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DeskPRO Build #263 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #263

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

- IMPROVEMENT Dont save agent reply via email if it is only action codes. Can also force this (e.g., to get around cutting issues) with #noreply code ●
- IMPROVEMENT Add anti-spam traps to comment forms, new feedback form ●
- IMPROVEMENT Memory consumption when generating PDF for long articles / many images ●
- IMPROVEMENT Improve the forwarded email parser to better handle emails that contain multiple email headers (eg. a forward of a forward) ●
- FIX Fix 'can submit feedback' permission not being enforced ●
- FIX Warnings when deleting/saving comments that were already deleted by someone else ●
- 'FIX Fix missing action option for 'send user email notification about new ticket ●
- FIX Behaviours on messages (expand/collapse etc) not being initiated properly when new messages are automatically loaded ●
- FIX Agent reply to a ticket that isn't their own would add them as a follower ●
- FIX Gmail and Android HTML email cut with linked email address in 'On X wrote' line ●
- FIX Savng multiple drafts could sometimes result in other drafts being deleted ●
- FIX Saving attachments on new articles ●
- FIX Setting language via special language URL did not apply new lang preference to some UI elements ●
- FIX Error screen when adding reply and reassining causing permission change, and new permission fails ●
- FIX Fix long KB articles being scaled down to one page ●
- "FIX Missing widget location for "ticket below header ●
- FIX '=== Reply Above ===' line missing in customised templates ●
- FIX Logic with loading customised phrases could potentially load a phrase from another language not being used ●
- .FIX Permission cache for agents with permission overrides might be invalid ●

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