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2013-08-23 - Chris Padfield - Kommentarer (0) - Deskpro Releases

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #289.

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

- NEW For users with multiple emails on their account, you can now change the email address used by a ticket
- IMPROVEMENT Improve performance of searching through macro list in ticket reply box menu
- IMPROVEMENT Pressing enter inside text fields in search forms will submit search
- IMPROVEMENT Search forms have a 'reset' button
- IMPROVEMENT Better prevention of duplicate upgrade processes running during auto-upgrade
- IMPROVEMENT Better cron.php duplicate run protection using lock files where available
- IMPROVEMENT Added date search options to tickets api
- IMPROVEMENT When user has many tickets to show in profile, button links to search result
- FIX Some email notifications could potentially include dates with the wrong timezone for the user it was
- FIX Grouping on SLA filter results was not working
- FIX Using "Reply" trigger action with the "written by assigned agent" variable would not work if there was no assigned agent before the trigger itself run
- FIX Admin interface listing 'new ticket by web form' triggers in wrong order
- FIX Using the "forward message" feature from agent interface would always show the 'From' as the ticket owner even if it was a message by a different CC'd user
- FIX Case where knowledgebase gateway address could be used on tickets if no trigger exists to set the 'From' address and the initial default ticket addresses were removed
- FIX Counts on cached counted archive filters (recycle bin, spam etc) would be updated to NaN when a
 new ticket entered the list
- FIX Setting a search term in ticket message/subject 'advanced' popout would break the simple input box
- FIX Blank priority names under trigger actions
- FIX Extra linebreaks around chat snippets
- FIX Saving custom fields could clear out any fields that have a custom layout option, making them invisible until you reload the ticket
- FIX Completed tasks disappearing on their linked ticket
- FIX Placement of display name when adding tasks
- FIX Possible errors about missing CURL constants in some versions of PHP
- FIX PHP warnings sometimes when scaled image dimention is rounded down to 0 (e.g., 100px wide but 1px high could result in 0px height)
- FIX SQL error with filters that search on SLA status
- FIX Prompt for initial snippet category if no category exists
- FIX Layout on 'ticket feedback' section in reports
- FIX Overflowing in new chat alert with user with many tickets
- FIX Not being able to select top-level categories in multi-level category structure in publish section
- FIX Quick-search on email address would always show primary email in result even if a secondary email
 was the one that matched
- FIX Dupe org/people results sometimes in quick search results
- FIX Case where agent does not have permission to any sub-departments could cause the parent department to become selectable for them if the agent was never saved/updated since sub-departments were added
- FIX Cleaning up of tmp_data prematurely. Could result in 'reset password' tokens being cleaned up before they sholud have.
- FIX Infinite loop when trying to fetch a phrase that does not follow the proper naming format of group.name
- FIX Another case where dismissed notifications might come back
- FIX Translated articles always displaying in agents selected language, making the "real" base language

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.