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DeskPRO Build #378 Released

Security Test - 2014-11-04 - [تعليقات \(.\)](#) - [Deskpro Releases](#)

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #378

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

- .NEW Added filter input to IM
- .NEW 'All Agents' option for SendAgentEmail trigger action
- .NEW Ticket list quick actions
- .IMPROVEMENT Added "replay" button for Api Key log entry
- .IMPROVEMENT Templating vars in 'Call Web Hook' trigger
- IMPROVEMENT Added 'No validation' option to IMAP accounts
- IMPROVEMENT Admin: Add link to edit email templates from triggers
- IMPROVEMENT API: New ticket API has new overwrite_person_name param which will allow you to set person_name even if the person already exists
- "FIX Agent: In mass actions window, "Product" was called "Category
- FIX Tickets which set a specific language (e.g., a trigger to override a users language choice) would not send replies to users in that language
- FIX Agent: Editing time log entries
- FIX Admin: Language for "Ticket Departments" did not show user titles, making it impossible to translate titles that users would see
- FIX Setting labels might fail in some cases
- FIX Admin: CSV user importer did not work
- FIX API: Trying to add user to a new org failed
- FIX fix the container:debug command
- .FIX Admin Interface: Agent online status
- .FIX Reports Interface: "Save & Run" now works properly
- .FIX Auto publish/unpublish dates for KB Article and News Post
- .FIX Avatars for Agent Teams
- .FIX Popover will not close after clicking links on it
- FIX Tasks issues
- FIX PHP warnings when using PHP <5.4 and password policy features are enabled
- FIX Portal: Improve double-submit detection that was causing error screen in some cases
- 'FIX Ticket messages with upper-plane UTF8 chars would cause the message to be 'cut off
- FIX fix composer.json file - missing comma
- FIX was a call to non-existent method in AdminBundle -> AbstractController
- FIX bug that caused JS exceptions over API if a user didn't have a primary email set
- FIX event log wasn't working for NEW users (registration/usersource-login) without a person context
- FIX Admin logs dates in local timezone
- .FIX Admin Interface form validations
- FIX facebook app now works
- .FIX Sort IM agents in alphabetical order
- .FIX User search builder
- .FIX Downloads permission for user search
- FIX Agent: Some alerts would re-appear after reloading the interface
- FIX Fix bad download URL
- FIX Agent: Set min-width of tab history and notification menus to prevent wrapping
- FIX Possible query errors when filters are defined with criteria that define no choices
- FIX Admin: 'Can unresolve' permission was not on agent groups
- FIX Agent: Set min-width of tab history and notification menus to prevent wrapping
- FIX Possible query errors when filters are defined with criteria that define no choices
- FIX Admin: 'Can unresolve' permission was not on agent groups
- FIX Agent: Delete attachments window was malformed
- FIX Agent: Error while trying to remove custom field value on a chat
- FIX Agent: Unexpected behaviour when changing snippet category permissions
- (FIX Agent: You could not delete a snippet category you just created (must refresh first
- FIX Agent: @mention did not send agent an email even if the agent had the 'email' preference enabled

- FIX Some filters could fail with 'Unknown column tickets.hidden_status' if a filter was running against active table but had criteria checking for hidden tickets ●
- FIX Agent: HTML entities might show in some select2 boxes ●
- FIX Admin: Setting primary email on agent account ●
- FIX Agent: Searching in a select2 box will now search on optgroup's as well ●
- FIX Agent: Improve select2 filtering on options with diacritics ●
- FIX Agent: Label field in search forms for people and orgs would show labels from tickets ●
- FIX Agent: Files added to organisations would not appear when you returned to the organisation ●
- FIX Agent: Very long links in profile 'contact info' fields would cause column to expand ●
- FIX Email codes stripper in incoming email not running on plaintext messages ●
- FIX Admin: Expose setting which controls max attachment size on outgoing emails ●
- FIX Don't re-send attachments back to users in auto-replies ●
- 'FIX Agent: Macro selected from 'reply' section in reply box would still apply if you switched to 'note ●
- 'FIX Agent: Creating tasks with no due time would create it with a due time set to '00:00 ●
- FIX Admin: Fixes around changing label cases ●
- FIX Admin: Setting translated titles on products, workflows, priorities and categories ●
- FIX Agent: Snippet variables did not insert translated title for products, workflows, priorities and categories ●
- (FIX Prevent huge search queries from running (which could potentially be rejected due to length ●

.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