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Ben Henley - 2019-04-01 - Comments (0) - 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".

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 <u>Deskpro #413</u> 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**.

1 Custom Field	Q ~
#1 Comment	Show IDs
+ Add	

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