

## DeskPRO Build #105 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-08-22

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #105

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

- Tweak auto-linker to not match trailing parens •
- Fix sql error when fetching related tasks when you dont belong to any teams •
- 'Separate article suggestions in ticket settings •
- Add max-height and scrollbar to top searchbox •
- Periodically update ui on tabs to handle height changes post-load •
- Couple more fixes to handle agent validation after email validation •
- Fix require validation on users from gateway-submitted tickets •
- Fix incorrect form error when adding gapps gateway •
- Fix regex matching custom ref codes •
- Fix creating agent or agent team filters from admin •
- Fix typos •
- Fix agent reply from web interface clearing agent followers •
- 'Fix missing js phrase •
- Fix fields that arent enabled in the 'default' layout not showing up when agent views •  
ticket
- Fix docx mimetype not being read, fix unknown mimetypes from being saved as •  
file.txt
- Add a number of built-in DPQL reports and fix a few bugs that come up when adding •  
.them
- Fix the 'stop actions' trigger •
- fix misspelling of maintenance •
- Fix exception when submitting download with no cat •
- Fix notice when trying to fetch non-existent agent •
- Fix DbLoader sometimes not returning array •
- Reload when data registry is not defined •
- Use select boxes for kb article cats •
- :Simplify new gateway page a bit •
- Add in original ticket message as part of pending article •
- New ended chat filter for missed chats (those that ended unassigned), add grouping •  
var for total time a chat was opened

- Add keyboard nav to snippets •
- Ability for Popover to open to the bottom, snippet viewer opens to bottom •
- Turn message types in ticketview into menu •
- Fix notes being called messages in notifications •
- Prevent removing copyright line •
- Support for a draggable left column in the reports. The drag width is maintained •
- .across pages in a cookie
- Add two-level select widget for departments/categories in userland newticket •
- Report builder printing (via css media that hides everything non-essential) and •
- .improved CSS compatibility
- Fix labels input box being too short •
- Show flag icon in ticket list •
- Fix bugs with inline email edit form, dont allow empty email •
- Show user icons in ticket list, add chats list •
- Show edit icon when hovering position in org •
- Improved value formatting for numbers, along with explicit use of the FORMAT() •
- function. The PERCENT() function can also take an argument to control decimal
- .output as well
- Add direct link to settings tab from user menu •
- Fix null slug •
- Enable notifications on new agent accounts •
- Handle 404 when trying to run bad filter •
- Show linked tasks on tickets •
- .Support for CSV rendering of DPQL reports •
- Add icons for notify rows •
- Open notification area off by 1 pixel •
- Fix new chats not showing up in notifications area, change favicon animation a bit •
- when new chat waiting
- Catch autoreplies •
- Fix error messages not clearing failed label •
- Fadeaway on publish titles in agent interface •
- Move around open in window/min tabs, cancel button •
- Show counts of categories •
- Better overlay loading page for article suggestions from newticket •
- Full-height email source textarea in detail popup, add tab to view process log for an •
- email
- Reduce text size and padding of table view •
- Fix background going weird when activating different display options in list view •
- Fix {{names}} in gateway account criteria description •
- Delete permissions when deleting agents •
- Increase width of massactions other properties rows •

- Fix blank options in massaction •
- Fix plain select boxes being revealed sometimes when switching between departments with custom field layouts •
- Fix getting department names with specific ids •
- Add support for value formatting in DPQL, both automatically detected and the start of configurable formatting via the FORMAT() function •
- .Store report collapse state in a cookie so it's saved •
- typo: spell receive correctly •
- Enforce ug permissions on published content •
- Fix the From name being lost when a different transport is used via trigger •
- Fix a couple html phrases •
- Replace outlook smilies with UTF8 smilie •
- Fix cloud cron run wrong timeout compare •

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