

## DeskPRO Build #134 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-10-02

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #134

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

- Enable Persian
- Fix homepage redirect not taking into account of permission when deciding which page you should land at
- Fix being able to view unpublished articles if you know the exact url
- Fix missing signature on agent newticket when using message templates
- Fix call to close when chat win already destroyed, or not init yet
- Fix JS error when param is not a valid elem
- Fix errors when trying to resize image without php support for a particular format
- Fix removing multiple emails on user account could result in warning if one of them was the primary
- .Add support for RTL languages and RTL display of common user bundle pages
- Handle 404 when requesting delete non-existent dep
- Add other langs to cutter translate
- Plaintext emails should cut from standard reply header location
- Use translated regex for matching fwd cutting
- Add org search to filters
- Add organization term to filters
- Dont save login log when logging in via special token
- Add way to link to resources using syntax `{t-123}` where t is any of the standard keyboard shortcut letters
- Add email address field to feedback submit form
- 'Fix typo in 'the embedded ticket form
- Allow plugins to define custom ticket trigger actions. Add a HipChat plugin that uses .this feature to push messages to a HipChat room
- Fix agent team chat bugs
- Fix url on share widget
- Shift-clicking in option boxes to select multiple items
- Dont show deleted agents in permission count on department list
- Trim outlooks multiple line breaks when reading plaintext emails
- Properly update 'ended chats' section when chats end

- Fix user chat attachments being marked as is\_temp •
- Improve select2 multi when input area is small •
- Use email entered into user box without having to specifically choose a user/new •  
user
- Fix links in comment approved/deleted emails to users •
- Fix showing empty rows in widget content selection list, collapse view when its too •  
long
- Reload org tab after using email domain assoc to add all users •
- Fix org domain associations for new users coming from gateway •
- Fix redirect after adding gateway •
- Fix 'everyone' not being added to new cats, checking everyone checks other ug's •
- Make disabled blocks look disabled in portal editor •
- Fix snippets not inserting ticket id/ref variables •
- .Add the ability to trigger a web hook as a trigger action •
- .Add web hook management interface •
- .Update build scripts to force UTF-8 when creating tables •
- Fix https auto-redirection when core.redirect\_correct\_url is enabled •
- Set empty 'any' terms for triggers in build script •

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