

```
[SELECT T1.dept_name,
      FORMAT(AVG(DATEDIFF(T2.closed, T2.created)),1) AS ServiceTime
FROM ost_department T1
  LEFT JOIN ost_ticket T2 ON (T2.dept_id=T1.dept_id)
  LEFT JOIN ost_staff S1 ON (S1.staff_id=T2.staff_id)
WHERE T1.dept_id IN (1) AND T2.closed BETWEEN FROM_UNIXTIME() AND
FROM_UNIXTIME(1389748881)
GROUP BY T1.dept_id
ORDER BY T1.dept_name]
```

Incorrect parameter count in the call to native function 'FROM_UNIXTIME'

---- Backtrace ----


```
#0 (root)/include/mysqli.php(126): osTicket->logDBError('DB Error #1582', '[SELECT T1.dept...']<br />
#1 (root)/include/ajax.reports.php(136): db_query('SELECT T1.dept_...')<br />
#2 (root)/include/ajax.reports.php(162): OverviewReportAjaxAPI->getData()<br />
#3 [internal function]: OverviewReportAjaxAPI->getTabularData()<br />
#4 (root)/include/class.dispatcher.php(140): call_user_func_array(Array, Array)<br />
#5 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('table', Array)<br />
#6 (root)/include/class.dispatcher.php(118): Dispatcher->resolve('table', Array)<br />
#7 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('/report/overvie...', NULL)<br />
#8 (root)/scp/ajax.php(99): Dispatcher->resolve('/report/overvie...')<br />
#9 {main}
```

```
[SELECT T1.dept_name,
      COUNT(*)-COUNT(NULLIF(A1.state, "created")) AS Opened,
      COUNT(*)-COUNT(NULLIF(A1.state, "assigned")) AS Assigned,
      COUNT(*)-COUNT(NULLIF(A1.state, "overdue")) AS Overdue,
      COUNT(*)-COUNT(NULLIF(A1.state, "closed")) AS Closed,
      COUNT(*)-COUNT(NULLIF(A1.state, "reopened")) AS Reopened
FROM ost_department T1
  LEFT JOIN ost_ticket_event A1
    ON (A1.dept_id=T1.dept_id
      AND NOT annulled
      AND (A1.timestamp BETWEEN FROM_UNIXTIME() AND
FROM_UNIXTIME(1389748881)))
  LEFT JOIN ost_staff S1 ON (S1.staff_id=A1.staff_id)
WHERE T1.dept_id IN (1)
GROUP BY T1.dept_id
ORDER BY T1.dept_name]
```

Incorrect parameter count in the call to native function 'FROM_UNIXTIME'


```
---- Backtrace ----<br />
#0 (root)/include/mysqli.php(126): osTicket->logDBError('DB Error #1582', '[SELECT T1.dept...']<br />
#1 (root)/include/ajax.reports.php(136): db_query('SELECT T1.dept_...')<br />
#2 (root)/include/ajax.reports.php(162): OverviewReportAjaxAPI->getData()<br />
#3 [internal function]: OverviewReportAjaxAPI->getTabularData()<br />
#4 (root)/include/class.dispatcher.php(140): call_user_func_array(Array, Array)<br />
#5 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('table', Array)<br />
#6 (root)/include/class.dispatcher.php(118): Dispatcher->resolve('table', Array)<br />
#7 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('/report/overvie...', NULL)<br />
#8 (root)/scp/ajax.php(99): Dispatcher->resolve('/report/overvie...')<br />
#9 {main}
```

```
[SELECT T1.dept_name,
      FORMAT(AVG(DATEDIFF(B2.created, B1.created)),1) AS ResponseTime
FROM ost_department T1
  LEFT JOIN ost_ticket T2 ON (T2.dept_id=T1.dept_id)
  LEFT JOIN ost_ticket_thread B2 ON (B2.ticket_id = T2.ticket_id
    AND B2.thread_type="R")
  LEFT JOIN ost_ticket_thread B1 ON (B2.pid = B1.id)
  LEFT JOIN ost_staff S1 ON (S1.staff_id=B2.staff_id)
WHERE T1.dept_id IN (1) AND B1.created BETWEEN FROM_UNIXTIME() AND
FROM_UNIXTIME(1389748881)
GROUP BY T1.dept_id
ORDER BY T1.dept_name]
```

Incorrect parameter count in the call to native function 'FROM_UNIXTIME'


```
---- Backtrace ----<br />
#0 (root)/include/mysqli.php(126): osTicket->logDBError('DB Error #1582', '[SELECT T1.dept...']<br />
#1 (root)/include/ajax.reports.php(136): db_query('SELECT T1.dept_...')<br />
#2 (root)/include/ajax.reports.php(162): OverviewReportAjaxAPI->getData()<br />
#3 [internal function]: OverviewReportAjaxAPI->getTabularData()<br />
#4 (root)/include/class.dispatcher.php(140): call_user_func_array(Array, Array)<br />
#5 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('table', Array)<br />
#6 (root)/include/class.dispatcher.php(118): Dispatcher->resolve('table', Array)<br />
#7 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('/report/overvie...', NULL)<br />
#8 (root)/scp/ajax.php(99): Dispatcher->resolve('/report/overvie...')<br />
#9 {main}
```

```
[SELECT CONCAT_WS(' / ',(SELECT P.topic FROM ost_help_topic P WHERE P.topic_id =
T1.topic_pid),T1.topic) as name ,
    FORMAT(AVG(DATEDIFF(B2.created, B1.created)),1) AS ResponseTime
FROM ost_help_topic T1
    LEFT JOIN ost_ticket T2 ON (T2.topic_id=T1.topic_id)
    LEFT JOIN ost_ticket_thread B2 ON (B2.ticket_id = T2.ticket_id
        AND B2.thread_type="R")
    LEFT JOIN ost_ticket_thread B1 ON (B2.pid = B1.id)
    LEFT JOIN ost_staff S1 ON (S1.staff_id=B2.staff_id)
WHERE 1 AND B1.created BETWEEN FROM_UNIXTIME() AND FROM_UNIXTIME(1389748886)
GROUP BY T1.topic_id
ORDER BY name]
```

Incorrect parameter count in the call to native function 'FROM_UNIXTIME'

---- Backtrace ----

#0 (root)/include/mysqli.php(126): osTicket->logDBError('DB Error #1582', '[SELECT CONCAT_...']

#1 (root)/include/ajax.reports.php(136): db_query('SELECT CONCAT_W...')

#2 (root)/include/ajax.reports.php(162): OverviewReportAjaxAPI->getData()

#3 [internal function]: OverviewReportAjaxAPI->getTabularData()

#4 (root)/include/class.dispatcher.php(140): call_user_func_array(Array, Array)

#5 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('table', Array)

#6 (root)/include/class.dispatcher.php(118): Dispatcher->resolve('table', Array)

#7 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('/report/overvie...', NULL)

#8 (root)/scp/ajax.php(99): Dispatcher->resolve('/report/overvie...')

#9 {main}

```
[SELECT CONCAT_WS(' / ',(SELECT P.topic FROM ost_help_topic P WHERE P.topic_id =
T1.topic_pid),T1.topic) as name ,
    COUNT(*)-COUNT(NULLIF(A1.state, "created")) AS Opened,
    COUNT(*)-COUNT(NULLIF(A1.state, "assigned")) AS Assigned,
    COUNT(*)-COUNT(NULLIF(A1.state, "overdue")) AS Overdue,
    COUNT(*)-COUNT(NULLIF(A1.state, "closed")) AS Closed,
    COUNT(*)-COUNT(NULLIF(A1.state, "reopened")) AS Reopened
FROM ost_help_topic T1
    LEFT JOIN ost_ticket_event A1
        ON (A1.topic_id=T1.topic_id
            AND NOT annulled
            AND (A1.timestamp BETWEEN FROM_UNIXTIME() AND
FROM_UNIXTIME(1389748886)))
    LEFT JOIN ost_staff S1 ON (S1.staff_id=A1.staff_id)
```

```
WHERE 1
GROUP BY T1.topic_id
ORDER BY name]
```

Incorrect parameter count in the call to native function 'FROM_UNIXTIME'

---- Backtrace ----


```
#0 (root)/include/mysqli.php(126): osTicket->logDBError('DB Error #1582', '[SELECT CONCAT_...']<br />
#1 (root)/include/ajax.reports.php(136): db_query('SELECT CONCAT_W...')<br />
#2 (root)/include/ajax.reports.php(162): OverviewReportAjaxAPI->getData()<br />
#3 [internal function]: OverviewReportAjaxAPI->getTabularData()<br />
#4 (root)/include/class.dispatcher.php(140): call_user_func_array(Array, Array)<br />
#5 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('table', Array)<br />
#6 (root)/include/class.dispatcher.php(118): Dispatcher->resolve('table', Array)<br />
#7 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('/report/overvie...', NULL)<br />
#8 (root)/scp/ajax.php(99): Dispatcher->resolve('/report/overvie...')<br />
#9 {main}
```

```
[SELECT CONCAT_WS(' / ',(SELECT P.topic FROM ost_help_topic P WHERE P.topic_id =
T1.topic_pid),T1.topic) as name ,
      FORMAT(AVG(DATEDIFF(T2.closed, T2.created)),1) AS ServiceTime
FROM ost_help_topic T1
      LEFT JOIN ost_ticket T2 ON (T2.topic_id=T1.topic_id)
      LEFT JOIN ost_staff S1 ON (S1.staff_id=T2.staff_id)
WHERE 1 AND T2.closed BETWEEN FROM_UNIXTIME() AND FROM_UNIXTIME(1389748886)
GROUP BY T1.topic_id
ORDER BY name]
```

Incorrect parameter count in the call to native function 'FROM_UNIXTIME'

---- Backtrace ----


```
#0 (root)/include/mysqli.php(126): osTicket->logDBError('DB Error #1582', '[SELECT CONCAT_...']<br />
#1 (root)/include/ajax.reports.php(136): db_query('SELECT CONCAT_W...')<br />
#2 (root)/include/ajax.reports.php(162): OverviewReportAjaxAPI->getData()<br />
#3 [internal function]: OverviewReportAjaxAPI->getTabularData()<br />
#4 (root)/include/class.dispatcher.php(140): call_user_func_array(Array, Array)<br />
#5 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('table', Array)<br />
#6 (root)/include/class.dispatcher.php(118): Dispatcher->resolve('table', Array)<br />
#7 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('/report/overvie...', NULL)<br />
#8 (root)/scp/ajax.php(99): Dispatcher->resolve('/report/overvie...')<br />
#9 {main}
```

```
[SELECT T1.dept_name,
        FORMAT(AVG(DATEDIFF(T2.closed, T2.created)),1) AS ServiceTime
FROM ost_department T1
    LEFT JOIN ost_ticket T2 ON (T2.dept_id=T1.dept_id)
    LEFT JOIN ost_staff S1 ON (S1.staff_id=T2.staff_id)
WHERE T1.dept_id IN (1) AND T2.closed BETWEEN FROM_UNIXTIME() AND
FROM_UNIXTIME(1389748887)
GROUP BY T1.dept_id
ORDER BY T1.dept_name]
```

Incorrect parameter count in the call to native function 'FROM_UNIXTIME'

---- Backtrace ----


```
#0 (root)/include/mysqli.php(126): osTicket->logDBError('DB Error #1582', '[SELECT T1.dept...']<br />
#1 (root)/include/ajax.reports.php(136): db_query('SELECT T1.dept_...')<br />
#2 (root)/include/ajax.reports.php(162): OverviewReportAjaxAPI->getData()<br />
#3 [internal function]: OverviewReportAjaxAPI->getTabularData()<br />
#4 (root)/include/class.dispatcher.php(140): call_user_func_array(Array, Array)<br />
#5 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('table', Array)<br />
#6 (root)/include/class.dispatcher.php(118): Dispatcher->resolve('table', Array)<br />
#7 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('/report/overvie...', NULL)<br />
#8 (root)/scp/ajax.php(99): Dispatcher->resolve('/report/overvie...')<br />
#9 {main}
```

```
[SELECT T1.dept_name,
        COUNT(*)-COUNT(NULLIF(A1.state, "created")) AS Opened,
        COUNT(*)-COUNT(NULLIF(A1.state, "assigned")) AS Assigned,
        COUNT(*)-COUNT(NULLIF(A1.state, "overdue")) AS Overdue,
        COUNT(*)-COUNT(NULLIF(A1.state, "closed")) AS Closed,
        COUNT(*)-COUNT(NULLIF(A1.state, "reopened")) AS Reopened
FROM ost_department T1
    LEFT JOIN ost_ticket_event A1
        ON (A1.dept_id=T1.dept_id
            AND NOT annulled
            AND (A1.timestamp BETWEEN FROM_UNIXTIME() AND
FROM_UNIXTIME(1389748887)))
    LEFT JOIN ost_staff S1 ON (S1.staff_id=A1.staff_id)
WHERE T1.dept_id IN (1)
GROUP BY T1.dept_id
ORDER BY T1.dept_name]
```

Incorrect parameter count in the call to native function 'FROM_UNIXTIME'

---- Backtrace ----


```
#0 (root)/include/mysqli.php(126): osTicket->logDBError('DB Error #1582', '[SELECT T1.dept...']<br />
#1 (root)/include/ajax.reports.php(136): db_query('SELECT T1.dept_...')<br />
#2 (root)/include/ajax.reports.php(162): OverviewReportAjaxAPI->getData()<br />
#3 [internal function]: OverviewReportAjaxAPI->getTabularData()<br />
#4 (root)/include/class.dispatcher.php(140): call_user_func_array(Array, Array)<br />
#5 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('table', Array)<br />
#6 (root)/include/class.dispatcher.php(118): Dispatcher->resolve('table', Array)<br />
#7 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('/report/overvie...', NULL)<br />
#8 (root)/scp/ajax.php(99): Dispatcher->resolve('/report/overvie...')<br />
#9 {main}
```

```
[SELECT CONCAT_WS(' / ',(SELECT P.topic FROM ost_help_topic P WHERE P.topic_id =
T1.topic_pid),T1.topic) as name ,
        FORMAT(AVG(DATEDIFF(T2.closed, T2.created)),1) AS ServiceTime
FROM ost_help_topic T1
LEFT JOIN ost_ticket T2 ON (T2.topic_id=T1.topic_id)
LEFT JOIN ost_staff S1 ON (S1.staff_id=T2.staff_id)
WHERE 1 AND T2.closed BETWEEN FROM_UNIXTIME() AND FROM_UNIXTIME(1389748949)
GROUP BY T1.topic_id
ORDER BY name]
```

Incorrect parameter count in the call to native function 'FROM_UNIXTIME'

---- Backtrace ----


```
#0 (root)/include/mysqli.php(126): osTicket->logDBError('DB Error #1582', '[SELECT CONCAT_...']<br />
#1 (root)/include/ajax.reports.php(136): db_query('SELECT CONCAT_W...')<br />
#2 (root)/include/ajax.reports.php(162): OverviewReportAjaxAPI->getData()<br />
#3 [internal function]: OverviewReportAjaxAPI->getTabularData()<br />
#4 (root)/include/class.dispatcher.php(140): call_user_func_array(Array, Array)<br />
#5 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('table', Array)<br />
#6 (root)/include/class.dispatcher.php(118): Dispatcher->resolve('table', Array)<br />
#7 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('/report/overvie...', NULL)<br />
#8 (root)/scp/ajax.php(99): Dispatcher->resolve('/report/overvie...')<br />
#9 {main}
```

```
[SELECT CONCAT_WS(' / ',(SELECT P.topic FROM ost_help_topic P WHERE P.topic_id =
T1.topic_pid),T1.topic) as name ,
    FORMAT(AVG(DATEDIFF(B2.created, B1.created)),1) AS ResponseTime
FROM ost_help_topic T1
    LEFT JOIN ost_ticket T2 ON (T2.topic_id=T1.topic_id)
    LEFT JOIN ost_ticket_thread B2 ON (B2.ticket_id = T2.ticket_id
        AND B2.thread_type="R")
    LEFT JOIN ost_ticket_thread B1 ON (B2.pid = B1.id)
    LEFT JOIN ost_staff S1 ON (S1.staff_id=B2.staff_id)
WHERE 1 AND B1.created BETWEEN FROM_UNIXTIME() AND FROM_UNIXTIME(1389748949)
GROUP BY T1.topic_id
ORDER BY name]
```

Incorrect parameter count in the call to native function 'FROM_UNIXTIME'

---- Backtrace ----

#0 (root)/include/mysqli.php(126): osTicket->logDBError('DB Error #1582', '[SELECT CONCAT_...']

#1 (root)/include/ajax.reports.php(136): db_query('SELECT CONCAT_W...')

#2 (root)/include/ajax.reports.php(162): OverviewReportAjaxAPI->getData()

#3 [internal function]: OverviewReportAjaxAPI->getTabularData()

#4 (root)/include/class.dispatcher.php(140): call_user_func_array(Array, Array)

#5 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('table', Array)

#6 (root)/include/class.dispatcher.php(118): Dispatcher->resolve('table', Array)

#7 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('/report/overvie...', NULL)

#8 (root)/scp/ajax.php(99): Dispatcher->resolve('/report/overvie...')

#9 {main}

```
[SELECT CONCAT_WS(' / ',(SELECT P.topic FROM ost_help_topic P WHERE P.topic_id =
T1.topic_pid),T1.topic) as name ,
    COUNT(*)-COUNT(NULLIF(A1.state, "created")) AS Opened,
    COUNT(*)-COUNT(NULLIF(A1.state, "assigned")) AS Assigned,
    COUNT(*)-COUNT(NULLIF(A1.state, "overdue")) AS Overdue,
    COUNT(*)-COUNT(NULLIF(A1.state, "closed")) AS Closed,
    COUNT(*)-COUNT(NULLIF(A1.state, "reopened")) AS Reopened
```

```

FROM ost_help_topic T1
  LEFT JOIN ost_ticket_event A1
    ON (A1.topic_id=T1.topic_id
        AND NOT annulled
        AND (A1.timestamp BETWEEN FROM_UNIXTIME() AND
FROM_UNIXTIME(1389748949)))
  LEFT JOIN ost_staff S1 ON (S1.staff_id=A1.staff_id)
WHERE 1
GROUP BY T1.topic_id
ORDER BY name]

```

Incorrect parameter count in the call to native function 'FROM_UNIXTIME'

---- Backtrace ----


```

#0 (root)/include/mysqli.php(126): osTicket->logDBError('DB Error #1582', '[SELECT CONCAT_...']<br />
/>
#1 (root)/include/ajax.reports.php(136): db_query('SELECT CONCAT_W...')<br />
#2 (root)/include/ajax.reports.php(162): OverviewReportAjaxAPI->getData()<br />
#3 [internal function]: OverviewReportAjaxAPI->getTabularData()<br />
#4 (root)/include/class.dispatcher.php(140): call_user_func_array(Array, Array)<br />
#5 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('table', Array)<br />
#6 (root)/include/class.dispatcher.php(118): Dispatcher->resolve('table', Array)<br />
#7 (root)/include/class.dispatcher.php(38): UrlMatcher->dispatch('/report/overvie...', NULL)<br />
#8 (root)/scp/ajax.php(99): Dispatcher->resolve('/report/overvie...')<br />
#9 {main}

```