# WYSIWYG Editor - Bug # 458: Can't answer to ticket

| Status: | Closed | Priority: | Normal |
|---|---|---|---|
| Author: | Tarakanov Oleg | Category: | |
| Created: | 12 Mar 2015 | Assignee: | Gary Mcgrath |
| Updated: | 22 Apr 2015 | Due date: | |
| Subject: | Can't answer to ticket | | |
| Description: | When i wrote answer and click send, i recive error: Fatal error: Call to a member function GetProperty() on a non-object in /var/www/upload/__apps/tickets/staff/class.Controller_Ticket.php on line 5990 <br><br> Details: <br> Kayako Fusion 4.69.0 <br> PHP 5.5, tidy inside | | |

## History

**03/12/2015 10:49 am - Tarakanov Oleg**

Use CustomTweaks v,2.7.3

**03/12/2015 11:15 am - Gary Mcgrath**

*- File class.Controller_Ticket.php added*

Hi there,

please replace the file __apps/tickets/staff/class.Controller_Ticket.php

with the one attached, and see if that resolves the issue for you.

Gary

**03/13/2015 04:31 am - Tarakanov Oleg**

*- File class.Controller_Ticket.php added*

*- File class.Controller_Ticket.phpold added*

**03/13/2015 05:06 am - Tarakanov Oleg**

Sorry,

After replace i recive:

Fatal error: Call to a member function GetProperty() on a non-object in /var/www/upload/__apps/tickets/staff/class.Controller_Ticket.php on line 5999

**03/13/2015 05:13 am - Gary Mcgrath**

*- File class.Controller_Ticket.php added*

Hi there,

Ok, making progress, please try the file I have attached here.

Gary

**03/13/2015 05:13 am - Gary Mcgrath**

*- File deleted (class.Controller_Ticket.php)*

**03/13/2015 05:13 am - Gary Mcgrath**

*- File deleted (class.Controller_Ticket.phpold)*

**03/13/2015 05:13 am - Gary Mcgrath**

*- File deleted (class.Controller_Ticket.php)*

**03/13/2015 05:20 am - Tarakanov Oleg**

Now we recive:

Notice

Undefined index: (./__apps/tickets/staff/class.Controller_Ticket.php:6019)

Copy to clipboard:

Notice

Undefined variable: _OrganizationName (./__apps/tickets/staff/class.Controller_Ticket.php:6020)

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**04/22/2015 05:52 am - Gary Mcgrath**

*- Status changed from New to Closed*

Reported issues here should be resolved in 2.8.9

Kind regards,

Gary

## Files

| | | | |
|---|---|---|---|
| class.Controller_Ticket.php | 226 kB | 13 Mar 2015 | Gary Mcgrath |