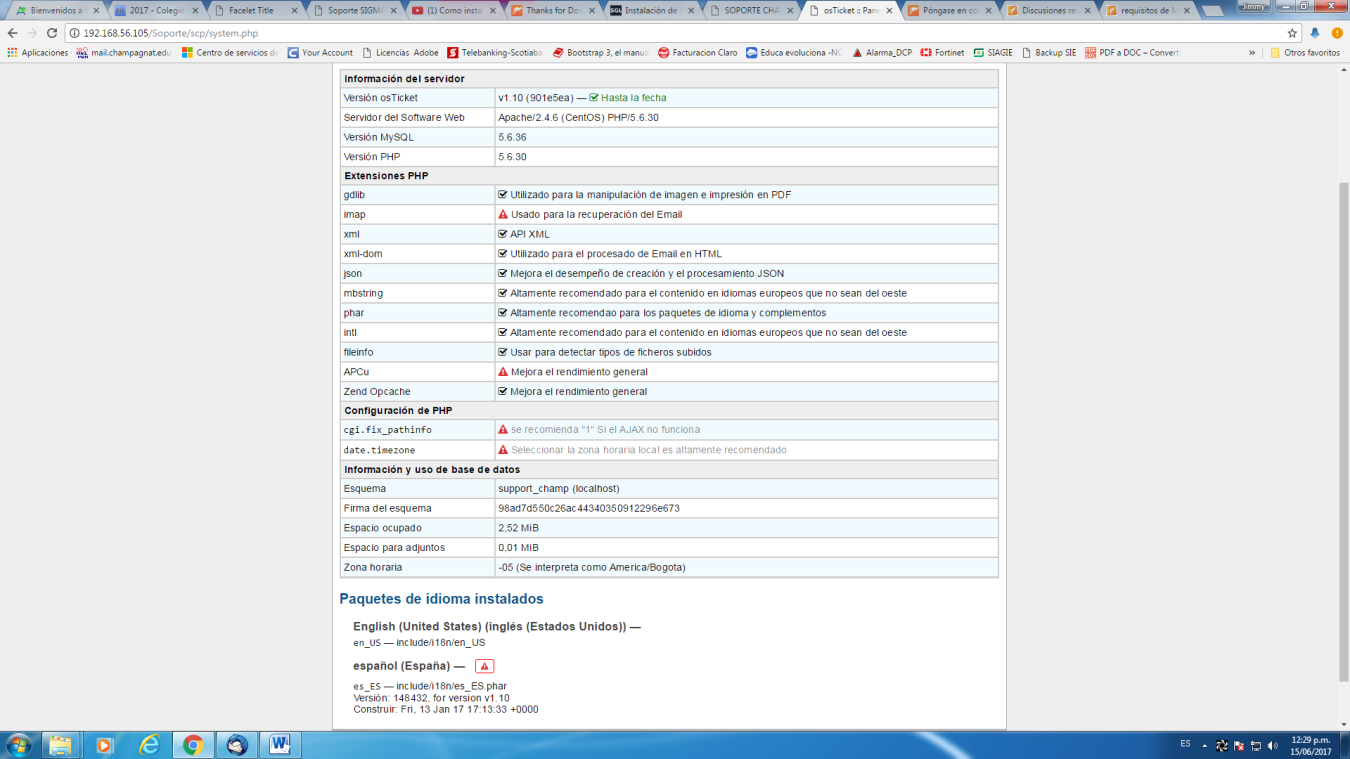
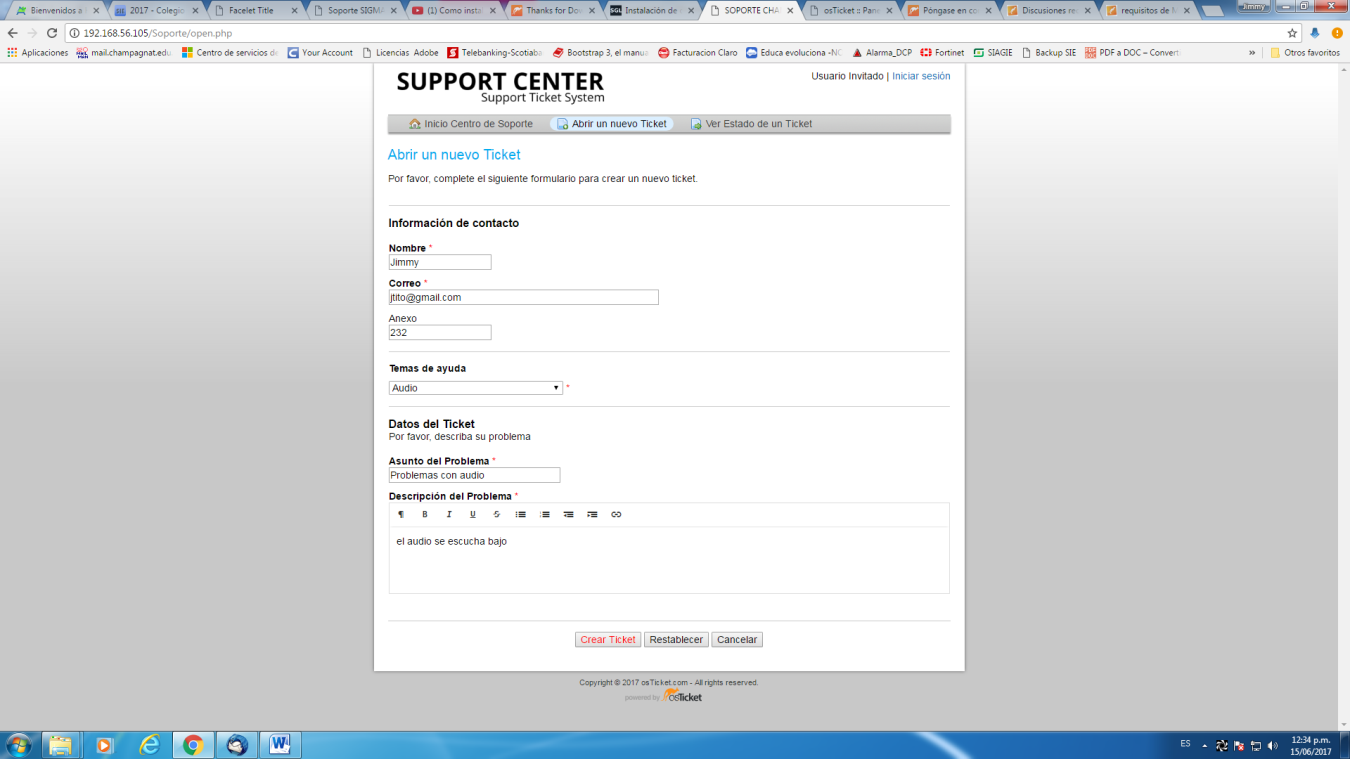
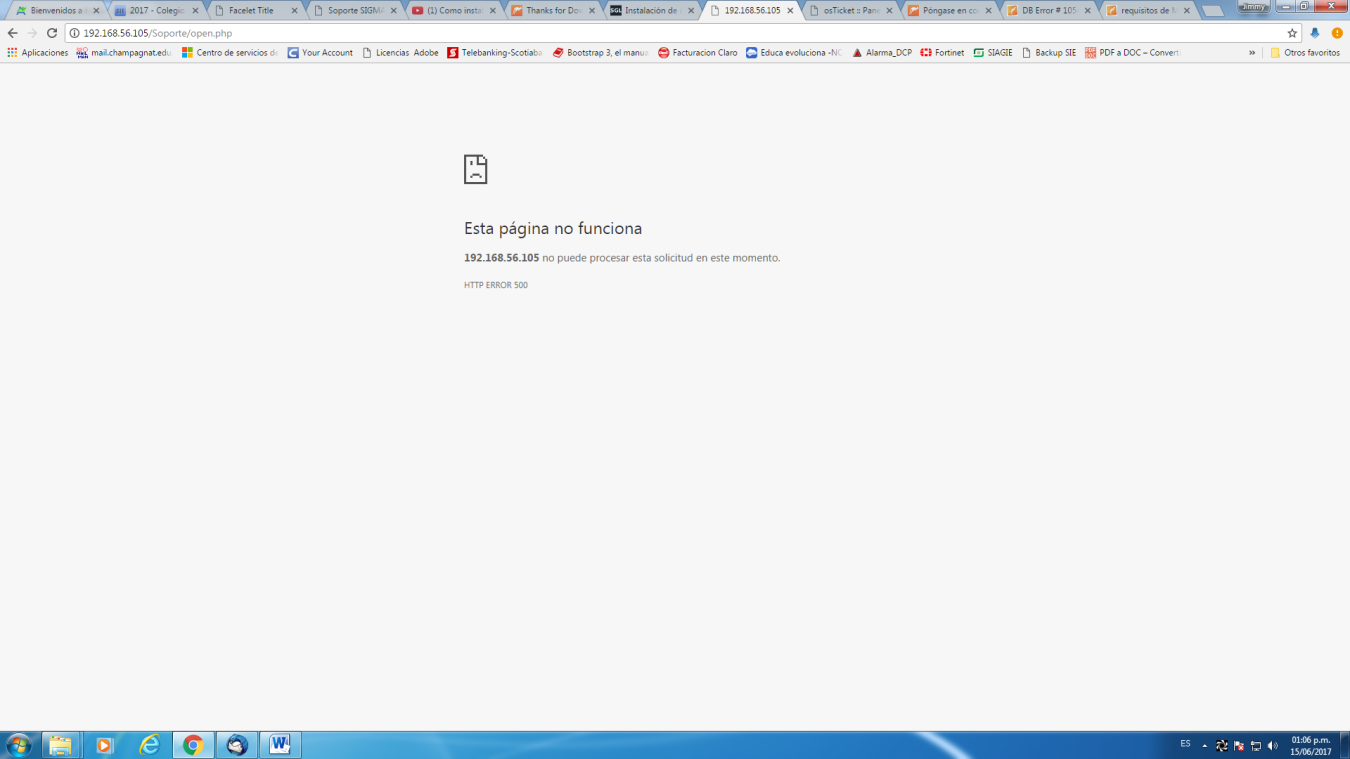
1. Configuración



1. Ingreso de datos al formulario



1. Pantalla de error cuando se envía ticket



1. 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'<br />

<br />

---- Recular ----<br />

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

#1 (raíz)/include/class.orm.php(3133): db\_query('SELECT A4.`staf...', true, true)<br />

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

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

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

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

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

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

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

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

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

#11 (raíz)/scp/tickets.php(492): require\_once('/var/www/html/S...')<br />

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

#13 {main}

<http://192.168.56.105/Soporte>

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

De: [noreply@champagnat.edu.pe](mailto: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](mailto: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'<br />

<br />

---- Recular ----<br />

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

#1 (raíz)/include/class.orm.php(3133): db\_query('SELECT A4.`staf...', true, true)<br />

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#11 (raíz)/scp/tickets.php(492): require\_once('/var/www/html/S...')<br />

#12 {main}

<http://192.168.56.105/Soporte>