

PHP Loginshare Script - Support # 60: Errors found under 'modules' folder

Status:	Closed	Priority:	Normal
Author:	Joe Tizon	Category:	
Created:	25 Apr 2012	Assignee:	Brett Wilcox
Updated:	25 Apr 2012	Due date:	
Subject:	Errors found under 'modules' folder		
Description:	Hello Can you help me?Im having trouble when I install the upload it to the location of my helpdesk where the key.php is located. The error: [[http://screencast.com/t/3rFZYaAh]] Can you provide me installation for wordpress Thank you.		

History

04/25/2012 10:02 am - Brett Wilcox

- Status changed from New to In Progress

- Priority changed from High to Normal

Hello Joe,

This should be simple to fix. What you are looking for is in the config file above the database information.

Change -

```
$system = 'change_me';
```

```
$version = 'change_me';
```

to

```
$system = 'wordpress';
```

```
$version = '26';
```

That should fix the error you are seeing.

Let me know if you have any questions.

04/25/2012 10:31 am - Joe Tizon

Thank you Brett, really appreciate for the fast reply...

But I still got this errors [\[\[http://screencast.com/t/LTPBUnAk\]\]](http://screencast.com/t/LTPBUnAk)

please take a look at my test here: [\[\[http://helpdesk.localmarketinggenius.com/loginshare-4-1/test.php\]\]](http://helpdesk.localmarketinggenius.com/loginshare-4-1/test.php)

04/25/2012 10:38 am - Brett Wilcox

Joe Tizon wrote:

> Thank you Brett, really appreciate for the fast reply...

> But I still got this errors [\[\[http://screencast.com/t/LTPBUnAk\]\]](http://screencast.com/t/LTPBUnAk)

> please take a look at my test here: [\[\[http://helpdesk.localmarketinggenius.com/loginshare-4-1/test.php\]\]](http://helpdesk.localmarketinggenius.com/loginshare-4-1/test.php)

Paste it exactly like I had it.

```
$system = 'wordpress';
```

```
$version = '26';
```

It is for version 2.6 and higher.

04/25/2012 10:50 am - Joe Tizon

Yes i have it now, but when I go over to test it , it shows error on `mysql_fetch_array()`:
<http://screencast.com/t/169s7MY>

04/25/2012 11:07 am - Brett Wilcox

Joe Tizon wrote:

> Yes i have it now, but when I go over to test it , it shows error on `mysql_fetch_array()`:

> <http://screencast.com/t/169s7MY>

First, change your password. It flashes on the test page when there is an issue with the login.

Second, this is the part that is failing - `$result = mysql_query("SELECT * FROM wp_users WHERE user_email='$username'");`

What this line of code is doing is searching all users from the `wp_users` table where their email is whatever you entered.

It is saying that it can't do any lookups of the `wp-users` table (probably because it does not exist).

Can you verify that the database is properly pointed to your wordpress install and not your kayako install?

If that does not work, I will need to receive a database dump of your wordpress users table, or if you can give me access to your server long enough to look at how the database is setup, I can quickly fix this.

04/25/2012 11:11 am - Brett Wilcox

- *Tracker changed from Bug to Support*

04/25/2012 11:36 am - Joe Tizon

Its now nowking , so is it possible to make ait an auto-login from my wordpress site to my helpdesk support center since my wordpress site is a membership site...it it possible that they can automatically login to the support center when they click the link to the support center.

Thank you. Great Help. :)

04/25/2012 12:04 pm - Brett Wilcox

Joe Tizon wrote:

> Its now nowking , so is it possible to make ait an auto-login from my wordpress site to my helpdesk support center

> since my wordpress site is a membership site...it it possible that they can automatically login to the support center when they click the link to the support center.

>

> Thank you. Great Help. :)

Unfortunately, that is not possible with the tools Kayako has provided developers. Last time I asked, they said there were no plans to support this. It would theoretically be possible to do this on your own by figuring out how the session is done and coding it yourself, but it would be a pain.

Let me know if you have any more questions!

04/25/2012 12:04 pm - Brett Wilcox

- *Status changed from In Progress to Closed*

- *% Done changed from 0 to 100*

04/25/2012 12:15 pm - Joe Tizon

Ok thanks for the information, it helps me a lot.

But this auto-login is not impossible.....

Yes it would be very hard to do-it but be possible, right?

Thank you so much.

04/25/2012 12:23 pm - Brett Wilcox

No, not impossible, but very difficult and time consuming to do. I have not seen anyone actually successful in creating one, and I know there have been several attempts.