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## DeskPRO Build #386 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #386

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

- .NEW "Send welcome email" option when creating new user •
- NEW You can now specify permissions on apps that add UI widgets to the agent interface
  - .IMPROVEMENT Optimized filter checking logic •
- IMPROVEMENT You can now fine-tune who can create new labels by permissions (before it was just an (on/off setting that affected all agents
  - .IMPROVEMENT Render KB articles in Agent Interface even when Portal is disabled
    - IMPROVEMENT Added IMAP and SOAP server checks •
  - FIX When using ActiveDirectory, possible incorrect email address on login form when following ticket permalink from an email
    - FIX Standard "friendly identity" names for LDAP/ActiveDirectory •
    - (FIX LDAP: Logging in with an email address did not work (only username was accepted
      - FIX Admin: Saving an agent would remove any custom usergroups set on that agent •
- FIX (API) Fix some duplicate key errors that could happen during newticket when multiple requests for a new user are executed concurrently
  - FIX Server errors during API calls would not return a proper error result
    - FIX Endpoints for News section •
  - FIX Email: Fix rare cases of quote markers not being detected properly if the marker line was mangled/encoded improperly
- FIX Admin: Adding a custom sidebar block would become uneditable if no content was visible (e.g., it is (just a script tag, hidden by CSS, etc
  - FIX Agent: Sorting option for urgency was hidden in some cases depending on where/when a custom filter was saved
    - FIX Resetting password did not clear existing sessions in some cases •
    - FIX If you disabled the helpdesk and then your admin session was lost, you could not log in again ullet
      - FIX 'touched' criteria for custom fields •
      - FIX Feedback rating in Ticket changelog email
        - FIX Server checks for opcache •
      - FIX Show IDs for department triggers on ticket update  $\, ullet$
      - FIX All layouts are on by default when creating a new field •
      - FIX "Only show when there is a value" option in Layout Editor •
- FIX Admin: When using SLAs with custom work hours which defined custom work days, those days were not applied correctly
  - FIX API: Searching people on contact fields such as address, phone or im would cause PHP notice if an array was supplied
    - FIX Improve search results using MySQL searcher for non-English languages •
  - (FIX ElasticSearch: Improve search results on publish content (especially with non-English languages
    - FIX bmp image files did not show inline •
- FIX Agent: Agents might show up in 'online for chat' menu even if they don't have permission to use chat
  - FIX In batch task, auto-unassign of a ticket assigned to a deleted agent did not update search index •
- FIX When a ticket becomes awaiting agent and it is assigned to a deleted agent, it should be unassigned using usual update procedures so client messages are sent to connected agents
- FIX When viewing tickets in ticket list or ticket view and the ticket belongs to a deleted agent, it would 'appear as 'unassigned
  - FIX Checksum checker would complain about missing README file
  - FIX Agent: Editing usergroups on an agent from the agent interface would remove any agent groups they were a member of
    - FIX Agent: Long strings in messages would go off-screen instead of wrap
      - FIX Agent: Inserting snippets via shortcode did not work on newticket
        - FIX Admin: PHP warning when saving agent override perms •
    - FIX Admin: Description for default value on categories, priorities, workflows and products  $\, ullet \,$
    - FIX Admin: "No default" value did not display correctly for categories, workflows, priorities and •

- .products
  FIX Admin: When editing SLAs, clarify time option when using working hours
  - FIX Agent: Forward overlay did not let you select user emails in the To field
    - FIX Add last ticket message to JIRA new issue form description field •

We will begin rolling out this update to the cloud soon. This post will be updated once all cloud sites have been .updated

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