

## DeskPRO Build #304 Released

Deskpro Releases - تعليقات (.) - Chris Padfield - 2013-10-03

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #304

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

- CHANGE Increase size of ref field in the database to better handle longer custom ticket ref formats (was 25, now 100)
- FIX No feedback when configuring a custom SMTP server when the connection times out
- FIX Fix treating all robot messages (e.g., those who advertise themselves as being Auto-Submitted) from being run through the standard bounce-detection handling. This could result in an email message with the same subject as a previous ticket being silently saved as a reply rather than a new ticket. This kind of scenario can be common with automated alerts
- FIX Missing ticket grouping options for category, workflow and priority
- FIX Product grouping option being displayed even when product not being used
- FIX Ticket search on multiple non-default fields would only ever search on the last (added field (e.g., a date and a custom field would only search date
- FIX If APC is not installed on Windows you would see admin notice about WinCache, even if you are using Apache
- FIX Text-overflow on long category titles in tabs in Publish section
- FIX Fallback mechanism for handling custom ticket ref format collisions. Will just fallback to a random ref and accept the ticket
- FIX Added missing validation to settings page where you defined custom ticket ref (format (would let you add spaces etc
- FIX Article translations queue showing when only using a single language
- FIX Unable to select a parent category that is already a parent when adding new categories in Publish section
- FIX Workaround bug in swiftmailer issue #258: Attachment email attachments (type message/rfc822) would not work properly. They would usually show up in email clients as 0-byte "email.eml" attachments
- FIX SLA triggers from firing other 'user updated' triggers
- FIX Email flood-check applying to web-submitted tickets too
- FIX Fix v3 importer handling ticket attachments that do not belong to a ticket (message (v3 bug would allow uploading attachments but not submitting a reply

FIX HTML code in snippets would be rendered when inserting the snippet into the •  
ticket

FIX Feedback comments not showing up if "Enable comments on articles, news and •  
downloads" was disabled

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