

## DeskPRO Build #163 Released

Release Announcements - (·) Christopher Padfield - Comments - 2012-10-30

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #163

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

- Fix fadeaway on feedback titles
- Fix redactor toolbar image paths when compiled
- Bunch of small changes to improve cleanup of objects and detached DOM nodes
- when tabs are closed, improve JS scroll updates to reduce number of closures and removes unneeded calls
- Fix label 'not in' type search criteria
- .Allow contact data to be set via the API
- Change API searches to not be cached unless you specifically request an old search
- .using the cache\_id parameter
- Allow the publishing date of a news item to be set when updating the news (as well
- .(as creating
- Fix permissions of child categories in publish
- Show error message when session times out. Shouldnt happen because each request
- .keeps session alive, but can happen if resuming from sleep
- Fix reply submit event not executing if you dont have merge permissions
- Fix possible warning when select2 destroyed before menu closed
- Fix missing continue statement that prevented matcehd helpdesk address from
- being added as cc
- .Ensure ticket messages in emails are sent in RTL if necessary
- .Ensure that all RTE buttons can be enabled and that RTE tables display correctly
- .Ensure that pressing enter only inserts a single line break in the agent RTE
- Ticket log for ticket hold
- Single name field on admin edit agent page
- Fix updating contact data not updating view immediately after saving
- Fix country when adding new contact address, show full address in contact info
- rather than just line 1
- Fix applying macros not persisting when the macro does simple changes (eg. just
- (changing status
- Fix 'changed' terms when used in 'any' criteria list
- Fix end ranges for overview reports not counting today's tickets

- Show agents in the user merge auto complete
  - Support for draft messages when using the rich text editor (kept for a week by default)
  - Fix trying to create temp email address sometimes when handling autoreply detection
  - Fix possible warning when sorting sticky word search results
  - Setting to disable comments
  - Ensure the correct status code is returned by the API when creating a new record
  - Allow signatures to be set via the rich text editor, including embedded images. Additionally, permission controls over whether an agent can set a signature (and whether they can use the rich text editor to do it)
  - Allow the individual buttons displayed on the editor to be controlled via ticket features
  - Allow dragging of content within the RTE
  - Support dragging images onto the RTE to upload them and insert them into the message
  - Don't list inline images as attachments when writing a message
  - Ensure the RTE toolbar is displayed correctly
- 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