

DeskPRO Build #188 Released

Release Announcements - (·) Christopher Padfield - Comments - 2012-11-26

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #188

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

- Fix agent-created replies from user interface increasing last agent reply date •
- If an inline-image is already linked, dont link to download •
- Fix include order of scripts in portal editor •
- Prevent nuking and banning an agent account via tickets •
- Get rid of extra timeout on ticket reply submit, add toggle button in reply area to •
close tab after reply that defaults to preference
- Better terms for performer in context of agent interface •
- Add 'quick add agent' form to agent block in admin dashboard sidebar •
- Fix whitespace •
- Clean up version box a bit •
- Reduce vspace of contact form at top of admin •
- Manually refire mouse scroll events on the article iframe in agent view so the page •
.scrolls correctly
- Make sure agent iframe article still works when no perm to do anything •
- Fix missing bottom border on tickets added to lists real-time •
- 'Add note about new escalations only affecting new tickets •
- Add default welcome ticket and handle adding replies between deskpro helpdesk and •
installed helpdesk through simple api
- Handle DeskPRO to DeskPRO emails better by reading replies between specific •
delimiters added to templates
- Add missing Outlook pattern for fwd message marker •
- Fix possible JS undefined error •
- Fix layout when no perm to see anything, move complicated tab-showing logic out of •
template
- Fix using request object to get IP address when request scope not active in low-level •
serve_dp
- Can use uid (where supported) for dupe detection in email gateway •
- .Add some WinCache related checks/information •
- Keep track of how long (in SLA countable time) it has taken to complete an SLA's •
.requirements

- .Optimize loading most ticket data when accessing via the agent interface •
- Fire an updateUi event when calling the method on a page fragment to allow reactions to it. (This ensures that the new ticket page height is updated correctly, for example)
- .Fix error detection with ZipArchive which returns a truthy status code on error •
- Handle select2 when data-full-title is set on options •
- Fix hard-deleting tickets job •
- Separate out email rejections and email errors, list errors on admin home •
- Turn auto-close warning into an email, allow customizing the email •
- Accept new register instead of password reset when new user clicks on from ticket link •
- Fix a couple bugs with sending notifications and email validation option •
- Fix bad event trigger type on built-in validation triggers •
- Need to name plugin templates so they're warmed during build •
- Land at ticket after setting new password for first time from ticket link •
- Pre-select proper option when clicking ticket email from email (login or reset) (depending on if account already exists)
- .Fix cases where the search index wouldn't be updated correctly •
- Fix warning when user email replies to a closed ticket •
- Widgets use protocol of current page •
- .Fix template revert button not appearing •
- .Ensure that delayed updates/inserts are possibly before doing them •
- Fix chat alerts errors when rendered from new get_messages. Strings was not included with proper path to php-utf8 •

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