

WHMCS - Bug # 441: Error when trying to submit ticket

Status:	Resolved	Priority:	High
Author:	Josh Phake	Category:	
Created:	03 Dec 2014	Assignee:	
Updated:	20 Jan 2015	Due date:	
Subject:	Error when trying to submit ticket		

Description: When I try to submit a ticket through WHMCS I select the department then it just gets redirected back to the same page. I can see in the address bar it goes to step 2 but goes right back to submitticket.php If I turn on Error reporting in WHMCS I get this when I select the department and select next (the url is in step2):

```
> Strict Standards: Declaration of kyDepartment::createNew() should be compatible with
kyObjectBase::createNew() in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyDepartment.php on line 489
>
> Strict Standards: Declaration of kyStaff::createNew() should be compatible with
kyObjectBase::createNew() in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyStaff.php on line 525
>
> Strict Standards: Declaration of kyStaffGroup::createNew() should be compatible with
kyObjectBase::createNew() in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyStaffGroup.php on line 136
>
> Strict Standards: Declaration of kyTicket::createNew() should be compatible with
kyObjectBase::createNew() in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicket.php on line 2051
>
> Strict Standards: Declaration of kyTicket::getAll($search_parameters = Array) should be compatible with
kyObjectBase::getAll($search_parameters = Array) in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicket.php on line 2051
>
> Strict Standards: Declaration of kyTicketAttachment::createNew() should be compatible with
kyObjectBase::createNew() in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketAttachment.php on line 392
>
> Strict Standards: Declaration of kyTicketAttachment::getAll($search_parameters = Array) should be compatible with
kyObjectBase::getAll($search_parameters = Array) in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketAttachment.php on line 392
>
> Strict Standards: Declaration of kyTicketAttachment::get($id) should be compatible with
kyObjectBase::get($id) in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketAttachment.php on line 392
>
> Strict Standards: Declaration of kyTicketCustomFieldGroup::getAll($search_parameters = Array) should be compatible with
kyObjectBase::getAll($search_parameters = Array) in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketCustomFieldGroup.php on line
57
>
> Strict Standards: Declaration of kyTicketNote::createNew() should be compatible with
kyObjectBase::createNew() in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketNote.php on line 637
>
> Strict Standards: Declaration of kyTicketNote::getAll() should be compatible with
```

```

kyObjectBase::getAll($search_parameters          =          Array)          in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketNote.php on line 637
>
> Strict Standards: Declaration of kyTicketNote::get() should be compatible with kyObjectBase::get($id) in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketNote.php on line 637
>
> Strict Standards: Declaration of kyTicketPost::createNew() should be compatible with
kyObjectBase::createNew()          in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketPost.php on line 783
>
> Strict Standards: Declaration of kyTicketPost::getAll() should be compatible with
kyObjectBase::getAll($search_parameters          =          Array)          in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketPost.php on line 783
>
> Strict Standards: Declaration of kyTicketPost::get() should be compatible with kyObjectBase::get($id) in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketPost.php on line 783
>
> Strict Standards: Declaration of kyTicketTimeTrack::createNew() should be compatible with
kyObjectBase::createNew()          in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketTimeTrack.php on line 633
>
> Strict Standards: Declaration of kyTicketTimeTrack::getAll() should be compatible with
kyObjectBase::getAll($search_parameters          =          Array)          in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketTimeTrack.php on line 633
>
> Strict Standards: Declaration of kyTicketTimeTrack::get() should be compatible with kyObjectBase::get($id)
in /home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketTimeTrack.php on line 633
>
> Strict Standards: Declaration of kyUser::createNew() should be compatible with
kyObjectBase::createNew()          in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyUser.php on line 779
>
> Strict Standards: Declaration of kyUserGroup::createNew() should be compatible with
kyObjectBase::createNew()          in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyUserGroup.php on line 171
> Invalid Entity Requested

```

Then when I try to see a list of tickets at supporttickets.php I get this:

```

Strict Standards: Declaration of kyDepartment::createNew() should be compatible with
kyObjectBase::createNew()          in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyDepartment.php on line 489

```

```

Strict Standards: Declaration of kyStaff::createNew() should be compatible with kyObjectBase::createNew()
in /home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyStaff.php on line 525

```

```

Strict Standards: Declaration of kyStaffGroup::createNew() should be compatible with
kyObjectBase::createNew()          in
/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyStaffGroup.php on line 136

```

```

Strict Standards: Declaration of kyTicket::createNew() should be compatible with kyObjectBase::createNew()
in /home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicket.php on line 2051

```

Strict Standards: Declaration of `kyTicket::getAll()` should be compatible with `kyObjectBase::getAll($search_parameters = Array)` in `/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicket.php` on line 2051

Strict Standards: Declaration of `kyTicketAttachment::createNew()` should be compatible with `kyObjectBase::createNew()` in `/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketAttachment.php` on line 392

Strict Standards: Declaration of `kyTicketAttachment::getAll()` should be compatible with `kyObjectBase::getAll($search_parameters = Array)` in `/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketAttachment.php` on line 392

Strict Standards: Declaration of `kyTicketAttachment::get()` should be compatible with `kyObjectBase::get($id)` in `/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketAttachment.php` on line 392

Strict Standards: Declaration of `kyTicketCustomFieldGroup::getAll()` should be compatible with `kyObjectBase::getAll($search_parameters = Array)` in `/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketCustomFieldGroup.php` on line 57

Strict Standards: Declaration of `kyTicketNote::createNew()` should be compatible with `kyObjectBase::createNew()` in `/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketNote.php` on line 637

Strict Standards: Declaration of `kyTicketNote::getAll()` should be compatible with `kyObjectBase::getAll($search_parameters = Array)` in `/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketNote.php` on line 637

Strict Standards: Declaration of `kyTicketNote::get()` should be compatible with `kyObjectBase::get($id)` in `/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketNote.php` on line 637

Strict Standards: Declaration of `kyTicketPost::createNew()` should be compatible with `kyObjectBase::createNew()` in `/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketPost.php` on line 783

Strict Standards: Declaration of `kyTicketPost::getAll()` should be compatible with `kyObjectBase::getAll($search_parameters = Array)` in `/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketPost.php` on line 783

Strict Standards: Declaration of `kyTicketPost::get()` should be compatible with `kyObjectBase::get($id)` in `/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketPost.php` on line 783

Strict Standards: Declaration of `kyTicketTimeTrack::createNew()` should be compatible with `kyObjectBase::createNew()` in `/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketTimeTrack.php` on line 633

Strict Standards: Declaration of `kyTicketTimeTrack::getAll()` should be compatible with `kyObjectBase::getAll($search_parameters = Array)` in `/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketTimeTrack.php` on line 633

Strict Standards: Declaration of `kyTicketTimeTrack::get()` should be compatible with `kyObjectBase::get($id)` in `/home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicketTimeTrack.php` on line 633

Strict Standards: Declaration of kyUser::createNew() should be compatible with kyObjectBase::createNew() in /home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyUser.php on line 779

Strict Standards: Declaration of kyUserGroup::createNew() should be compatible with kyObjectBase::createNew() in /home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyUserGroup.php on line 171

Fatal error: Uncaught exception 'kyException' with message 'HTTP error: 400' in /home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyRESTClient.php:195 Stack trace: #0 /home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyRESTClient.php(230): kyRESTClient->processRequest('/Tickets/Ticket', 'POST', Array, Array, Array) #1 /home/tomgroze/public_html/tgdomains/modules/support/kayako/API/kyTicket.php(696): kyRESTClient->post('/Tickets/Ticket', Array, Array) #2 /home/tomgroze/public_html/tgdomains/modules/support/kayako/supporttickets.php(84): kyTicket::getTicketCount(Object(kyResultSet), Object(kyResultSet), Array, Array, 'Thomas@grozev.c...') #3 /home/tomgroze/public_html/tgdomains/supporttickets.php(0): unknown() #4 {main} Next exception 'kyException' with message 'HTTP error: 400' in /home/tomgroze/public_html/tgdomains/includes/classes/WHMCS/Terminus.php:0 Stack trace: #0 /home/tomgroze/public_html/tgdomains/includes/classes/WHMCS/Terminus.php(0): WHMCS_Terminus::whmcsExceptionHandler() #1 [inter in /home/tomgroze/public_html/tgdomains/includes/classes/WHMCS/Terminus.php on line 0

History

01/20/2015 12:58 am - Mansi Wason

- Status changed from New to Resolved

Hi,

We can't find this issue now.

Please update us again if you found this again.

Marking it as resolved for now.

Thanks,

Mansi Wason