DeskPRO Build #176 Released

2012-11-14 - Chris Padfield - Comments (0) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #176.

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

- Fix couple of 'of null' type JS errors
- Fix Twitter usersource
- Fix html snippets not showing newlines when expanding preview
- Few tweaks to procmail and procmail-retry commands:
- Fix some issues with IE8 displaying agent pages.
- Split the HTML5 shiv out as it must always be included in the head tag. (This improves IE8 rendering in certain places.)
- Reset timeout when sending email to prevent possible max exec time issues
- Fix path to template
- Prevent error from the RTE if it's been destroyed before triggering certain actions.
- Improve pasting into the RTE in IE.
- Update the Redactor RTE to fix some issues.
- Ensure that SLA triggers are removed with the SLA.
- Allow SLAs to be searched in the advanced ticket search.
- Fix date terms not showing proper results
- Fix some rgba backgrounds that wont work in IE8
- Init empty console object for IE8 that doesnt have it
- Allow the individual SLA counts to be clicked to take you to a list page of that SLA status specifically.
- Allow the SLAs on a ticket to be displayed in ticket lists.
- Allow SLAs to be filtered down to a specific agent/team and whether the requirements of the SLA have been completed in the ticket section list. Support updating SLA count totals when an SLA, agent, or team is updated on a ticket.
- Add ability for AjaxChanneler to give priority to specific messages, solves possible race condition with remove/update ticket
- Fix no perm error showing when it shouldnt
- Tweaks around deleting/banning user making it more clear what will happen and what will be deleted.
- Add new default agent perm group for all non-destructive permissions
- Add note about power of delete

- Better language on merge user overlay to expalin what will happen
- Prevent deleting agents from agent interface
- Add missing slas property on Person
- Add better logging to procmail, add retry ability
- Dont use entities when inserting queue items
- Add support for managing SLAs with tickets.
- Log memory usage in slow page logger
- Fix 'ticket updated' emails missing last reply
- Fix possible error with cleaning up text nodes
- Force database host to be non-localhost when using Windows
- Add way to hook into jquery remove/empty to run cleanup code, timeago properly cleans up watched elements
- Better summary string for set_initial_from_name action
- Fix default department permissions
- Fix logged notice when adding account
- Clean up trigger actions options a bit
- Try to explain possible reasons for empty uploads
- Fix no perm message showing when it wasnt a no perm error
- Dont log POP3 password in error log
- Include ID matching on fulltext ('enter key') search as well
- Fix clearing due date causing error
- Move portal 'global settings' into settings page, clean up display of custom templates in template list
- Add links to ticket layout editor
- Have portal tabs overflow column in portal admin if column too narrow
- Fix notice that broke regular template editor
- Make picture_blob_id not unique, thereby fixing issue with merging user who has a picture
- Add quick way to change title of department field
- Clean up 'settings' menu
- Show triggers using custom template variants
- Fix greeting line
- Fix couple more email trigger bugs
- Fix action names, add actions to send arbitrary emails
- Trigger actions for setting templates
- Fix basic html clean (fixes bad markup) not being run on 'full' message after it had been clipped. If an email was clipped, then there was a possibility that there could be unclosed tags which may cause the ticket tab to render badly.
- Allow creation of arbitrary custom templates'
- Add search in templates
- Add overlay phrase editor to email editor toolbar

- Fix opening overlay template editor more than once
- Fix setting linked dep from edit gateway page
- Fix changes to gateways associated transport not saving
- Fix RestrictionSet adding file ext with spaces
- Creating new variations, deleting them
- Agent notifications shouldnt default to name of replier (uses trigger for that)
- Add 'variations' to email templates
- Phrase edit opens when cursor within phrase name part rather than entire phrase tag
- Support adding new phrases from template editor
- Fix case on 'OAuth' namespace
- Move titles/desc out into lang so they can be re-used easily on multiple pages
- Add revert button to email template editor
- More changes around email template editing. - Clean up listing pages a bit with titles and descriptions - Editing templates done from own page - Clicking phrase allows you to edit the phrase - Can now click 'Edit Template' on the embedded template tips
- Use replace when importing dp3 email uid's. DP3 did not enforce uniqueness and there could possibly be duplicates.
- Fix padding on bottom of listing cell when no display fields are enabled
- Precent actions defined in macros from being applied if agent does not have permission to perform them
- Fix sub-products not being ordered on newticket
- Fix children_ordered on objects without getChildrenOrdered causing error
- Improve accuracy of pastes from plain text sources into the agent RTE.
- Fix deleted tickets scrollbar weirdness due to bad css classname
- Fix title of ticket message template in admin listing always showing as 'untitled'
- Fix deleting labels not updating the 'all' count
- Fix order by when grouping variable is set
- Correct ticket departments
- Fix error being triggered when automatically billing tickets during a reply.
- Fix massactions showing chat deps, and completely remove 'old way' of getting departments
- Work around template editing
- Add CodeMirror
- Use simple placeholder for user reply
- Fix a few display issues in new emails. - Move included templates into emails_common. All templates in emails_agent and emails_user must be actual full emails (e.g., complete bodies with subjects etc). The template pre-processor is run on them.
- Simplifying of email templates
- Changes to phrase variable handling. - phrase() template function now uses current context for variables. This means if a variable exists in scope, you dont need to name

it explicitly in the second parameter. - Translate::replaceVarsInString is able to resolve "dotted" variable names to array keys or object properties. For example, a variable {{ticket.id}} will properly resolve to $vars['ticket']['id']

- Add viewers for currently active background tasks to a few admin interface pages, including ensuring that currently running CSV imports always show on the list. Add a viewer for the task queue logs. Clean up completed task queue log entries after 2 weeks.

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.