

## DeskPRO Build #205 Released

Release Announcements - (·) Christopher Padfield - Comments - 2012-12-18

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #205

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

- Missing flush •
- Fix warning when no agents selected in agent email •
- Fix trying to run trim on array •
- Add default \_\_toString for entities •
- Add sorting options by last agent/user reply •
- Resolve possible open\_basedir limitations in upgrade util. - Use our own tmp dir • instead of system tmp - Dont use CURLOPT\_FOLLOWLOCATION which is disallowed .with open\_basedir due to file:// url handling in older curl versions
- Add email domain processing on reset pass as well, which is used by users when • they turn an anonymous account into a real account
- Add missing twitter\_users property •
- Fix notice if loadTemplate is passed template object rather than string •
- Add proper 'invalid code' page for bad password reset link instead of confusing 404, • (keep tmpdata code until expire just mark it as used (for debug tracking
- Strip out @ symbol from org domains •
- Add HR to tinymce toolbar •
- Suppress errors when reading from /dev/urandom as it may not be available to check • .because of open\_basedir
- Fix loading of custom phrasenames •
- Better handling of invalid image uploads when changing favicon •
- Fix JS error caused by trying to init TinyMCE on a removed textarea •
- Carry parent\_url when auto-redirecting url, its needed for postMessage stuff •
- Create iframe manually so it stills works with other doctypes •
- Send error log upgrade status when theres a problem during upgrade •
- Remove useless import •
- Fix improper layout being selected in TicketFieldDisplay helper •
- Fix processing <img> tags in email where a single image is inlined twice •
- Fix PHP-matching for workflow term in filters •
- Decrease update-all time •
- Fix relative date rules upon re-render showing wrong date •

- Set root\_field\_id for imported choice fields for proper reporting •
  - Fix double-listing nested departments in agent/usergroup edit •
  - ldap service account username needs to be a dn •
  - Fix infinite loop related to work hour calculations when the work day started at •  
.00:00
  - Add admin control to reload agent interfaces •
  - Fix label of 'reports interface' in reports interface •
  - Put resize controls in url rather than query string •
  - Detach entities after commit •
  - Move truncate cache out of transaction. Truncate causes implicit commit, which •  
.would cause error when we tried to actually commit the trans
  - Adjust menu positioning when using a "point" to have the point be pointing at the •  
.object (important for small triggers
  - Make sure the "tickets resolved <date> grouped by agent resolving ticket" report •  
.includes archived tickets and a row to show if a non-agent has resolved the ticket
  - Fix error when viewing already deleted cat •
  - Add writable check on cli info files so we at least get error logs if failed to write •
  - Fix reading of attached .msg files •
  - Workflow criteria allows multiple selection •
  - Hide fields without values on user interface too •
  - Hide fields with no value in agent fields section •
  - .Fix case where SLA counts were incorrect on tickets with multiple participants •
  - Fix rules un-setting if you reload editor and make changes without re-opening the •  
rule editor for a field
  - Fix empty text/calendar emails. Just add the ics as an attachment •
  - Fix dupe search results if a result is also a sticky result •
  - (Small patch to handle malformed encoded fields (RFC 2047 style •
  - Make it harder to remove copyright from editing files •
  - 'Fix setting snippet cats to 'everyone •
  - Fix possible warning with no trigger •
- 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