

## "Please reference a specific column" error

Ben Henley - 2023-09-08 - Kommentarer (0) - Deskpro Legacy

### Question:

I'm getting an error message like this: "The following error occurred: tickets.person cannot be referenced directly. Please reference a specific column." What does this mean?

### Answer:

This happens when your query is referring to a table, instead of a particular column of values within that table.

In this case, you are doing a "FROM tickets" query. You can see in the [tickets table](#) that you can reference tickets.person; this is not a reference to a column in the tickets table (like, say, tickets.id), but a cross-reference to a table that stores columns of data about people. This is indicated because *Person* is in italics.

|                         |                                |
|-------------------------|--------------------------------|
| participants            | <i>Ticket Participant</i>      |
| person                  | <i>Person</i>                  |
| person_email            | <i>Person Email</i>            |
| person_email_validating | <i>Person Email Validating</i> |
| priority                | <i>Ticket Priority</i>         |

For the report to work, you need to look at the [Person table](#) and pick a column to [reference](#): for example, tickets.person.name.