

## DeskPRO Build #286 Released

Release Announcements - (·) Christopher Padfield - Comments - 2013-08-13

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #286

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

IMPROVEMENT You can now select who appears as the author of messages added via "add ticket reply" trigger

IMPROVEMENT "trust\_proxy\_data" option now accepts an array of CIDR IP ranges. If the client IP address falls within one of the ranges, trust\_proxy\_data is enabled and the system will attempt to use the "real" client IP address forwarded by the trusted .proxy

IMPROVEMENT "Email domain" trigger criteria will still match if you entered the "@" symbol in your input

IMPROVEMENT Clicking items in quick-search results or from the "recent" menu will focus the tab if it is already open

IMPROVEMENT Better handling of cases where old emails are reloaded into a POP3 (account (for example, resetting Gmail POP3 settings

IMPROVEMENT Language can be set via triggers and macros

IMPROVEMENT Language detection in email gateway runs on any user that has no language set in their profile, rather than just new users

FIX Ticket listing pane doing a total refresh updating when it shouldn't (e.g., after a (single ticket was removed

FIX Joomla plugin action URL should not match filesystem dir because this can cause a problem with mod\_rewrite dropping the query string

FIX "Add ticket reply" action executed by a trigger on a ticket without an assigned agent would fail

FIX Creating new agent based off an existing agent could cause warning if other agent did not have any filter subscriptions

FIX Ordering by urgency descending did not work

FIX Custom favicon when using a remote store

FIX Snippet keywords would not work if you used backspace while typing the keyboard

FIX Possible double-event in quick search box causing clicked item to open and immediately close

FIX Possible wrapping of logout/preferences/help line in agent interface could make

those links hidden

- FIX Missing ticketlog entry for language changes
- FIX Overriding 'from name' on request feedback action wouldn't work
- FIX Issues with column/title mismatches in ticket search CSV export
- FIX Editing usergroup permissions in publish categories did not always save
- FIX Welcome email on adding agents via mass-add

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