

## DeskPRO Build #238 Released

Chris Padfield - 2013-02-18 تعليقات (۱) - تعليقات - Chris Padfield

We are pleased to announce a new release of the DeskPRO helpdesk platform, build .#238.1

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

Cleanup some unused methods, fix couple issues with message pagination •

Updated languages: Hungarian - Hungarian: Changed 46 phrases •

Pagable ticket messages •

AD accept login via email address on 'mail' as well as usual account name, netbios • name or principal name

Fix missing "None" options in triggers/filters/macros •

'Fix notes from appearing in 'messages' tab of 'full log •

Add "None" flag option in massactions/trigger actions •

Add ability to delete English language •

Fix couple issues with copying attachments from ZD import •

Fix UserID set on user profile pictures during ZD import •

Fix "click to enable" button in warning box at top of admin interface when helpdesk is • disabled

ZD Import: - Fix API call errors (such as 404s) being interpreted as rate limiting - Log •

(API call errors to import.log - Handle case where ticket metrics may not be available

Finish up ZD importing •

Lots of work towards the Zendesk importer •

Add hooks into Zendesk API wrapper for listeners/loggers •

Add Zendesk API wrapper to Orb •

Task reminders are now also timezone-aware •

Task due dates are timezone-aware •

Prevent errors in Firefox extensions from popping up the DeskPRO error reporter •

Fix saving custom email template mangling special split subject/body tags •

Fix possible JS error to do with auto-complete box being destroyed and then hidden •

Correct daily cleanup task interval •

Fix nested span in select2 causing some shorter labels from being truncated when • they shouldnt

Add indexes to a few log/store tables that are claned on daily cron •

TinyMCE sources •

Update tiny mce to 3.5.8 to fix a few bugs •

Use onload event to fix rare case where ready function is called too early •

Fixes to Email Subject/Body trigger match - String comparisons are case-insensitive - •

Email body did not match if email was HTML-only

Add error detection when posted form might go over max post vars •

Fix sending large permission matrix on editing an agent which could result in form • going over max input vars

Add shortcut to Logger to dump a variable •

Add simple service that manages log writers •

Improve OOO/bounced mail detection If a message does not contain the ThreadTopic (which contains the original subject pre-"Out of office:" type prefixes), then we
now will fall back on trying to remove all prefixes from the actual subject by finding
.the ':' and then matching that against the users latest subjects

Ensure subject does not contain newlines •

Fix new ticket confirmations sending even when user is autoresponder •

Fix case where missing console object from IE would cause widget tab to error • silently

Website tab should set a z-index •

Fix a plain-text cut pattern not matching •

Fix a few cases where an email address should result in a usersource lookup but did • not

Fix possible bug where utf8\_\* calls from low (get\_messages et all) might fail - Move • the Strings::setPhpUtf8Dir() call to outside of the if-check. The classfile might be .included but the dir might not be set

Fix chat widget placement when document body has text-align:center styling •

Fix case where newlines are missing from text messages that were trimmed and had • no cut

Checking for build header should check for non-empty value •

Open" button for articles in website widget will open in the embedded iframe if it" • exists on the page

Fix header not expanding past 1000px or so when using frame widget (due to max- • (width

Add a few more customisation variables to overlay widget code snippet •

Couple fixes to search builder: - Fix not being able to add multiple terms of same • type to a filter (e.g., agent is not unassigned, agent is not me) - Fix the ticketsearch agent/team "unassigned" option always being "is" operator (e.g., "agent is not (unassigned" would not work

Fix optionbox in IE8 •

Fix portal offline being applied to chat/website widgets •

Fix notice when no context passed to Task::isDueToday •

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