DeskPRO Build #176 Released

Release Announcements - (٠) تعليقات - Chris Padfield - 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 expalin 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