

DeskPRO Build #152 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-10-22

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #152

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

- Prevent calling refresh on object that isnt loaded yet •
- Handle error when bad string passed to escapeHtml •
- Fix usergroup trigger matching •
- Fix 'allow lower' option of set urgency trigger •
- Dont show fixed term about 'ticket is active' is archiving not enabled •
- Improve cron errors a bit. - Reset cron timer on shutdown to prevent long waiting if a •
- crash happens - Log 'unclean' shutdowns (crashes), and attempt to log the last error.
- .We can sometimes get the last error even if it was suppressed
- Log but dont report smtp connection errors •
- Prevent some linked objects getting flushed after a dupe ticket detection •
- Make sure proper helpers are loaded on agents when sending notifications •
- Fix possible empty tmp when decoding attachment •
- Fix possible out of order deletes when deleting user •
- Fix bug decoding attachment filename header if client sends extra whitespace •
- Try to fix invalid links when using Strings::linkifyHtml •
- Reset glossary dlg when adding new •
- Move cmd.php to root •
- Fix adding parts from massactions not logging •
- Show filesize of backups when showing path in upgrade watcher •
- Tweaks around converting agent to user. - Dont delete agent records that dont •
- matter - Prevent filters for deleted/old agents from being considered for update
- checks. Running them is useless. - Log an error if a notification tries to send to a non-
- agent - Make sure users listed in 'always notify agents' triggers are still agents when
- the trigger runs
- Lowercase core.helpdesk_emails when saving setting •
- Remove POSIX collation element start. [.] which we want to mean 'dot', in newer •
- .versions of posix is the start of a collating element and causes errors
- Fix missing agent_team 'changed' term in triggers •
- Fix merging with a deleted ticket causing exception •
- Add option to turn agent back to normal user •

- Update cloud license expired page •
- Add new ticket defaults options •
- More spacing under heading to prevent clipping •
- Option to disable billing timer auto-start •
- Fix missing bullets on posts •
- Fix workflow in triggers •
- Ability to remove department using layout editor on user interface •
- Fix serialize error when chat has multiple agent parts and a sync is performed •
- Finish off some separation of chat/ticket departments •
- Fix all kinds of issues with macros •
- Add upgrade to fix case where chat perms werent copied properly •
- Restore open snippet viewer when returning to tab •
- Handle case where email contains multiple <body> tags •
- Prevent ticket snippet editor for one ticket tab being used on another. Bindings are •
.different so results in unexpected results
- Fix URL to version check used from importer •
- Save raw body on replies like we do with new tickets •
- time_created criteria uses timezone of person who created it •
- Ticket fields in agent notification emails should follow same layouts as elsewhere •
- Fix escalations using date_agent_waiting •
- Prevent double-submit tickets which can cause races •

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