

## DeskPRO Build #105 Released

Release Announcements - (·) Christopher Padfield - Comments - 2012-08-22

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #105

:The following is an automatically generated list of changes in this release

- Tweak auto-linker to not match trailing parens •
- Fix sql error when fetching related tasks when you dont belong to any teams •
- 'Separate article suggestions in ticket settings •
- Add max-height and scrollbar to top searchbox •
- Periodically updateui on tabs to handle height changes post-load •
- Couple more fixes to handle agent validation after email validation •
- Fix require validation on users from gateway-submitted tickets •
- Fix incorrect form error when adding gapps gateway •
- Fix regex matching custom ref codes •
- Fix creating agent or agent team filters from admin •
- Fix typos •
- Fix agent reply from web interface clearing agent followers •
- 'Fix missing js phrase •
- Fix fields that arent enabled in the 'default' layout not showing up when agent views •  
ticket
- Fix docx mimetype not being read, fix unknown mimetypes from being saved as •  
file.txt
- Add a number of built-in DPQL reports and fix a few bugs that come up when adding •  
.them
- Fix the 'stop actions' trigger •
- fix misspelling of maintenance •
- Fix exception when submitting download with no cat •
- Fix notice when trying to fetch non-existent agent •
- Fix DbLoader sometimes not returning array •
- Reload when data registry is not defined •
- Use select boxes for kb article cats •
- :Simplify new gateway page a bit •
- Add in original ticket message as part of pending article •
- New ended chat filter for missed chats (those that ended unassigned), add grouping •  
var for total time a chat was opened

- Add keyboard nav to snippets
- Ability for Popover to open to the bottom, snippet viewer opens to bottom
- Turn message types in ticketview into menu
- Fix notes being called messages in notifications
- Prevent removing copyright line
- Support for a draggable left column in the reports. The drag width is maintained .across pages in a cookie
- Add two-level select widget for departments/categories in userland newticket
- Report builder printing (via css media that hides everything non-essential) and .improved CSS compatibility
- Fix labels input box being too short
- Show flag icon in ticket list
- Fix bugs with inline email edit form, dont allow empty email
- Show user icons in ticket list, add chats list
- Show edit icon when hovering position in org
- Improved value formatting for numbers, along with explicit use of the FORMAT() function. The PERCENT() function can also take an argument to control decimal .output as well
- Add direct link to settings tab from user menu
- Fix null slug
- Enable notifications on new agent accounts
- Handle 404 when trying to run bad filter
- Show linked tasks on tickets
- .Support for CSV rendering of DPQL reports
- Add icons for notify rows
- Open notification area off by 1 pixel
- Fix new chats not showing up in notifications area, change favicon animation a bit when new chat waiting
- Catch autoreplies
- Fix error messages not clearing failed label
- Fadeaway on publish titles in agent interface
- Move around open in window/min tabs, cancel button
- Show counts of categories
- Better overlay loading page for article suggestions from newticket
- Full-height email source textarea in detail popup, add tab to view process log for an email
- Reduce text size and padding of table view
- Fix background going weird when activating different display options in list view
- Fix {{names}} in gateway account criteria description
- Delete permissions when deleting agents
- Increase width of massactions other properties rows

- Fix blank options in massaction •
- Fix plain select boxes being revealed sometimes when switching between departments with custom field layouts •
- Fix getting department names with specific ids •
- Add support for value formatting in DPQL, both automatically detected and the start of configurable formatting via the FORMAT() function •
- .Store report collapse state in a cookie so it's saved •
- typo: spell receive correctly •
- Enforce ug permissions on published content •
- Fix the From name being lost when a different transport is used via trigger •
- Fix a couple html phrases •
- Replace outlook smilies with UTF8 smilie •
- Fix cloud cron run wrong timeout compare •

If you are using the cloud version of DeskPRO, your account will have already been updated or will be updated within the next 24-48 hours

If you are using DeskPRO download, you can update your installation from the admin interface