

Bugs & Wish list

LiveSupport broken in 1.9.3 CVS | Tiki Wiki CMS Groupware :: Development

LiveSupport broken in 1.9.3 CVS

Status

Closed

Subject

LiveSupport broken in 1.9.3 CVS

Version

1.9.x

Category

- Error

Feature

Templates (Smarty)

Installer (profiles, upgrades and server-related issues)

Live support

Resolution status

Fixed or Solved

Submitted by

Fabián Rodríguez

Volunteered to solve

Fabián Rodríguez

Lastmod by

Beestje

Rating

(0)

Description

LiveSupport seems broken in 1.9.3 CVS.

I can activate it OK via Admin|Features.

When I click on the LiveSupport admin link, I get the admin, I add myself (a regular user) as operator. Then when I try to open a Client window, I get a new popup window with this error:

Warning: Smarty error: unable to read resource: "tiki-live_support_message.tpl" in
/usr/www/users/cafsu/networks/lib/smarty/libs/Smarty.class.php on line 1088

Solution

tiki-live_support_message.php is using the wrong template, tiki-live_support_message.tpl

@line 37 of tiki-live_support_message.php, change :
// Display the template
\$smarty->display("tiki-live_support_message.tpl");

to:

// Display the template
\$smarty->display("tiki-live_support_client.tpl");

Importance

9 high

Priority

45

Demonstrate Bug (Tiki 19+)

Please demonstrate your bug on show2.tiki.org

Version: trunk ▼

Demonstrate Bug (older Tiki versions)

Please demonstrate your bug on show.tikiwiki.org

Version: 18.x ▼

Ticket ID

537

Created

Tuesday 04 April, 2006 18:15:14 GMT-0000

by Unknown

LastModif

Monday 20 April, 2009 14:54:48 GMT-0000

Comments



Fabián Rodríguez 19 Apr 06 02:41 GMT-0000

Can someone please confirm this fix and incorporate it to the code in CVS ?



Marc Laporte 29 Jan 08 23:26 GMT-0000

But I don't use this feature...

Attachments

filename	created	hits	comment	version	filetype
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No attachments for this item

The original document is available at <https://dev.tiki.org/item537-LiveSupport-broken-in-1-9-3-CVS>