

## DeskPRO Build #176 Released

Release Announcements - (·) Christopher Padfield - Comments - 2012-11-14

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #176

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

- Fix couple of 'of null' type JS errors •
- Fix Twitter usersource •
- Fix html snippets not showing newlines when expanding preview •
- :Few tweaks to procmail and procmail-retry commands •
- .Fix some issues with IE8 displaying agent pages •
- Split the HTML5 shiv out as it must always be included in the head tag. (This •  
(.improves IE8 rendering in certain places
- Reset timeout when sending email to prevent possible max exec time issues •
- Fix path to template •
- .Prevent error from the RTE if it's been destroyed before triggering certain actions •
- .Improve pasting into the RTE in IE •
- .Update the Redactor RTE to fix some issues •
- .Ensure that SLA triggers are removed with the SLA •
- .Allow SLAs to be searched in the advanced ticket search •
- Fix date terms not showing proper results •
- Fix some rgba backgrounds that wont work in IE8 •
- Init empty console object for IE8 that doesnt have it •
- Allow the individual SLA counts to be clicked to take you to a list page of that SLA •  
.status specifically
- .Allow the SLAs on a ticket to be displayed in ticket lists •
- Allow SLAs to be filtered down to a specific agent/team and whether the •  
requirements of the SLA have been completed in the ticket section list. Support  
.updating SLA count totals when an SLA, agent, or team is updated on a ticket
- Add ability for AjaxChanneler to give priority to specific messages, solves possible •  
race condition with remove/update ticket
- Fix no perm error showing when it shouldnt •
- Tweaks around deleting/banning user making it more clear what will happen and •  
.what will be deleted
- Add new default agent perm group for all non-destructive permissions •
- Add note about power of delete •

- Better language on merge user overlay to explain what will happen •
- Prevent deleting agents from agent interface •
- Add missing slas property on Person •
- Add better logging to procmail, add retry ability •
- Dont use entities when inserting queue items •
- .Add support for managing SLAs with tickets •
- Log memory usage in slow page logger •
- Fix 'ticket updated' emails missing last reply •
- Fix possible error with cleaning up text nodes •
- Force database host to be non-localhost when using Windows •
- Add way to hook into jquery remove/empty to run cleanup code, timeago properly •  
cleans up watched elements
- Better summary string for set\_initial\_from\_name action •
- Fix default department permissions •
- Fix logged notice when adding account •
- Clean up trigger actions options a bit •
- Try to explain possible reasons for empty uploads •
- Fix no perm message showing when it wasnt a no perm error •
- Dont log POP3 password in error log •
- Include ID matching on fulltext ('enter key') search as well •
- Fix clearing due date causing error •
- Move portal 'global settings' into settings page, clean up display of custom templates •  
in template list
- Add links to ticket layout editor •
- Have portal tabs overflow column in portal admin if column too narrow •
- Fix notice that broke regular template editor •
- Make picture\_blob\_id not unique, thereby fixing issue with merging user who has a •  
picture
- Add quick way to change title of department field •
- Clean up 'settings' menu •
- Show triggers using custom template variants •
- Fix greeting line •
- Fix couple more email trigger bugs •
- Fix action names, add actions to send arbitrary emails •
- Trigger actions for setting templates •
- Fix basic html clean (fixes bad markup) not being run on 'full' message after it had •  
been clipped. If an email was clipped, then there was a possibility that there could be  
.unclosed tags which may cause the ticket tab to render badly
- 'Allow creation of arbitrary custom templates •
- Add search in templates •
- Add overlay phrase editor to email editor toolbar •

- Fix opening overlay template editor more than once •
- Fix setting linked dep from edit gateway page •
- Fix changes to gateways associated transport not saving •
- Fix RestrictionSet adding file ext with spaces •
- Creating new variations, deleting them •
- (Agent notifications shouldnt default to name of replier (uses trigger for that •
- Add 'variations' to email templates •
- Phrase edit opens when cursor within phrase name part rather than entire phrase tag •
- Support adding new phrases from template editor •
- Fix case on 'OAuth' namespace •
- Move titles/desc out into lang so they can be re-used easily on multiple pages •
- Add revert button to email template editor •
- More changes around email template editing. - Clean up listing pages a bit with titles •
- and descriptions - Editing templates done from own page - Clicking phrase allows you
- to edit the phrase - Can now click 'Edit Template' on the embedded template tips
- Use replace when importing dp3 email uid's. DP3 did not enforce uniqueness and •
- .there could possibly be duplicates
- Fix padding on bottom of listing cell when no display fields are enabled •
- Precent actions defined in macros from being applied if agent does not have •
- permission to perform them
- Fix sub-products not being ordered on newticket •
- Fix children\_ordered on objects without getChildrenOrdered causing error •
- .Improve accuracy of pastes from plain text sources into the agent RTE •
- Fix deleted tickets scrollbar weirdness due to bad css classname •
- 'Fix title of ticket message template in admin listing always showing as 'untitled' •
- Fix deleting labels not updating the 'all' count •
- Fix order by when grouping variable is set •
- Correct ticket departments •
- .Fix error being triggered when automatically billing tickets during a reply •
- Fix massactions showing chat deps, and completely remove 'old way' of getting •
- departments
- Work around template editing •
- Add CodeMirror •
- Use simple placeholder for user reply •
- Fix a few display issues in new emails. - Move included templates into •
- emails\_common. All templates in emails\_agent and emails\_user must be actual full
- emails (e.g., complete bodies with subjects etc). The template pre-processor is run
- .on them
- Simplifying of email templates •
- Changes to phrase variable handling. - phrase() template function now uses current •
- context for variables. This means if a variable exists in scope, you dont need to name

it explicitly in the second parameter. - Translate::replaceVarsInString is able to resolve "dotted" variable names to array keys or object properties. For example, a [variable { {ticket.id} } will properly resolve to \$vars['ticket']['id

Add viewers for currently active background tasks to a few admin interface pages, • including ensuring that currently running CSV imports always show on the list. Add a viewer for the task queue logs. Clean up completed task queue log entries after 2 .weeks

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