

## DeskPRO Build #116 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-09-11

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #116

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

- Add beginning of chat blocking
- Message about secondary agent joining chat
- Fix possible double-messages appearing
- Dont show user both joined and assigned message, just joined
- Handle case when user comes back from timeout
- Add session info to chat view
- Fix attachments uploaded by agent during newticket
- Tweak positions of a couple chat boxes
- Fix user typing message not being hidden sometimes
- Move warning about logged-out user
- Fix clicking rows in notifications area toggling tab if it was already open
- Dont send chat transcript when there was no agent message
- Chat: agent listing fadeaway titles
- Correct alt favicon number bgcolor
- Prefer plaintext to html emails if html email is very large. Very large emails can .cause htmlpurifier to choke
- Chat: Fix weird 'close' button
- Change list builder needs to check ticket permissions before dispatching client messages
- Fix keyword 'default' breaking asset build
- Fix notice about undefined with getErrorsDebug on validator
- Improve a few FW email matching patterns for Outlook
- Fix email cc's
- Prevent whole tree from un-collapsing when moving categories
- Fix bad display options between people search result pages in table mode
- add French
- Fix error when custom filter has a 'ticket closed by' date term
- Auto-expanding textarea on newticket, cc controls
- Fix js scrollbar jumping
- .Allow access to view/manipulate most ticket data via the API

- Strip out bad utf8 chars in convertToUtf8 •
- Fix error 1477: Notice with 'Total agent waiting time' stat •
- Fix editing time on time triggers •
- Show email address on reply notif •
- Add usersource test page •
- Add email test page in admin •
- Show field ids in list and edit view •
- Support automatically generating a list of what can be accessed in DPQL for •  
.documentation purposes
- Make sure code supplied is an integer •
- Fix rare case when destroyObjects might not be set •
- Remove hash portion of script that can mess up local\_hash checks •
- Add 404 for invalid feedback view •
- Fix notification sent to user waiting validation •
- Fix notice about undefined field\_manager •
- Handle invalid uploads in admin acceptTempUpload •
- Fix notice with triggers that use email/email domain •
- Standard user boxes •
- Snippets on newticket fix, reduce vertical space used by ticket fields •
- Changes to newticket style •
- Prevent any edits when ticket locked •
- Add ticket locking •
- Add 'remove' menu with '& ban' option •
- Fix bug in setting standard fields not working, enable select2 on choice fields in fields •  
tab
- Some updates to saving custom fields in new layout •
- .Support for multiple groupings in report titles •
- .Ensure that custom fields are easily queryable via DPQL •
- JS to change fields and layout based on rules •
- Update to some JS hooks for ticket header •
- Work around improved ticket header •
- Tweaks around favicon/tab titles •
- Ensure that decimals in DPQL are parsed correctly and that numbers are not directly •  
. (allowed in GROUP BY clauses (this prevents a SQL error
- Add support for aliasing in report GROUP BY columns •
- .Display a total row and column in matrix table reports •
- Add an implicit limit to the report system of 2500 results (per "split"). This limit is •  
. (skipped when outputting the reports to non-HTML (CSV
- Adjust department names in reports to print "parent > title" to be less ambiguous. •
- .Related, make group by add an order by of the printable version of the group field
- Remove decimals by default in reports (can be added as needed via FORMAT() •

(function

Adjust the report builder page loading system to ensure that embedded JS is run as •  
.expected

Additional built-in report categories •

.Support for grouping reports by using [...] in titles around groupable parts •

Update system to manage API keys and allow access to the API bundle (/api prefix) •  
.when a valid API key is provided

Cloud sites max attach is always 10 MB, remove option from admin •

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