

callcenter - Bug #2772

Impossible to add a ticket

04/22/2011 11:10 AM - valid

Status:	Resolved	Start date:	04/22/2011
Priority:	Normal	Due date:	
Assignee:	SphynXz	% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:	1.0 RC1		

Description

This sql error occurs in the logs

```
==> sql-errors.log <==
```

```
22-04-2011 11:09 [2@antares]
```

```
*** MySQL query error :
```

```
***
```

```
SQL: INSERT INTO `glpi_tickets`
```

```
(`entities_id`,`name`,`status`,`ticketcategories_id`,`users_id`,`content`,`priority`,`urgency`,`impact`,`users_id_recipient`,`requesttypes_id`,`g
```

```
ttypes_id`,`global_validation`,`date`,`groups_id`,`groups_id_assign`,`items_id`,`users_id_assign`,`suppliers_id_assign`,`itemtype`,`date_mo
```

```
e`,`date_mod`) VALUES ('7','test 2','new','21','3821','kjlj','Moyenne','3','3','2','1','none','2011-04-22
```

```
11:09:40\,0,0,0,0,\,'2011-04-22 11:09:40\)
```

```
Error: Incorrect integer value: 'Moyenne' for column 'priority' at row 1
```

```
Backtrace :
```

```
/home/walid/sources/svn-glp/0.78-bugfixes/inc/commondbtm.class.php&nbsp;:296 DBmysql->query()
```

```
/home/walid/sources/svn-glp/0.78-bugfixes/inc/commondbtm.class.php&nbsp;:586 CommonDBTM->addToDB()
```

```
/home/walid/sources/svn-glp/0.78-bugfixes/plugins/callcenter/ajax/plugin_callcenter.incomingForm.php&nbsp;:74
```

```
CommonDBTM->add()
```

```
/home/walid/sources/svn-glp/0.78-bugfixes/plugins/callcenter/ajax/plugin_callcenter.incomingForm.php
```

Associated revisions

Revision 9 - 04/26/2011 02:11 PM - SphynXz

-Changement de la dropdown Entité en une DropDown Treeview!

-Fixed #2770 : Ajout de l'entité racine dans les choix.

-Fixed #2772 : Bug sur l'ajout de la priorité : "Moyenne" était enregistré à la place de son Id (3)

History

#1 - 04/22/2011 11:12 AM - valid

- Target version set to 1.0 RC1

#2 - 04/26/2011 02:11 PM - SphynXz

- Status changed from New to Resolved

- % Done changed from 0 to 100

Applied in changeset r9.