

## DeskPRO Build #92 Released

Release Announcements - (·) Chris Padfield - Comments - 2012-08-13

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #92

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

- Show lost password form for admin lost from cloud
- Add upgrade command
- Allow multiple versions to be run from one entry point
- Add placeholders for this week (spanning the current week, based on person-  
. (configured week start) and last week (spanning previous week
- Add a UTC function to retrieve a dates/times within as if they were UTC. This can  
improve performance. Also add a TO\_UTC function that can convert a local datetime  
. (into UTC (to pair with the UTC() function
- Date creation functions for DPQL. These take into account the current person's time  
.zone
- Allow direct references to associations in DPQL if we now how to work with them  
(internally and for printing
- Skip welcome screen with new cloud signups
- Fix dupecheck when there has been other activity between new reply that would  
make it not a dupe
- Disallow a number of sections if in cloud mode
- Fix dupe message not being marked as gateway rejection
- Some cleanup to cron runner, make sure to only use sites that are configured (not  
(pre-created ones
- Remove old CloudConfig class
- Add site cron runner
- More organised cloud loader - Reader db connection is read once and then discarded,  
so cant leak info once booted into a site. - Handle loading cloud site info in  
commands
- Support for many more placeholders
- Implement support for %PLACEHOLDERS% in DPQL, with support for  
YESTERDAY/TODAY included. Comparisons using these placeholders are  
. automatically adjusted to fit the correct date range
- Automatically adjust references to datetime DB columns to the visitor's timezone in  
.DPQL

List of allowed function calls to pass through to MySQL (along with argument count •  
(restrictions

Handle Cloud outgoing email accounts •

Work around DeskPRO Cloud email accounts - Some more work around overriding •  
default DeskPRO for Cloud handling - Add interface for managing cloud email  
addresses

Fix display of radio field in user interface, fix everything about Date field •

Redirect back to ticket after login from email auth link •

Fix FK on tickets\_attachments could cause ticket delete to fail •

Fix deleting feedback category with 0 feedback in it •

Fix typo in varname for handling To name with no charset info •

Fix case where handling attachments with no content-disposition •

If you are using the cloud version of DeskPRO, your account will have already been updated  
.or will be updated within the next 24-48 hours

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