

DeskPRO Build #5.5.5 Released

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We are excited to release a new version of DeskPRO which has a number of new features, .bug fixes and improvements

Features

- Custom text fields have a new option to auto-linkify links when rendering values

Fixes

- Agent] "View message in a new window" was broken for some customers]
- Agent] Organization browser did not order by name]
- Reports] Reports with Organization data do not export to CSV properly]
- Reports] Custom date/time fields do not export to CSV properly]
- Admin] Server Incidents browser was broken]
- System] ElasticSearch: Search queries including the word 'and' would not return expected results]
- Agent] Message "forward" did not work for some customers]
- API/iOS] Filters from all agents would appear (though you would still only see what you had permission] (to see
- (Agent] Edge-case where opening a ticket could cause an error (to do with invalid blobs]
- Email] Inline images with no file extension will have it added base on mimetype]
- Website Widget] Some combination of options would cause the widget to malfunction]
- iOS/API] Customers using Apache web servers might have issues using the iOS app or the API due to] .Authorizatin header not being passed through
- Agent] Fixes to handling of ticket layouts and organization fields]
- Admin] Could not edit API key tags]
- .System] Fixes to legacy upgrade procedure from v4/443]

Notes

- A patch build (5.5.5.25136) was updated on Friday April 28 to address a problem to do with upgrading .affecting some customers