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DeskPRO Build #236 Released

Chris Padfield - 2013-02-11 - تعليقات - Chris Padfield - 2013-02-11

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #236.1

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

- Remove error suppression from trying to write chat available trigger
 - Fix possible undefined index if error called during loop exec
 - Try to attach last error during error reporting too •
 - Fix invalid varname when inserting some text into reply area •
- Fix admin management of labels using old regex when labels were not any free input
 - Fix possibly missing flag for default English language
 - Enable the Hungarian language •
 - Add missing trigger/macro action to set ticket hold status •
- Fix bug to do with disabling reassign_auto_change_status/resolve_auto_close_tab options once they were
 enabled
 - The setting to automatically change status to awaiting agent after reassignment is now off by default
 - Add a few chat widget style variables to the widget code snippet •
 - Prevent ticket update calls from calling on top of eachother which can potentially lead to lost updates
 - Improve client message callbacks during massactions Deliver cm's with the actual apply ajax call. •

 .Prevents out-of-order list refreshes and also "laggy" refreshes
- Helpdesk widget: Fix chrome infinite-expanding iframe sizing Remove chat from iframe and put it on outer page instead
 - Better label management from admin interface when many labels are defined $\, ullet \,$
 - Remove perform actions button now that its activated by any check
 - Fix unassignment ticket action •
 - Ticket merge dialog allows searching based on ID •
 - Better error pages for no permission in billing and reports section
 - Only show Tasks badge if overdue/due today $\, ullet \,$
- Add original_subject field to aid in subject matching. This is for certain cases where a user might reply to an existing ticket but the originally submitted ticket has a subject that it wouldn't match. For example, UserA sends in "FWD: My subject" and CC's UserB in that email. UserB replies to that and the subject (depending on email clients) will be "RE: FWD: My Subject" or sometimes just "RE: My Subject", but since the original email subject has the "FWD" prefix, it would not normally match on the subject field. The new original_subject field stores the subject with all common prefixes stripped off so this sort of scenario is properly handled. We can just scan the original subject field to find a match
 - Add dp:process-email command to arbitrarily process emails from files or re-process email sources
 - In addition to trying to parse out original CC user, also add any others added in the actual forwarded message
 - Prevent further errors when exception happens during custom DbTable usersource •
- Prevent warning with unwritable temp dir User is warned during install but the system can try to write there before that
 - You should be able to edit filter access form admin interface
 - Add simple licinfo script that reports expiry •
 - Make the "HTML" content of a Display field translatable •
- Fix custom object titles reverting to English if English override is set (rather than the actual title set on (the object
 - Put user titles first in department language editor
 - Fix customised phrase view •
 - Fix decoding entities prematurely during cutting, whitelist font tags used by some email clients (e.g., (gmail
 - Fix time of day compare logic •
 - Fix height on email template subject field •
 - .Enable cross domain SSO with Magento and improve the usability of the Magento plugin
 - Use proper directory separators for Windows •
- More permissive set of allowed HTML in emails to preserve various formatting options such as color and size

- Fix missing org term handling from escalation search criteria •
- dp:agents command can be used to promote users to admin/give billing perm. Also, billing perm is ullet given to admins
- Fix 2 bugs: A situation where SLA warning/fail trigger wouldn't happen if an agent created a ticket • .Sending agent emails in a trigger didn't work correctly
 - .Allow access to article/feedback ratings via the API •
- .Full management of article/news/download/feedback comments and comment validation via the API
 - .Support merging people in the API •
 - .Expansion of ticket API to cover viewing ticket logs, message details, and splitting tickets
 - Fix attachments in forwarded messages not being saved on to the ticket object
 - Fix an error when manually re-running an email source •
 - Fix new ticket confirmation not sending from web submitted tickets
 - Add php5-akismet to vendors •
 - Add a few more display options •
 - Fix bad comment validation logic sending notifications •
 - Agent/KB] Move properties box to properties tab, make status a select2, move category to header] section and on single line
 - News RSS feeds •
 - Fix select2 boxes having HTML entities for titles with special chars in them
 - Cleanup pending articles a bit •
 - Fix listing of "new agent reply" template •
 - New publish section to view all comments •
 - Agent/KB] Dont show pending sections if they are empty, optimise reloading of KB pane a bit]
 - Fix org managers seeing all tickets on their "your tickets" list •

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