

Whenever the “unable to save draft” pops up I’m seeing a 404 in the browser console:

URL	Protocol	Method	Result	Type	Received	Taken	Initiator	Timings
/helpdesk/open.php	HTTP	POST	302	text/html	426 B	3.35 s	click	
/helpdesk/ajax.php/draft/3527	HTTP	POST	404	text/html	399 B	156 ms	XMLHttpRequest	

If I click [Create Ticket] before a draft is automatically saved I get the error. You see this in the console log by the open.php not being preceded by a draft:

The screenshot shows a browser window with a 'Ticket Details' form. A modal dialog box is displayed with the message: 'Unable to save draft. Refresh the current page to restore and continue your draft.' Below it is a 'Please Wait!' spinner with the text 'Please wait... it will take a second!'. The browser console at the bottom shows a network log with the following entries:

Name	Path	Method	Status	Text	Type	Initiator	Size	Content	Time	Latency	Tim
19	/helpdesk/ajax.php/form/help-topic	GET	200	OK	text/html	jQuery-1.8.3.min.js:74827655:2 Script	1.3 KB	961 B	156 ms	155 ms	
	open.php	POST		(pending)	multipart/form-da...	Other	0 B	0 B		Pending	
3587	/helpdesk/ajax.php/draft	POST	404	Not Found	text/html	jQuery-1.8.3.min.js:74827655:2 Script	399 B	15 B	165 ms	165 ms	

If I let the screen save a draft before I click [Create Ticket], then we are golden and no error. You can see this in the console log by the /helpdesk/ajax.php/draft occurring before the open.php triggers:

The screenshot shows the same browser window with the 'Please Wait!' spinner. The browser console at the bottom shows a network log with the following entries:

Name	Path	Method	Status	Text	Type	Initiator	Size	Content	Time	Latency	Timeline
19	/helpdesk/ajax.php/form/help-topic	GET	200	OK	text/html	jQuery-1.8.3.min.js:74827655:2 Script	1.3 KB	961 B	161 ms	161 ms	
3592	/helpdesk/ajax.php/draft	POST	200	OK	text/html	jQuery-1.8.3.min.js:74827655:2 Script	377 B	2 B	162 ms	161 ms	
	open.php	POST		(pending)	multipart/form-da...	Other	0 B	0 B		Pending	