

DeskPRO Build #207 Released

Release Announcements - (·) Christopher Padfield - Comments - 2012-12-20

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #207

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

- Add some logging info for null tracker on SendAgent/UserEmailAction •
- Dont detach a few objects that can cause 'new entity found through relationship' errors due to post events
- Fix ticket log when sending arbitrary email •
- .Handle scrolling with a select element open more gracefully •
- .Handle small vertical window resolutions on admin/agent logins more gracefully •
- .Fix the reports interface in IE8 •
- .Fix some typos •
- .Hide unexpected placeholder on "feedback and support" overlay •
- .Increase amount of text shown in split overlay •
- Add support for sorting by the last reply of a ticket, regardless of whether it's from an agent or a user
- .Invalidate the page cache when editing guest permissions or ticket forms •
- .Fix captcha showing on the ticket creation form for logged in users •
- .Assorted bug fixes and UI improvements to snippet editing/inserting
- Recompile custom templates for copyright change •
- Add build script to correct gateways without a linked transport from old builds where the link was not compulsory
- Fix attachments marked as php keys or signatures being discarded •
- Add subject/cc/attach list to test decode command •
- Clean up the form for creating new ticket from comment •
- .Fix organization deleting in the API not being accessible •
- When logging in or out, make sure that the new current person is reflected so that the cache knows whether it should be used immediately
- .Fix filter actions not showing the agents to send an email to •
- Ensure that the user page cache is invalidated when performing various portal changes (such as enabling/disabling it
- .Additional case insensitive checks to the request URL in Windows •
- Add case insensitive to the custom getBaseUrl implementations to be consistent with how we handle requests (in Windows

If a port was required in the URL, forcing users to the helpdesk URL did not work •
.correctly

Handle rewriting legacy addresses •

Fix saving the 'disable agent notifications' setting •

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