DeskPRO Build #430 Released

2015-11-19 - Chris Padfield - Comments (0) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #430.

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

- NEW api auth method
- IMPROVEMENT reset ticket properties saving state on server errors
- FIX store only single draft for new ticket
- FIX remove trailing slash in jira base url
- FIX custom DateTime trigger terms
- FIX tabs not updated properly after browser reload
- FIX correct organizations endpoints in API Browser
- FIX ticket layout for custom fields in pdf and print views
- FIX reverted persons_deleted from purge (should be in controller)
- FIX Error caused by custom Toggle field
- FIX add time with new reply
- FIX fallback to database search when elasticsearch failed on portal
- FIX changed translation text of search org input on NewPerson
- FIX added persons_deleted to people purger
- FIX removed reset settings feature
- FIX ticket message linkifying
- FIX NewPerson and NewOrganization labels
- FIX admin ticket filters: show person or team
- FIX custom email templates in trigger criteria
- FIX use custom address of email account as email_to var
- FIX escalation criteria for feedback_rating
- FIX show ticket hold status in ticket log
- FIX billing comment field width
- FIX associate problem on new ticket
- FIX supress an error when using macro with deleted snippet
- FIX correct ticket properties update after sending reply
- FIX signature dupes on new ticket
- FIX search words prompt on publish
- FIX per org field will not be shown on portal if there no choices defined
- FIX NewTicket draft was not initialized until person is selected. No reset by closing

tab.
- FIX NewTicket draft was not initialized until person is selected. No reset by closing tab.
- FIX ticket properties were replaced by numbers sometimes
- FIX ticket search by SLA Warning status
- FIX check new person perm on new ticket
- FIX check new person perm on new ticket
- FIX check new org perm on new person
- FIX check new org perm on new person
- FIX purge demo orgs
- FIX new people and org labels suggestions
- FIX checked custom radio field in macros
- FIX custom chat fields validation
- FIX Search/escalations on custom date fields
- FIX fix possible exception during sync
- FIX create settings backup after install
- FIX create settings backup on install
- FIX registered group has access to all deps by default
- FIX Agent: Missing unassign option in ticket replybox
- FIX Agent: Unassign from within ticket view caused a JS error and did not unassign the ticket.
- FIX tabs not receiving updates after page refresh
- FIX prevent linkifying with wrong symbols at the end
- FIX linkifying in agent note
- FIX was set/was not set criteria op with custom fields
- FIX was set/was not set criteria op with custom fields
- FIX allow to save custom field criteria when touched/not touched op selected

This update has been rolled out to Cloud helpdesks.

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