

DeskPRO Build #126 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-09-20

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #126

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

- Fix error when trying to call method on popover page when its been unloaded •
- Fix snippets tooltip in chat •
- Fix fatal error about dev bundle not being enabled when requesting /dev/ in •
production mode
- Update symfony sources •
- Update symfony version to 2.0.17 •
- Fix floating sidebar from following scroll when its too long for the page •
- Run server checks again on settings page to catch import errors for web php •
- Fix a few XML declaration tags •
- .Add billing totals to person and organization pages •
- .Add recent billing information to person/organization views •
- Small timeout before using iframe history in IE to prevent access denied errors •
- Save raw addresses an email was sent to and use that for trigger criteria, instead of •
.trying to figure out specific mailbox it was delivered into
- Fix archiving of old resolved tickets •
- .Add currency option to ticket billing •
- Fix when triggers set custom field that is later disabled •
- Do not initial ticket billing if not enabled, and ensure that the billing option on the •
.reply form is always updated correctly after a reply
- Initial support for associating time charges/bills with tickets •
- Namespace messages passing from child to parent window so overlay widget doesnt •
try to act on ticketform messages
- Add some logic to placement of tooltips so they dont overflow out of viewport •
- Allow agents to edit messages •
- Cleanup rejection view page a bit, allow reprocessing emails from admin interface •
- Clean up rejections list •
- Append message when full body has been clipped •
- Fix trailing dash •
- Fix internal email being prepended with extends tag in preprocessor •
- Catch rollback errors about no active trans so original exceptions log •

- Build script reverts any email templates
 - Support dutch/italian in email cutter through simple variable replacements in .patterns file
 - Fix when no cut was used, message_full would be empty but could still have empty elements, making the quote mark appear in agent interface
 - Fix an outlook cutter pattern for when theres a div wrapper after the hr
 - Fix editing layout template from admin interface always putting in subject
 - Add cutmarks that Outlook won't strip out
 - .Fix error with DAYNAME() function in DPQL
 - .Add support for the REGEXP operator in DPQL
 - .Add additional MySQL pass through functions to DPQL
 - .Add DATE_FORMAT to allowed DPQL functions
 - Setting should be 0
 - Add hidden setting for require agent marker, disable setting for upgrades who have custom templates that might have removed the marker
 - Fix warning when agent_ids choice is not array
 - Updated languages: Japanese - Japanese: Changed 8 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