

DeskPRO Build #147 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-10-17

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #147

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

- Fix label formatter in select2 tag selector •
- Add and activate Swedish •
- Installing lang needs to set flag •
- Set proper session attributes on admin login •
- Timezone fixes on agent activity as well •
- .Add support for accessing news posts via the API •
- Fix missing log level param •
- Prevent exception on upgrade if using unknown lang, or lang that has been disabled •
- in manifest
- Fix agent online detection for chat widget. Checking unavailable for chat had no •
- effect, if you were an agent signed into admin or user interface you would be
- .counted as available for chat
- Fix 'Agent Agent Team' in search sheet •
- Allow HTML pattern matcher to match exact text, or the inner text of an entire node. •
- If matching text of the node, then do simple transformation like converting breaks to
- newlines to assist in pattern writing. These changes allow writing more generic
- matches that can still match text that has changed slightly. For example, if an email
- address is linked then we dont need a completely new rule to match the new 'a' tag
- .wrapping the address
- .Add support for accessing downloads via the API •
- Fix html cleaner sometimes stripping out blocks of html that were double-encoded •
- (Add simple download buttons for error reports (so users can attach into tickets •
- TAC check needs to run for user context as well, or else normal users still get away •
- with using agent tac
- Add multiple custom domain support to cloud config loader •
- Clean up 'skipping cc' log, remove empty patterns in address checker •
- .Fix issue with ticket search when there are no parameters •
- Add website_url criteria, save website url even when coming from our own newticket •
- Add missing product criteria, fix display of workflow and category in criteria •
- Couple fixes for IE •

- Remove jquery dependency from Overlay widget •
- Remove dependency on jquery for chat widget •
- .Ensure that fadeaways are displayed correctly in RTL •
- .Ensure that corner-specific border-radius CSS is rewritten to RTL correctly •
- .Ensure download icon is displayed properly in RTL •
- .Ensure correct positioning of popovers in RTL •
- .Ensure category list counts show up on the right in RTL •
- .Ensure that the RTL CSS is refreshed when necessary •
- TriggerExecutor log should log any terms as well •
- (Fix checking 'any' terms (varname typo •
- Prevent notice with log message when didnt match bu did match a helpdesk address •
- Add config setting to trust proxy data for cases where DeskPRO is hosted behind a •
reverse proxy
- Save toobig in PlainMailDir as well •
- Save messages that are too big •
- Change owner on a ticket via a gear icon next to the "owner", with an option to keep •
.the old person as a participant
- .Add support for ticket searching via the ticket merge system •

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