

DeskPRO Build #368 Released

Release Announcements - (·) Christopher Padfield - Comments - 2014-09-10

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #368

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

- IMPROVEMENT Ticket debug log includes extra information •
- FIX Agent: Removing related content from downloads •
- FIX Cron task emitting 'Currently installing updates' during upgrade (for cron, means •
(emails sent to sys admin
- FIX New installs did not enable attachments on new ticket form •
- FIX Agent: Ticket log of adding/removing CC'd users and agent followers •
- FIX A user validating their email address would not always validate their existing •
tickets
- FIX Agent: Billing/timelog did not show on newticket •
(FIX API: Remove commas in labels (they are invalid label characters •
- FIX Agent: Linking existing tickets would always act as though the 'parent' checkbox •
was checked, even if it was not
- FIX Agent: Merging tickets did not merge linked tickets •
- FIX Agent: Flagged ticket results would not show archived tickets •
- FIX Agent: When peeking first pane when it is collapsed, it would close when •
interacting with grouping or search forms
- FIX Admin: Agents list using lots of memory •
- FIX dp:agents command with the --whitelist-ip action •
- FIX Agent: Current agent was missing from the list of 'followers' options on new ticket •

.This update has now been rolled out to all Cloud customers

If you are using DeskPRO Download, you can update your installation from the admin
.interface