

DeskPRO Build #223 Released

Release Announcements - تعليقات (.) - Chris Padfield - 2013-01-29

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #223

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

- Apply overlay about ticket field errors to other ticket properties box as well
- Link to KB article about setting lang in chat widget code
- Limit 'keep read' setting to 2500
- Enable twitter, add beta message
- Range in agent hours
- Add widget to embed helpdesk or helpdesk pages
- Setting to control when task reminders are sent
- Make sure attachments are forwarded too
- Add ticket forwarding feature
- Fix new window targets being filtered out by HTMLPurifier in content
- Add simple schema tool that runs corrections on a db
- Force adding back FK's during import create indexes step. This tries to add the FK - normally, and if an error happens it is reported and then the FK is added forcibly (by turning off FK checks) - Fix possible case where the 'restore' code didnt add the proper 'ON DELETE' clauses on some connector tables that dont have concrete entity classes
- Generate code for add index/fk as part of schema generation
- During upgrades, always correct FK's - Try to apply them and if they fail, send error (and then force them (with checks off so they dont fail
- Fix re-creating indexes and FK's on custom_data_ticket
- Add dev import option to ignore/skip attachments
- Dont show length options for single-select fields
- Automatically send agent refresh signal when changing options in admin
- Correct setting custom fields in newticket on validator
- Fix default input value of 'min agent selections' not being preserved after save
- Allow setting of language from any URL, add chat widget param to set language
- More specific with why fwd email was declined
- Add filter nav to ticket logs tab
- Add new person merge permission
- Any action on a ticket dismisses any notification about that ticket

- Automatically switch status option to Awaiting Agent when switching assignment •
- option in replybox and admin option to disable this
- Add notif option to send @mentions by email all the time, @mention emails use •
- standard ticket templates with full info
- Fix JS error when agent not allowed to change their profile pic •
- Add new notification type for agent notes •
- (Mark invalid trigger terms and actions (e.g., of objects that have been deleted •
- Fix Japanese lang title •
- Send email on cron timeout error, and errors logged to filesystem also log •
- URL/useragent
- Automatically mark fatal-error'd email processing as 'error' so they appear in admin •
- interface
- Organise a bunch of cleanup tasks •
- Big cleanup of old trends files and db data •
- Send welcome email after register when validation is disabled •
- Fix nav selected class being lost sometimes •
- Admin controls to set agent timezone, picture and signature. Perm to not allow •
- agents to set picture and sig
- 'Show online agents in staff list •
- Set height on lang choose row to prevent slight jumpy page when css select renders •
- post-load
- Make sure to remove draft when adding message •
- Fix missing feedback usercats from widget, fix bad overlay in error messages •
- Handle loading chat widget sources when starting chat from widget but chat not •
- added to current page
- Fix chat tab showing up when it shouldnt •
- Fix scroll issue on massactions popup after its been re-created •
- Make sure attach type limit options are set properly •
- Show link to search in listing when more than 20 results in omni •
- Add option for custom wordlist file to data loader •
- Fix disappearing underline after ticket updated from change in tab •
- Fix weirdness with borders and displaying of fields tab when showing/hiding fields •
- Bit more responsive qtips •
- Bit of an optimisation to layer events/setup •
- Fix bad null default on disable_picture field •
- If grouping a report builder query only by ticket department, automatically stack •
- .graph values by the parent department if there is one
- Make report builder pie charts consistent with bar and line charts when it comes to •
- grouping. Support showing an overall pie chart as well as a chart for each sub-
- .grouping
- .Ensure correct sorting in the report builder when getting a matrix table •

- Allow access to article, download, feedback, and news page views and ratings via the .report builder and add some new reports to access them
- .Support stacked line (area) charts and grouped line charts in the rebuild builder
- .Fix SLA complete actions not applying to multiple SLAs correctly
- Fix inline reply detector false positive when embedded attach image is in a reply
- Standalone check-req command should attempt to set mem limit or it may falsely report error
- Another old libxml fix for use when using the emogrifier
- Add protection against using |first or |last filters with non-arrays
- Improve Mailer phpdoc a bit, give queued messages id's to allow a bit easier debugging
- Fix SendmailQueue job not marking a message as success after send retry
- Sync 'full access' and 'assignment' checks for dep perms
- Add option to not use any picture, clarify setting pic options
- Handle case where data/ dir doesnt exist and serving css from fss
- Show banned emails on profile and click to unban
- 'Fix fieldname for vB id field, must be 'userid
- Try more than 10 when trying to match OOO replies to subject match
- 'Add link to cloud signup on preboot errors
- Fix turning off feedback not hiding links
- Fix case in filename
- Prevent trying to cast array to string in certain set field searches
- Link to agent notify options in triggers
- A bit of cleanup to alignment in trigger list
- Sending notif about new tickets is enabled through a trigger
- Close kb shortcuts box when clicking outside
- Add 'effect' option to SimpleTabs
- Fix new install not enabling alert_created
- Fix default product/workflow not being set from gateway
- Add default product setting
- Allow blank selection for default department, agent newticket form uses default department for default selection
- Add a missing auto marker
- 'Fix grouping timezone in 'tickets created today
- Fix 'is agent reply' and 'is user reply' terms in ticket updated triggers, add terms for current time/day to ticket updated triggers
- make more clear the URL to deskpro in install docs
- add link to url-rewrite in install docs for IIS
- Fix labels term not matching in PHP-matching routines. Fixes lists not updating in real-time, subscriptions based on filters with labels
- Fix 'disable notifications' option not applying to new agents, not hiding notification

options from agent interface

- Fix for charset issues in linkifyHtml when using older version of libxml •
 - Correct bad custom fields, attempt to correct bad schema after each upgrade •
 - Hard-code fix for a mis-placed schema diff •
 - Strip off BOM when making checksums •
 - Fix triggers not applying to the reply of an agent-forwarded ticket •
 - Dont attempt lang detection on very short messages, run the detection with html •
- stripped

Fix refs to reader var •

Tweak thunderbird pattern that didnt catch when name had newline in it •

Missing bottom mark that catches replies added to bottom of email •

Add some protection against invalid regex pattern in validation •

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