

SugarCRM - Support # 401: "Information Not Available" when clicking SugarCRM tab in Ticket View

Status:	Resolved	Priority:	Normal
Author:	Alex Castruita	Category:	
Created:	21 Jun 2014	Assignee:	
Updated:	31 Jul 2014	Due date:	
Subject:	"Information Not Available" when clicking SugarCRM tab in Ticket View		
Description:	Functionality doesn't seem to be working from ticket view. When viewing ticket: - "Convert to SugarCRM Lead" button returns "Error : Please try again." - "Information not available" in Contact Information SugarCRM tab SugarCRM CE 6.5.16 Kayako 4.64.1.4827		

History

06/23/2014 12:17 am - Anjali Sharma

Greetings,

I suggest you to verify your Help desk details and API credentials, most probably there is some problem with your credentials.

In case they are correct and you are still getting the error, please create a support ticket with us from <https://my.kayako.com> and we will investigate the issue for you.

Regards,

Anjali Sharma

07/31/2014 01:16 am - Anjali Sharma

- Status changed from New to Resolved

Greetings Alex,

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