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DeskPRO Build #389 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #389

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

- NEW New rate limiting options for emails •
- NEW New app that will show hostnames for users on tickets/messages submitted from the web
 - IMPROVEMENT Duplicate checking is extended to forwarded emails by agents as well •
 - FIX Agent: Merging two tickets could result in duplicate SLAs added to the remaining ticket
 - FIX Agent: Editing email-submitted messages did not let you edit the entire message •
- FIX Portal: Viewing a protected publish category while logged out would show a 404 rather than login how
 - FIX Trigger criteria testing for toggle fields did not work properly for 'off' state •
- FIX Agent: If you applied a macro that changed properties such that you were no longer able to view it due to new permissions, you would see a permission error box
 - FIX Agent: Sometimes while chatting with a user, old agent chats might appear
 - FIX Add request tokens to email manage links in user profile •
 - FIX '>' appearing in notification menu when a new comment is submitted •
 - FIX Fix error when using usergroup filter search criteria with no options •
 - FIX New tickets created as non-awaiting agent would not trigger emails to subscribed agents
 - FIX Fix ability for 'window.opener.location' redirections from links opened in new windows
 - FIX In some email phrases, variable substitution may be rendered un-escaped as HTML •
- FIX Agent: Fix HTML (and potentially unsafe Javascript) from rendering within some tooltips, such as tooltips showing names when hovering over picture icons
- FIX Duplicate key errors when adding CC's for existing users when DeskPRO auth has been disabled •
- FIX Agent: HTML (and potentially unsafe Javascript) in an agent author name is rendered as HTML when viewing KB articles, news and downloads
- FIX New users created via email were not inserted into correct organisations based on email domain •

.This update has been rolled out to all Cloud customers

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