

DeskPRO Build #122 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-09-17

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #122

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

- Fix online agent going offline not putting them back into offline list
- Prevent races that can be common when using custom refs with no random component
- Fix error in IE on newticket
- Fix possibility of out-of-order CM processing could cause list numbers not to be updated after reply
- Fix showing some trigger actions in macros
- Enable link to API key management in the admin interface
- .Assorted API tweaks/bug fixes
- Default values for cats, pris and workflows
- Add default choice option to custom choice fields
- Trim off signature when switching to note mode
- Clean up user rows in newticket
- Dont log 404s to error log anymore either
- Tweak unverified user message, fix position of newticket button, fix missing phrase
- Fix status select not updating to new status after reply
- Remove multiple notify rows of same object when clicking one
- Fix report interface switcher
- Dont report smtp failures to us
- Fix error when invalid reset password form
- Dont report pop3 to us
- Get rid of some old sources
- Fix warning when using triggers to force notify someone of ticket notification
- Fix saving invalid blobs from filesystem to database
- Handle 404 when download not found
- Use getID to get ID of fields so record isnt lazy-loaded
- Fix reloading self after approving user
- Fix passing string instead of timezone object when adding new tasks with due date
- Handle error when trying to create a thumbnail for a non-image
- Fix warning when saving phrase with no master phrase

Expand API such that valid values for editable data (department, priority, etc) can be •
.listed via the API

Clean up tasks/flagged tab •

Borders on times tab •

Counters on flag/tasks tab •

Toggle full message by clicking when viewing log tab •

Move ticket message counter into content box •

List of tickets on orgs uses standard ticket search. Fixes showing tickets even if you •
didnt have permission to see them

Fix links to tickets in user/org activity streams •

Shift-P opens profile page •

Fix toggling popover windows sometimes resulting in 'unsaved data' notice when •
nothing changed

Dont show inline images as attachments •

Fix adding user to usergrouping removing other users •

Fix closing person popover showing alert about unsaved changes •

Reposition cut marker to be inside equals-delims, prevents accidentally putting •
cursor within cut line element

Single marker point to prevent possible copy+pasting mistakes, require marker line •
in agent replies

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