

## TweetSupport for Kayako - Feature # 39: Unable to Install

<b>Status:</b>	Closed	<b>Priority:</b>	Low
<b>Author:</b>	Steven Lawrence Sr.	<b>Category:</b>	
<b>Created:</b>	02 Dec 2011	<b>Assignee:</b>	Eelco Leenen
<b>Updated:</b>	09 Dec 2011	<b>Due date:</b>	
<b>Subject:</b>	Unable to Install		
<b>Description:</b>	When I go to install I get this error  Fatal error: Incompatible file format: The encoded file has format major ID 3, whereas the Loader expects 4 in  /home/digitalm/public_html/support/__modules/tweetsupport/config/class.SWIFT_SetupDatabase_tweetsupport.php on line 680  I am guessing it maybe because your module is encoded with Zend and our help desk is IonCube... So we request IonCube version please..		

### History

#### 12/02/2011 09:08 am - Joost Sanders

- Status changed from New to In Progress
- Assignee set to Joost Sanders
- Priority changed from High to Low

Hi Steven,

Your guess is correct, it is about the encoder.

At this time, we can (unfortunately) only offer the Zend encoded version.

#### 12/02/2011 09:09 am - Joost Sanders

- Tracker changed from Bug to Feature

#### 12/02/2011 09:12 am - Steven Lawrence Sr.

I own a Ioncube encoder license I can encode it for you really quickly :)

#### 12/05/2011 03:53 am - Eelco Leenen

- Assignee changed from Joost Sanders to Eelco Leenen

Hi Steven,

That is as you can understand no solution ;-)

OK, I will look into encoding the plugin with IonCube this week.

#### 12/09/2011 09:18 am - Eelco Leenen

- Status changed from In Progress to Closed
- % Done changed from 0 to 100

Hi Steven,

IonCube encoded files for PHP5.2 and PHP5.3 have been added. Please look at the "files" section.

With regards,

Eelco Leenen

