

Behaviors - Bug #5568

solution message when editing ticket's task

10/01/2018 02:02 PM - orthagh

Status:	Closed	Start date:	10/01/2018
Priority:	Normal	Due date:	
Assignee:	yllen	% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:	2.1.2		

Description

When editing status of a ticket's task, i get the following message (in french):

"Description de la solution obligatoire pour résoudre/fermer un ticket"

And these logs:

```
[2018-10-01 13:59:24] glpiphplog.ERROR: Toolbox::userErrorHandlerNormal() in
/var/www/html/glpi/9.3-git/inc/toolbox.class.php line 657
*** PHP Notice(8): Undefined variable: soluce
Backtrace :
plugins/behaviors/inc/tickettask.class.php:93
inc/plugin.class.php:1271          PluginBehaviorsTicketTask::beforeUpdate()
inc/commondbtm.class.php:1323     Plugin::doHook()
front/commonitiltask.form.php:76  CommonDBTM->update()
front/tickettask.form.php:36     include()
{"user": "2@LU002"}
[2018-10-01 13:59:24] glpiphplog.ERROR: Toolbox::userErrorHandlerNormal() in
/var/www/html/glpi/9.3-git/inc/toolbox.class.php line 657
*** PHP Notice(8): Trying to get property 'fields' of non-object
Backtrace :
plugins/behaviors/inc/tickettask.class.php:93
inc/plugin.class.php:1271          PluginBehaviorsTicketTask::beforeUpdate()
inc/commondbtm.class.php:1323     Plugin::doHook()
front/commonitiltask.form.php:76  CommonDBTM->update()
front/tickettask.form.php:36     include()
{"user": "2@LU002", "mem_usage": "0.000", 10.30Mio}
[2018-10-01 13:59:24] glpiphplog.ERROR: Toolbox::userErrorHandlerNormal() in
/var/www/html/glpi/9.3-git/inc/toolbox.class.php line 657
*** PHP Notice(8): Undefined property: stdClass::$fields
Backtrace :
plugins/behaviors/inc/tickettask.class.php:94
inc/plugin.class.php:1271          PluginBehaviorsTicketTask::beforeUpdate()
inc/commondbtm.class.php:1323     Plugin::doHook()
front/commonitiltask.form.php:76  CommonDBTM->update()
front/tickettask.form.php:36     include()
{"user": "2@LU002", "mem_usage": "0.000", 10.30Mio}"
```

Checking the code of inc/tickettask.class.php, i'm not sure the following block (lines 91-> 98) should be here:

```
if ($config->getField('is_ticketsolution_mandatory')) {
...
}
```

```
}
```

Associated revisions

Revision 273 - 10/01/2018 03:32 PM - yllen

fix ticket task - fixed #5568

Revision 274 - 11/02/2018 11:20 AM - yllen

fix ticket task category - fixed #5568

Revision 275 - 11/02/2018 11:26 AM - yllen

update locales - see #5568

History

#1 - 10/01/2018 03:30 PM - yllen

- *Target version set to 2.1.2*

#2 - 10/01/2018 03:32 PM - yllen

- *Status changed from New to Resolved*

- *% Done changed from 0 to 100*

Applied in changeset r273.

#3 - 11/01/2018 11:01 AM - lufik

This fix changed only the error message to:

```
[2018-11-01 10:18:03] glpiphplog.ERROR: Toolbox::userErrorHandlerNormal() in /var/www/glpi/inc/toolbox.class.php line 657
*** PHP Notice(8): Undefined index: solutiontypes_id
Backtrace :
plugins/behaviors/inc/tickettask.class.php:94
inc/plugin.class.php:1271      PluginBehaviorsTicketTask::beforeUpdate()
inc/commondbtm.class.php:1291  Plugin::doHook()
ajax/timeline.php:67          CommonDBTM->update()
{"user":"26@localhost","mem_usage":"0.031\","2.64Mio"}
```

I agree with the reporter that whole if is weird in Ticket Task update. I see no correlation between updating Ticket Task and solving/closing whole Ticket.

#4 - 11/02/2018 11:20 AM - yllen

Applied in changeset r274.

#5 - 02/25/2019 02:02 PM - yllen

- *Status changed from Resolved to Closed*