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DeskPRO Build #236 Released

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.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
- 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
- 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 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