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## DeskPRO Build #410 Released

Chris Padfield - 2015-07-21 - تعليقات - Chris Padfield

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #410

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

- NEW Admin: New option to disable keyboard shortcuts •
- .NEW Better agent email notifications and reply handling. Read more
  - FIX Admin: Search index is off when demo is reset •
  - FIX Agent: Missing 'Awaiting Validation' filter in agent interface
    - FIX Agent: Reset password sent in wrong language •
    - FIX Agent: Organization link on CRM list was broken
      - FIX Misc whitespace issues in HTML email •
    - FIX Add another cut pattern for email sent from Outlook
  - FIX Missing cut pattern for email sent from Outlook for iPhone  $\, \bullet \,$ 
    - FIX Agent: Some bad handling of newlines in RTE •
    - FIX Admin: Fix validation on 'date created' trigger criteria •
- FIX Agent: Some ticket counts in filter list might be wrong for a few seconds until the browser did a ullet background-refresh
  - FIX Agent: Download vCard with phone numbers failed •
  - FIX Agent: Links in messages did not open in new windows •
  - FIX Admin: Test outgoing email did not let you edit test message properly •
  - FIX Agent: When editing snippets, the default selected category was wrong •
- FIX Portal: New accounts created via creating a new ticket did not set the proper language based on the users selected language
  - FIX Installer: Minimum version of PHP is 5.3.9 •
  - FIX Agent: Changing user orgs did not set organisation on existing tickets, causing some counters to

    mis-match
    - FIX Portal: KB suggestions on new-ticket were not limited •
    - (FIX Agent: number of tickets display field did not work (in CRM
      - FIX Portal: Bad phrases for chat end •
      - FIX Add 'TR' to list of default subject 'forward' prefixes
        - FIX Admin: Fix creation system criteria •
        - FIX Agent: Font colours in Firefox an IE did not work •
    - FIX Portal: Language used in 'reset password' email was not the language of the user
      - FIX Agent: Create ticket as node was adding signature •
      - FIX Admin: Some invalid phone numbers would not render an error message •
  - FIX We now bundle latest certificate authority certs for use with cURL (this fixes SSL errors when the (host has outdated ca-bundle
    - FIX Trigger checks on 'Ticket has SLAs' did not work properly •
    - FIX Demo: Request license requires org name but did not show error message if it was missing
      - FIX Agent: Tabs taking focus in some cases when they are meant to be reloaded in the bg

.This update has been rolled out to all Cloud customers

. If you are using DeskPRO On-Premise, you can update your installation from the admin interface