Why am I receiving a 504 error when trying to download a ticket as a PDF?

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Question:

I'm trying to save a ticket to PDF using the Ticket Actions drop-down menu, but I'm getting a 504 timeout error. Why is this?

Answer:

This is a limitation of current PDF generator. Some tickets (i.e. long tickets, tickets with lots of attachments) may fail. The workaround is to use the Print function and then use your browsers Print to PDF function.

Taggar

504error