DeskPRO Build #138 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-10-08

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #138.

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

- Fix possible notice with no time scale
- Confirm custom download filenames
- Reject undefined gateway accounts
- Fix double-adding messages that could happen if a notify poll coincides with the reply update poll
- Custom fields use much less memory by not creting Symfony form objects until they are requested (they arent needed in 90% of display cases)
- Fxi build script
- Dont test for utf8_is_valid before passing through utf8_bad_strip, waste of time when the regex is almost the same
- Make custom fields available in agent ticket notifications
- Add thunderbird cut patterns
- Always look up user when matching tac's in gateway
- Fix changing fields on newticket causing template to update
- Dont add RE to newticket subjects
- Give empty-subject tickets a default subject
- Drop winmail.dat attachments
- Use default gravatar image instead of local copy
- Make sure IE doesnt fall into standards mode
- Fix call to bad method
- Add core_tickets.gateway_agent_require_marker to advanced settings
- Fix deleted users still being able to log in
- Fix not showing users awaiting validation
- Update locale for spanish
- Properly validate primary email address when validating the user
- Fix disabled pre-filters from being always run
- Enable few other languages
- Cutter pattern for outlook with [square] bracket From style
- New merging interface and support for merging people.
- Fix notice when updating settings on cloud due to some settings being hidden

- Fix notify_email not saving, handle errors during triggers a bit more elegantly with better logging
- Fix restoring inline images in attachment articles during import
- Fix email reader not being set in gateway, which would cause triggers based on email content to fail
- Fix attachments on articles not being listed
- Fix cleaning of invalid utf8 chars
- Prevent bad phrase from causing fatal error with plurals, fix error with chooser when lang does not have a translation for a plural phrase but the locale uses non-english rules
- Add some missing trigger term summaries
- Log build num instead of time
- Build script to recreate log_items, delete old trigger
- Reduce time to keep old sendmail objects around
- Add command to move all blobs to fs in one go, then drop/recreate blobs_storage table
- Remove old log_items after 3 days
- A couple RTL bug fixes.
- Change language picker to show flags.
- Record time since window loaded when submitting js error logs, require input to send feedback about js error
- Correct can-delete permission check
- Fix redirection to /index.php/ that includes query string, fix admins not getting email when resetting their pass
- Dont output apc warnings (still log them though)
- Small change to Generic cutter to cut 'reply above' marks in plaintext emails
- Ensure that HipChat messages encode non-ASCII characters correctly.
- Fix users closing ticket with feedback form setting closed (archived) instead of resolved
- Fix priority names in trigger criteria
- When editing ug, show permissions granted through 'everyone' as on
- Dont log standard permission errors
- Fix ticket org not being updated when updating org on a user
- If a ticket is associated with a RTL language, ensure that agents view the messages and reply correctly.
- Put back core.email_validation setting, still used for reg form
- Make validation permissions work
- Automatically detect the language to use based on the user's preferences as set in their browser.
- Remove main-rtl.css file as RTL-specific adjustments can be made directly in main.css.

Improvements to RTL display of the user interface •

When using the identity helper to cache results, make sure to maintain indexes •

Dont try to save cm when not logging the login •

Fix condition in template •

Adjust API to always use singular versions for array input rather than plural (ex, label •
rather than labels).

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.