

DeskPRO Build #370 Released

Release Announcements - (·) Christopher Padfield - Comments - 2014-10-01

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #370

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

- NEW Admin: New "Forward Setting" to override the default pattern used to test if an agent email is a forwarded email •
- NEW Agent teams can now have avatars •
- NEW Departments can now have avatars •
- NEW Agents with multiple teams can now have a specific team set as their "primary" team •
- NEW Defined labels can be assigned a label color •
- NEW Trigger criteria for checking working hours •
- NEW Trigger criteria for checking the API key used •
- NEW Trigger action to add agent notes •
- NEW Trigger action to send an email to any arbitrary email address •
- NEW Triggers that send emails can now specify custom headers on those emails •
- NEW Trigger criteria for checking if a ticket belongs to a specific user •
- NEW Trigger criteria for checking if a ticket belongs to a specific organization •
- NEW Trigger action to add agent followers now has a 'current agent' option •
- .NEW Added download option for uploaded Apps •
- .NEW Ticket Satisfaction criteria •
- .NEW Task creation trigger •
- IMPROVEMENT Admin: Editing agent signature now has a rich-text editor instead of a plain html textarea •
- IMPROVEMENT Agent: New ticket form for a user with multiple email addresses will sort the email list into primary/secondary •
- IMPROVEMENT Improvements to email quote trimming to prevent emails that were exchanged outside of the helpdesk from being trimmed •
- IMPROVEMENT Agent: The newest message in a ticket will show more of a long message before showing the 'View Full Message' button •
- IMPROVEMENT Auto-locked tickets are more reliably unlocked when an agent goes away •
- IMPROVEMENT auto release locked tickets •
- IMPROVEMENT User: ElasticSearch is now enabled for searches made from the portal •

IMPROVEMENT Agent: ElasticSearch now searches chats as well •

IMPROVEMENT Added "Check Performer Email" to trigger criteria that checks the •
email address of the person that caused a trigger event

IMPROVEMENT Agent: When in single-column mode, you can now shift+click to open •
multiple links as new tabs in the background (the default is to replace your currently
(open tab

IMPROVEMENT Admin: Add mass actions to incoming email log •

IMPROVEMENT Admin: Outgoing email log now has massaction controls •

IMPROVEMENT You can now specify unix_socket as the database 'host' in config.php •

IMPROVEMENT Ticket debug log includes extra information •

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.IMPROVEMENT Task comments now editable by dblclick •

.IMPROVEMENT Task title now editable by dblclick •

.IMPROVEMENT Added tests to HipChat and JIRA apps •

.IMPROVEMENT Open new task in tab pane •

.IMPROVEMENT Default agent selection for Super API Key •

.IMPROVEMENT Added ability to add optional packages for server reqs •

.IMPROVEMENT Chat history formatter •

.IMPROVEMENT Merge list handling •

.IMPROVEMENT Better people merge list •

.IMPROVEMENT Highlight people by merge menu •

.IMPROVEMENT Added context menu to tabs •

.IMPROVEMENT Added permission to unresolve ticket •

.IMPROVEMENT Check for whitelisted IP on every request •

FIX Viewing an unpublished news post in the portal as an agent did not show notice •
about it being unpublished

FIX Agent: Browser notifications form user-generated events would always render in •
the language of the user, rather than the language of the agent

FIX Agent: Chat windows would be replaced in one-column mode when you opened •
some other tab

FIX Portal: Sticky search results did not appear in search suggestions •

(FIX Portal: Search results showed invalid 'total' (did not count sticky search words •

FIX Rejection auto-reply emails (e.g., invalid fwd, registration closed etc) would not •
send in users selected language

- FIX CC'd users could log in to portal and see 'edit' link
- FIX Admin: Editing agent signature did not show agents current signature
- FIX A user email-validating their account from an email-submitted ticket would validate other tickets as well
- FIX Old methods could cause many extra queries to run during filter updating logic
- FIX Ticket filter update logic being run on 'trivial changesets' when they shouldn't be
- FIX Multiple queries fetching department permissions in agent interface
- FIX Permission cache being updated and overwritten too often due to incorrect keys being used
- FIX Agent email notifications did not show the user who started the ticket or any CC's on the ticket
- FIX Possible non-destructive JS error using website widget in IE8
- FIX Agent: CC auto-complete box did not show primary email address of user
- FIX Custom choice fields would not have an empty value, making the first option in a 'select box always the 'default
- FIX Possible email loops in some cases of email bounces
- FIX event log wasn't working for NEW users (registration/usersource-login) without a person context
- FIX Agent: Show full agent name in 'agent' column in table-view when single-pane mode is on
- FIX Missing escalation data from ticket debug file
- FIX Admin: Missing 'retry' status from email sources filter
- FIX fix sms test
- FIX Admin: Will show error notice when you try to use a feature your server does not support (e.g., IMAP, Exchange or ElasticSearch
- FIX Email gateway would erroneously mark 'no value' emails as errors
- FIX Admin: Offline agents listed in the right sidebar would always show as 'never logged in
- FIX Admin: Clicking billing interface image on admin dashboard then returning to admin would leave the billing icon highlighted
- FIX Admin: 'set agent followers' did not work when selecting only one agent
- FIX Parsing of invalid php.ini values might result in InvalidArgumentExceptions (FIX Agent: 'new interface' news showing to new agents (and new installs
- FIX Admin: Deleting organization fields did not work
- FIX Agent: Deleting users awaiting validation did not always work
- FIX Agent: 'sort' menu in ticketlist in person profile would not work if your helpdesk (/was installed in a sub-directory (example.com/something/ instead of example.com
- FIX Agent: Jira app would load a new recurring background request that would never go away until refresh
- FIX Agent: Jira app background request would count towards 'agent hours', even if the agent was idle

- FIX Admin: Using 'Ticket Created Date' with 'between' operator would render incorrect second date when refreshing trigger form
- FIX Agent: Viewing draft news article would show status option as 'Published' instead of 'Draft'
- FIX Agent: Fix rendering of Display fields in agent interface
- FIX Fix replacing Outlook Wingdings smilies with ASCII
- FIX Agent: Strange cursor appearance in search box
- FIX Agent: Clicking feedback notification would not remove it from notifications menu
- FIX Agent: Creating new labels on KB articles
- FIX Admin: Missing custom email template name validation
- FIX Admin: Display order of priorities did not save
- FIX Admin: Display order of workflows and products did not render when re-viewing (the admin list (okay elsewhere
- FIX Legacy v3 email reply parser
- 'FIX Admin: Admin home would show any pending outgoing emails as 'errors
- FIX Admin: Some 'send agent email' options did not make sense for escalations
- FIX Admin: Empty option in escalation criteria list
- FIX Admin: Missing urgency criteria in escalations
- FIX Admin: Creating agent accounts for contacts already in the database (e.g., from a CC'ed address in a ticket) would not set an initial password
- FIX Admin: Adding new agent wouldnt show new agent in the list until refresh
- FIX Incorrect user redirect to 'thank you' page after ticket submit when no other sections are visible
- FIX Possible PHP errors being logged if an agent is removed while the helpdesk is being actively used
- FIX Possible PHP timeouts while processing large/complex HTML strings
- FIX Admin: Deleting ticket priorities
- FIX Admin: URL checker when updating helpdesk url
- FIX Agent: Errors when applying macros using set department action with 'linked (account' option (which no longer exists
- FIX Agent: When changing user owner on a ticket, new user would remain on CC list if they were there before the change
- FIX Admin: Saving members on agent groups would not save your selections
- FIX Disabling a user auto-responses (e.g., for robots/loop prevention) was not working properly
- FIX Agent: Notification auto-dismiss time did not apply
- FIX Agent: Missing ticket log for feedback rating
- FIX Agent: Enabling notifications for "My Own Actions" did not work
- FIX Agent: Search bar results box would sometimes stay open when it shouldn't
- .FIX Force cast values to integers in new RR log entry
- FIX Admin: Deleting workflows did not work

- FIX Using "Read messages from a specific folder" in Exchange accounts •
- FIX Possible duplicate datastore rows which could result in some default data being re-inserted during upgrades
- FIX Agent: Middle-click to close tab did not work in Firefox •
- (FIX Fix possible null values in email processing (e.g., email too large •
- FIX Agent: Font on message attachment list •
- 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 •
- FIX Reports: SLAs 'overview' report was not visible •
- FIX Agent: Notification menu tab title always said "0 New Notifications" even if there were some
- FIX Agent: Viewing draft news article would show status option as 'Published' instead of 'Draft
- FIX Agent: Fix rendering of Display fields in agent interface •
- FIX Fix replacing Outlook Wingdings smilies with ASCII •
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 - FIX Agent: Errors when applying macros using set department action with 'linked (account' option (which no longer exists •
 - .FIX Snippets categories sorting •
 - .FIX Prevent standard API Key from changing agent context •
 - .FIX KB mass actions dropdown •
 - FIX Date widget styles for User interface •
 - .FIX Show 'invalid value' on Reports dropdowns parsing error •
 - .FIX Lost namespace in Reports interface •
 - .FIX Unexpected behavior with list items •
 - .FIX Check permission to change status with reply •
 - .FIX Do not ask to login after IP confirmation •
 - FIX Chat widget in IE8 under compatibility mode did not work •
 - FIX Agent: 'permission error' in some cases if you changed a property on a ticket such that you no longer have permission to view it •
 - FIX Updating some ticket props (cat/pri/prod) from portal could cause PHP notice •
 - FIX Setting 'label' array on new ticket via api •
 - FIX Sending task reminders would not work if old 'default from email' setting was unset •
 - FIX Error after setting password when no previous password was saved in history •
 - FIX Agent: Notification bar could show 'please wait' and 'there are no new notifications' message at same time in some cases •
- .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

Related Content

- [New Feature: Better Search for Users](#) •
- [New Feature: Email Log Mass Actions](#) •
- [New Feature: Shift-Click To Open Tabs In Background](#) •

- [New Feature: Chat Search](#) •
- [New Feature: Time for a Team Picture](#) •
- [New Feature: Department Avatars](#) •
- [New Feature: This Season's Designer Labels](#) •
- [New Feature: Even Better Automation](#) •
- [New Feature: Create Tasks Automatically](#) •
- [New Feature: Close Tabs in Bulk](#) •
- [New Feature: Primary Teams](#) •