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My report has stopped working with an "Unknown column reference tickets.charges.comment" error ((Old

([Creating Reports \(Old\)](#) - [تعليقات \(.\)](#) - Ben Henley - 2019-04-01

:Question

My existing report about ticket time log & billing has recently stopped working with an error about "Unknown column reference tickets.charges.comment".

The following error occurred: Unknown column reference tickets.charges.comment

Run Report

Save & Run

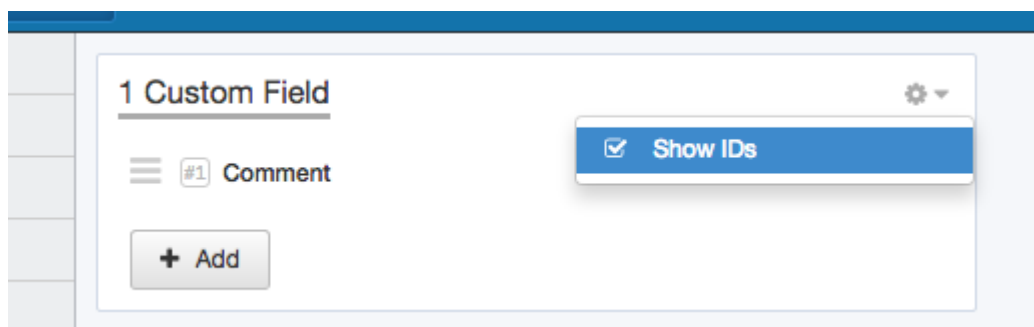
Save To Clone

:Answer

The variable to include a ticket report comment changed in [Deskpro #413](#) when it became possible to add custom fields to charges.

[Update your report, replacing **tickets.charges.comment** with **tickets.custom_data[1**

.If that doesn't work, check the ID of the comment field under **Tickets > Time Log & Billing > Fields**



.Replace the 1 in tickets.custom_data[1] with the number shown next to Comment