

## 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

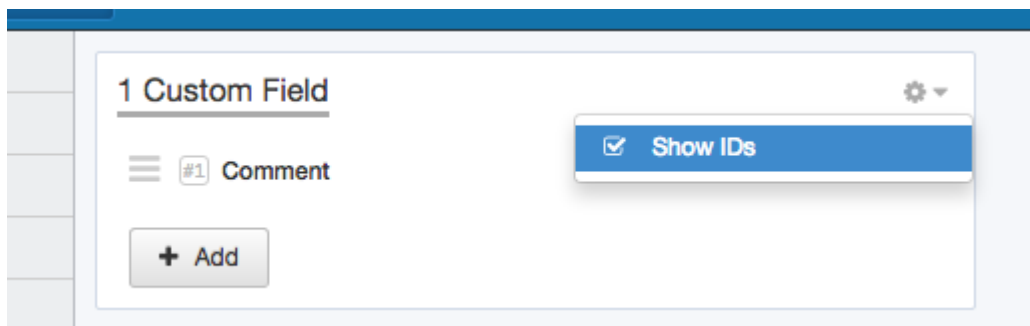
Save To Clone

### :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