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

(Ben Henley - 2019-04-01 - Comment (1) - Creating Reports (Old

:Question

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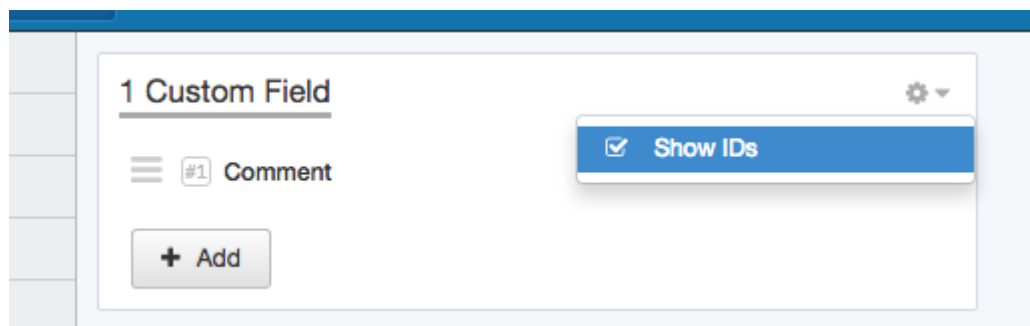

:Answer

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