticket		
Description:	<p>Hello,</p> <p>Sometimes our user see blank page instead of his ticket. But another ticket can be opened successful.</p> <p>In error log we see next error</p> <pre>77.121.4.44 - - [28/Apr/2014:13:32:53 +0300] "GET /viewticket.php?ticketid=1731062 HTTP/1.1" 500 - "https://billing.hostpro.ua/supporttickets.php" "Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/34.0.1847.116 Safari/537.36"</pre> <p>Why it return error 500 for sometimes ?</p>		

History

04/28/2014 06:00 am - Mansi Wason

Hi Vitaliy,

The reason of reported issue by you can be the unexpected condition was encountered.

I can't track the issue exactly over here.

If you still encounter any such error kindly create a ticket at <https://my.kayako.com/> in order to investigate the issue.

Thanks and Regards,

Mansi Wason

05/05/2014 01:43 am - Vitaliy

Hello Mansi

Thank you for reply, i'll just open a support ticket #CJZ-760-70857 about this issue.

01/20/2015 12:50 am - Mansi Wason

- Status changed from New to Resolved

Hi Vitaliy,

This issue has been resolved.

Please check <https://support.kayako.com/staff/Tickets/Ticket/View/1442214>

Thanks,

Mansi Wason