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

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## **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 <u>Deskpro #413</u> when it became possible to add custom fields to charges.

 $\label{thm:charges.comment} \mbox{ Update your report, replacing } \mbox{ tickets.charges.comment with } \mbox{ tickets.custom\_data[1]}.$ 

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.