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
- Fx 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 omnisearch 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.