

## DeskPRO Build #378 Released

Release Announcements - (.) تعليقات - Chris Padfield - 2014-11-04

.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