

DeskPRO Build #139 Released

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

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #139

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

- Prevent fatal errors when using date filter in twig template on an invalid date
- Ajax load 'full message' view
- Inline attachments need to be in 'full' messages too
- Show email source on gateway rejection page
- Fix case where user was not added to original CC list. If a user sent an email To: a user, and the helpdesk was CC'd, then the To: of the non-helpdesk address was not properly added as a CC participant
- Handle refreshing result lists when viewing subgroup that has changed
- Log ajax errors on cloud accounts
- Add 'Out of Office' subject pattern
- Fix reflowing of agent chat buttons when multiple open
- Dupe ticket checker missing from web portal
- Fix 'property of non-object' notice when deleting snippet
- Fix ticketlogs from escalations taking performer id from last gateway email processed
- Fix email address being marked as not validated when account is set as validated on new reg
- Decode names during import as DP3 will store non-ascii characters in encoded format
- Fix JS error on invalid agent ID
- Fix session timeout detection in agent (Fix handling -1 agent (aka current performer)
- Fix route for changing subject
- Handle entities on tab titles
- Changes required to replace Tipped with qtip
- Add qtip
- Remove tipped
- Open chat frame when agent responds
- Prevent 'chat ended' messages that come after you close a chat from producing sound notif

- Fix 'typing' message not going away •
 - Add current performer as option when assigning agent •
 - Show message when no chat departments enabled •
 - Add back missing status criteria on 'updated' triggers •
 - Agent require cut line should be on by default •
 - Fix dp3 ticket url redirect •
 - Fix importing LDAP usersource •
 - Correct baseUrl on CLI work that generates urls •
 - Add day of week and time of day criteria to escalations •
 - (Fix JS error when messagetabs might not be available (perms •
 - Fix undefined data.error •
 - Fix error when agent plaintext reply misses marker (to do with falling back on •
(language
 - Show error about missing LDAP module when trying to enable ad/ldap usersource •
 - Fix reprocessing email from admin failing because AgentBundle not registered •
((needed for templates
 - Add Danish 'SV' forward prefix •
 - Fix timezone in agent hours •
 - Add control to change user owner •
 - Couple small fixes to recent list •
 - AShow 'recently viewed' list in omniseach box when focused without search terms •
 - Add control to edit ticket subject •
 - Allow merging tickets by different users •
 - Fix a few more minor display issues with merge user •
 - Fix zindex on people merge window •
 - Dont show chat button in search assist when chat disabled or unavailable •
 - Missing array keyword •
 - Fix label 'not' search •
 - Agent-only ticket fields •
 - Add agent-only profile fields •
 - Add new 'agent notifications' tab to triggers •
 - Correct English title of Danish •
 - Add custom profile fields to register/profile •
 - Fix updating ticket message making message blank in window until reloading ticket •
 - Add another thunderbird cut mark •
- 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