

DeskPRO Build #123 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-09-19

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #123

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

- Allow triggers to set custom ticket fields
- Fix action selector becoming too long
- Fix PHP filter checking of changed participants
- Update filter counts after updating filter
- (Fix 'op' select missing its options when being re-rendering (e.g., editing filter/trigger
- Store original 'to' address ticket was sent to, add trigger criteria for the to address
- Add trigger action to set gateway address
- Show both the initial landing page as well as session landing page on chat info
- Fix when related browser alerts being dismissed on click could leave notification tray in wrong state
- Fix fatal error on invalid date strings
- Fix IE errors when no audio
- Report APC version in error logs
- Update embedded newticket iframe code
- Silence debug messages in runner unless using verbose
- .Add person/organization fields to the report placeholder options
- .Add support for "filling" in missing values in a report series in specific circumstances
- Add simple sidebar block creator asks just title/content
- Handle case of importing users with maps belonging to old usersource
- Ignore ctags file
- Correct chat source numbers when user times out / returns from timeout
- Tasks in tickets are now fully featured
- Remove "group by nothing" and "split by nothing" values from report titles
- Fix source_type for imported custom database usersource
- Fix required joins being stripped out when adding person criteria to ticket search filter
- Add support for adding an additional join condition to custom field joins in reports .{[(such as tickets.custom_data[2
- Fix rare case where client messages might not be delivered properly. If an agent logs in after the client messages cron job has cleaned the client_messages table, then he

- .may next the next batch of messages
- .Handle bad section_html for every section •
- Handle reloading section after failed ajax •
- .Ensure root field is set properly when updating a field •
- .Add root field value to custom_data_* tables •
- Fix possible division by zero in DetectInlineReply •
- Attach varname needs to be an array to accept multiple attachments in a reply •
- Fix button stuck at saving •
- Update tasks pane when adding task from ticket •
- Say 'extend' on license page if not expired •
- Show spinner when submitting new ticket •
- Fix newticket revealing form validation errors •
- Correct template used for agent-created ticket notification, make the 'from name' •
the agent
- Fix alignment and sizing issues on newticket form •
- Fix fwd cutter to handle case of wrapped From •
- Error out on bad forward, email agent about it •
- Update preboot error style and add logo, expand on info about php version •
- Save copy of ticket message when spamming •
- .Add axes labels to graphs in report builder •
- .Add axis labels to matrix report tables •
- .Add ordinal suffixes to day of the month values in reports •
- Add admin page to change frequency of deleted/spammed tickets cleanup, button to •
purge them
- Fix position of close-tab button when adding note •
- Add logging to DetectInlineReply, fix bad detection when html tags were converted •
into uppercase
- Fix select2 multiselect fields being way too short when in edit mode on ticketview •
- Fix saving multi-select fields •
- Fix enabling the hidden agent team option when defining first team •
- Fix fatal error with invalid first reply time •
- .Support for defaults for report builder placeholders •
- .Additional report builder date presets •
- .Add a report that is automatically run when entering the report builder •
- Fix warning when trying to get title of deleted usergroup •
- Disable textarea resize in admin ticket editor •
- Fix a strange bug in IE where updated select options dont actually render to screen •
- Fixed position of nav bar, fix print view, fix active status on fav links •
- Some styling to reports builder •
- Include user agent in feedback about errors •
- Fix interface switcher disappearing •

- Adjust report graphs to show up only when applicable and only use the first selected •
- .column
- Add an Outlook cut pattern •
- Fix gear icon being cut when sprited •
- Fix making window small breaking layout in reports •
- Ensure deskpro_url doesnt include index.php part, ends in trailing slash •
- .Fix some report UI issues •
- .Add total row/column to CSV output of matrix tables •
- .Fix potential error with report builder SPLIT queries •
- Move message number to left, fix message init not being called on new messages •
- added via ajax
- Fix + toggle on completed tasks •
- Fix setting agent parts from viewticket not saving •
- Checking all checks the rest in notification options •
- Separate new tickets and filter matches notifications, new layout for notification •
- options
- Fix adding two or more cc's at once •
- Add new field type in ticket editor for CC's, handle adding CC's on newticket form •
- Add find_identity capability to custom db usersource •
- Updated languages: Japanese - Japanese: Changed 46 phrases, Added 15 phrases •

- 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