

DeskPRO Build #288 Released

Release Announcements - تعليقات (.) - Chris Padfield - 2013-08-15

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #288

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

- NEW Admins can add logo to login screen •
- FIX Possible JS error to do with agent mentions in ticket notes •
- FIX Multiple queries issued for each usergroup a user belongs to •
- FIX Doing a query per department on every load •
- FIX Sorting on merge tickets list •
- FIX Message displayed when a ticket is automatically locked on load (the admin •
(setting
- FIX Marking agent account as deleted did not unassign current tickets with awaiting •
agent status
- FIX Thunderbird email plaintext cut pattern •
- FIX SLA's statuses set through triggers could be reset via other events on the ticket •
- FIX Trigger/macro actions that add snippet replies did not choose the snippet text in •
the language of the ticket
- FIX Applying macro that sets the subject would not work properly on newticket •
- FIX The 'validation link sent to email' message did not show to a user when helpdesk •
was completely locked down
- ()FIX Possible PHP warning with custom reports that group by DATE •
- FIX Missing "ticket labels" rule in trigger criteria •
- FIX Duplicate custom field options when editing escalations •
- FIX Department name in ticket logs did not include the parent name •
- FIX Custom field data not included in snippet variable replacement •
- FIX SLAs possibly causing cron to crash with memory errors •
- FIX Sorting/limits of tickets displayed within a user profile was wrong •

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