

## DeskPRO Build #104 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-08-20

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #104

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

Mark page as helpful when marking it as answered from newticket auto-search •  
suggestions

List created date on user ticket list •

Add no results message when viewing blank task list •

Use less than a minute ago for <1min rel times •

Quick toggle for department permissions •

After setting picture, need to reload for it to show up •

Add downloads count to files •

Dont show slug field •

Remove decimal places in estimated max upload size •

Add toggling of report favorite status via ajax, report list collapsing, and improved •  
.display of the reports system

Make the main DPQL report output much nicer •

Comments should link to comment form •

Add favicon with gear over icon for admin interface •

Create ticket button when chat has ended •

Fix 'compelted' count when checking tasks as done •

Only save first instance of an inline image in a ticket, subsequent replies refer to •  
original

Remove unneeded delay in setting initial formString, fixes the 'are you sure' closing •  
confirmation when trying to close an overflay quickly after opening it

Loading indicator on mass comment actions, mass validation actions •

Add drag+drop target for new download •

Prevent non-images from being uploaded as profile pictures •

Fix notice when trying to view invalid error log •

Fix trying to fetch bad template name when trying to reset pass of admin account •

Fix for data syncing on non-Windows systems. Also output the types of data update •  
.via the sync-data command

Fix warning when merging non-array person field summary •

Fix dupe checker considering new ticket a dupe when the body is the same to a •

previous new ticket, even if subject was different

Need to pause cm poller while sending reply which itself gets latest cm's. Prevents •  
cm being processed out of order (e.g., removing ticket from list before adreply has  
(been fully processed

Reload source pane when updating cats/status so numbers are up to date •

Add query builder (with builder <-> text switcher) for DPQL system and integrate •  
.this into the necessary areas of the report builder

User typing indicator •

Fix title input boxes on new publish forms, and use select2's •

Absolutely position right-aligning menus so they move while resizing window •

Fix displayoptions and hard dragging an item to last position •

Styling to 'search' tab in publish content •

'Capitalisation in 'Comments to Review •

Fix adding glossary words in agent not adding to list properly, max-width on long •  
glossary tooltips, case-insensitive matching in user interface

Fix a couple checks for require login option •

Adjust size of login text boxes when used in smaller width •

Fix ticketlog and logging changes between hidden statuses like spam •

Fix 'dismiss all' in notifications not removing feedback counter •

Change title of login box •

Fix missing email address in flash message after submitting ticket •

Fix missing name on message row when user has no name. Should show email addy •  
instead

Fix html phrase in admin attachments page •

'Fix log row for 'update •

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