

1. Configuración

| Información del servidor | |
|------------------------------------|---|
| Versión osTicket | v1.10 (901e5ea) — <input checked="" type="checkbox"/> Hasta la fecha |
| Servidor del Software Web | Apache/2.4.6 (CentOS) PHP/5.6.30 |
| Versión MySQL | 5.6.36 |
| Versión PHP | 5.6.30 |
| Extensiones PHP | |
| gdlib | <input checked="" type="checkbox"/> Utilizado para la manipulación de imagen e impresión en PDF |
| imap | <input type="checkbox"/> Usado para la recuperación del Email |
| xml | <input checked="" type="checkbox"/> API XML |
| xml-dom | <input checked="" type="checkbox"/> Utilizado para el procesado de Email en HTML |
| json | <input checked="" type="checkbox"/> Mejora el desempeño de creación y el procesamiento JSON |
| mbstring | <input checked="" type="checkbox"/> Altamente recomendado para el contenido en idiomas europeos que no sean del oeste |
| phar | <input checked="" type="checkbox"/> Altamente recomendado para los paquetes de idioma y complementos |
| intl | <input checked="" type="checkbox"/> Altamente recomendado para el contenido en idiomas europeos que no sean del oeste |
| fileinfo | <input checked="" type="checkbox"/> Usar para detectar tipos de ficheros subidos |
| APCu | <input type="checkbox"/> Mejora el rendimiento general |
| Zend Opcache | <input checked="" type="checkbox"/> Mejora el rendimiento general |
| Configuración de PHP | |
| cgi.fix_pathinfo | <input type="checkbox"/> se recomienda "1" Si el AJAX no funciona |
| date.timezone | <input type="checkbox"/> Seleccionar la zona horaria local es altamente recomendado |
| Información y uso de base de datos | |
| Esquema | support_champ (localhost) |
| Firma del esquema | 98ad7d550c26ac44340350912296e673 |
| Espacio ocupado | 2,52 MIB |
| Espacio para adjuntos | 0,01 MIB |
| Zona horaria | -05 (Se interpreta como America/Bogota) |

Paquetes de idioma instalados

English (United States) (inglés (Estados Unidos)) —

en_US — include/i18n/en_US

español (España) —

es_ES — include/i18n/es_ES.phar
Versión: 148432, for version v1.10
Construir: Fri, 13 Jan 17 17:13:33 +0000

2. Ingreso de datos al formulario

SUPPORT CENTER

Support Ticket System

Usuario Invitado | [Iniciar sesión](#)

[Inicio Centro de Soporte](#) [Abrir un nuevo Ticket](#) [Ver Estado de un Ticket](#)

Abrir un nuevo Ticket

Por favor, complete el siguiente formulario para crear un nuevo ticket.

Información de contacto

Nombre *

Correo *

Anexo


Temas de ayuda

Datos del Ticket

Por favor, describa su problema

Asunto del Problema *

Descripción del Problema *



el audio se escucha bajo

[Crear Ticket](#) [Restablecer](#) [Cancelar](#)

3. Pantalla de error cuando se envía ticket



Esta página no funciona

192.168.56.105 no puede procesar esta solicitud en este momento.

HTTP ERROR 500

4. Al correo configurado como administrador llegan dos correos que son los mismos

-----Mensaje original 1 -----

De: noreply@champagnat.edu.pe [mailto:noreply@champagnat.edu.pe]

Enviado el: jueves, 15 de junio de 2017 01:20 p.m.

Para: rvera@champagnat.edu.pe

Asunto: DB Error #1054

```
[SELECT A4.`staff_id` AS `lock__staff_id`, A1.`staff_id` AS `staff_id`, A1.`isoverdue` AS `isoverdue`,
A1.`team_id` AS `team_id`, A1.`ticket_id` AS `ticket_id`, A1.`number` AS `number`, A2.`subject` AS
`cdata__subject`, A6.`address` AS `user__default_email__address`, A1.`source` AS `source`,
A3.`priority_color` AS `cdata__:priority__priority_color`, A3.`priority_desc` AS
`cdata__:priority__priority_desc`, A1.`status_id` AS `status_id`, A7.`name` AS `status__name`, A7.`state`
AS `status__state`, A1.`dept_id` AS `dept_id`, A8.`name` AS `dept__name`, A5.`name` AS
`user__name`, A1.`lastupdate` AS `lastupdate`, A1.`isanswered` AS `isanswered`, B0.`firstname` AS
`staff__firstname`, B0.`lastname` AS `staff__lastname`, B1.`name` AS `team__name`, (SELECT
COUNT(R0.`id`) AS `count` FROM `ost_thread` Q7 JOIN `ost_ticket` Q8 ON (Q7.`object_type` = 'T' AND
Q7.`object_id` = Q8.`ticket_id`) LEFT JOIN `ost_thread_collaborator` R0 ON (Q7.`id` = R0.`thread_id`)
WHERE Q8.`ticket_id` = A1.`ticket_id`) AS collab_count, (SELECT COUNT(R1.`id`) AS `count` FROM
`ost_thread` Q7 JOIN `ost_ticket` Q8 ON (Q7.`object_type` = 'T' AND Q7.`object_id` = Q8.`ticket_id`)
LEFT JOIN `ost_thread_entry` R0 ON (Q7.`id` = R0.`thread_id`) LEFT JOIN `ost_attachment` R1 ON
(R1.`type` = 'H' AND R0.`id` = R1.`object_id`) WHERE Q8.`ticket_id` = A1.`ticket_id` AND R1.`inline` =
0) AS attachment_count, (SELECT COUNT(R0.`id`) AS `count` FROM `ost_thread` Q7 JOIN `ost_ticket` Q8
ON (Q7.`object_type` = 'T' AND Q7.`object_id` = Q8.`ticket_id`) LEFT JOIN `ost_thread_entry` R0 ON
(Q7.`id` = R0.`thread_id`) WHERE Q8.`ticket_id` = A1.`ticket_id` AND NOT R0.`flags` & 4 != 0) AS
thread_count FROM `ost_ticket` A1 LEFT JOIN `ost_ticket__cdata` A2 ON (A1.`ticket_id` = A2.`ticket_id`)
LEFT JOIN `ost_ticket_priority` A3 ON (A2.`priority` = A3.`priority_id`) LEFT JOIN `ost_lock` A4 ON
(A1.`lock_id` = A4.`lock_id` AND A4.`expire` > NOW()) JOIN `ost_user` A5 ON (A1.`user_id` = A5.`id`)
LEFT JOIN `ost_user_email` A6 ON (A5.`default_email_id` = A6.`id`) JOIN `ost_ticket_status` A7 O
N (A1.`status_id` = A7.`id`) JOIN `ost_department` A8 ON (A1.`dept_id` = A8.`id`) LEFT JOIN `ost_staff`
B0 ON (A1.`staff_id` = B0.`staff_id`) LEFT JOIN `ost_team` B1 ON (A1.`team_id` = B1.`team_id`) WHERE
A1.`ticket_id` IN (SELECT A1.`ticket_id` FROM `ost_ticket` A1 JOIN `ost_ticket_status` A2 ON
(A1.`status_id` = A2.`id`) WHERE A1.`isanswered` = 0 AND A2.`state` = 'open' AND ((A2.`state` = 'open'
AND A1.`staff_id` = 1) OR A1.`dept_id` IN ('1')))) GROUP BY A4.`staff_id`, A1.`staff_id`, A1.`isoverdue`,
A1.`team_id`, A1.`ticket_id`, A1.`number`, A2.`subject`, A6.`address`, A1.`source`, A3.`priority_color`,
A3.`priority_desc`, A1.`status_id`, A7.`name`, A7.`state`, A1.`dept_id`, A8.`name`, A5.`name`,
A1.`lastupdate`, A1.`isanswered`, B0.`firstname`, B0.`lastname`, B1.`name` ORDER BY
A3.`priority_urgency` ASC, A1.`lastupdate` DESC]
```

Unknown column 'A2.subject' in 'field list'

---- Regular ----

#0 (raíz)/include/mysqli.php(204): osTicket->logDBError('DB Error #1054', '[SELECT A4.`sta...')

#1 (raíz)/include/class.orm.php(3133): db_query('SELECT A4.`staf...', true, true)

#2 (raíz)/include/class.orm.php(3180): MySqlExecutor->execute()

#3 (raíz)/include/class.orm.php(1865): MySqlExecutor->getArray()

#4 (raíz)/include/class.orm.php(1815): HashArrayIterator->{closure}()

#5 (raíz)/include/class.orm.php(1794): CallbackSimpleIterator->next()

#6 (raíz)/include/class.orm.php(1803): CallbackSimpleIterator->rewind()

#7 (raíz)/include/class.orm.php(1463): CallbackSimpleIterator->valid()

#8 (raíz)/include/class.orm.php(1480): CachedResultSet->fillTo(9223372036854775807)

#9 (raíz)/include/class.orm.php(1489): CachedResultSet->asArray()

#10 (raíz)/include/staff/tickets.inc.php(506): CachedResultSet->getIterator()

#11 (raíz)/scp/tickets.php(492): require_once('/var/www/html/S...')

#12 (raíz)/scp/index.php(17): require('/var/www/html/S...')

#13 {main}

<http://192.168.56.105/Soporte>

-----Mensaje original 2 -----

De: noreply@champagnat.edu.pe [<mailto:noreply@champagnat.edu.pe>]

Enviado el: jueves, 15 de junio de 2017 01:20 p.m.

Para: rvera@champagnat.edu.pe

Asunto: DB Error #1054

```
[SELECT A4.`staff_id` AS `lock__staff_id`, A1.`staff_id` AS `staff_id`, A1.`isoverdue` AS `isoverdue`,
A1.`team_id` AS `team_id`, A1.`ticket_id` AS `ticket_id`, A1.`number` AS `number`, A2.`subject` AS
`cdata__subject`, A6.`address` AS `user__default_email__address`, A1.`source` AS `source`,
A3.`priority_color` AS `cdata__:priority__priority_color`, A3.`priority_desc` AS
`cdata__:priority__priority_desc`, A1.`status_id` AS `status_id`, A7.`name` AS `status__name`, A7.`state`
AS `status__state`, A1.`dept_id` AS `dept_id`, A8.`name` AS `dept__name`, A5.`name` AS
`user__name`, A1.`lastupdate` AS `lastupdate`, A1.`isanswered` AS `isanswered`, B0.`firstname` AS
`staff__firstname`, B0.`lastname` AS `staff__lastname`, B1.`name` AS `team__name`, (SELECT
COUNT(R0.`id`) AS `count` FROM `ost_thread` Q7 JOIN `ost_ticket` Q8 ON (Q7.`object_type` = 'T' AND
Q7.`object_id` = Q8.`ticket_id`) LEFT JOIN `ost_thread_collaborator` R0 ON (Q7.`id` = R0.`thread_id`)
WHERE Q8.`ticket_id` = A1.`ticket_id`) AS collab_count, (SELECT COUNT(R1.`id`) AS `count` FROM
`ost_thread` Q7 JOIN `ost_ticket` Q8 ON (Q7.`object_type` = 'T' AND Q7.`object_id` = Q8.`ticket_id`)
LEFT JOIN `ost_thread_entry` R0 ON (Q7.`id` = R0.`thread_id`) LEFT JOIN `ost_attachment` R1 ON
(R1.`type` = 'H' AND R0.`id` = R1.`object_id`) WHERE Q8.`ticket_id` = A1.`ticket_id` AND R1.`inline` =
0) AS attachment_count, (SELECT COUNT(R0.`id`) AS `count` FROM `ost_thread` Q7 JOIN `ost_ticket` Q8
ON (Q7.`object_type` = 'T' AND Q7.`object_id` = Q8.`ticket_id`) LEFT JOIN `ost_thread_entry` R0 ON
(Q7.`id` = R0.`thread_id`) WHERE Q8.`ticket_id` = A1.`ticket_id` AND NOT R0.`flags` & 4 != 0) AS
thread_count FROM `ost_ticket` A1 LEFT JOIN `ost_ticket_cdata` A2 ON (A1.`ticket_id` = A2.`ticket_id`)
LEFT JOIN `ost_ticket_priority` A3 ON (A2.`priority` = A3.`priority_id`) LEFT JOIN `ost_lock` A4 ON
(A1.`lock_id` = A4.`lock_id` AND A4.`expire` > NOW()) JOIN `ost_user` A5 ON (A1.`user_id` = A5.`id`)
LEFT JOIN `ost_user_email` A6 ON (A5.`default_email_id` = A6.`id`) JOIN `ost_ticket_status` A7 O
N (A1.`status_id` = A7.`id`) JOIN `ost_department` A8 ON (A1.`dept_id` = A8.`id`) LEFT JOIN `ost_staff`
B0 ON (A1.`staff_id` = B0.`staff_id`) LEFT JOIN `ost_team` B1 ON (A1.`team_id` = B1.`team_id`) WHERE
A1.`ticket_id` IN (SELECT A1.`ticket_id` FROM `ost_ticket` A1 JOIN `ost_ticket_status` A2 ON
(A1.`status_id` = A2.`id`) WHERE A1.`isanswered` = 0 AND A2.`state` = 'open' AND ((A2.`state` = 'open'
AND A1.`staff_id` = 1) OR A1.`dept_id` IN ('1')))) GROUP BY A4.`staff_id`, A1.`staff_id`, A1.`isoverdue`,
A1.`team_id`, A1.`ticket_id`, A1.`number`, A2.`subject`, A6.`address`, A1.`source`, A3.`priority_color`,
A3.`priority_desc`, A1.`status_id`, A7.`name`, A7.`state`, A1.`dept_id`, A8.`name`, A5.`name`,
A1.`lastupdate`, A1.`isanswered`, B0.`firstname`, B0.`lastname`, B1.`name` ORDER BY
A3.`priority_urgency` ASC, A1.`lastupdate` DESC]
```

Unknown column 'A2.subject' in 'field list'

---- Regular ----

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#12 {main}

<http://192.168.56.105/Soporte>