

"The following error occurred: Unknown column reference tickets.date_closed"

Ben Henley - 2019-04-01 - Comments (0) - Creating Reports (Old)

Question:

I'm getting this error when I try to run a custom report:

The following error occurred: Unknown column reference tickets.date_closed

What's causing this?

Answer:

Earlier versions of Deskpro referred to **tickets.date_closed** to mean the date that a ticket was [archived](#). This was left over from previous terminology. In builds post-October 2014, you should use **tickets.date_archived**.

In addition, **tickets.status** will have value *'archived'* instead of *'closed'* for archived tickets.

Note that our upgrader will attempt to rewrite your custom queries to use the new values.