

Troubleshooting Support Ticket Email Replies from Guests

Symptom

After applying the 8.1.1 update, support ticket replies from guests by email are being held for manual import.

Cause

The template path comparison logic is deficient for non-standard file environments such as Windows IIS servers.

Workaround

Navigate to **Configuration > System Logs > Ticket Mail Import Log**.

Click the *Ignore & Import* button next to the message to be imported to a support ticket.

Solution

Please apply the 8.1.2 Maintenance Release via the **Utilities > Update WHMCS** page.

Hotfix

A hotfix has been created for 8.1.1 only to automatically import email replies from guests:

<https://whmcs.community/files/file/159-core-16265-guest-support-ticket-reply-email-importing/>