

DeskPRO Build #162 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-10-26

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #162

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

- Support for embeddable inline images in outgoing emails
- Fix responsive login box showing when that sidebar section has been disabled
- Fix attachments box in articles showing when it shouldnt
- Tweak inline login css a bit
- (Clarify title of Feedback reports link (its about tickets not feedback
- .Ensure the welcome email is not incorrectly forced in the CSV import
- Allow images to be pasted directly into the RTE if the browser supports it (WebKit
- .(and FireFox only, currently
- Fix codebox style
- Handle chat widget still showing when chat disabled or when no permission to chat
- Move redactor out of normal assets, breaks our minifier
- ID search should still return deleted/merged tickets results
- Add option to remove 'ask deskpro team a question' button from side of agent
- interface
- Fix fwd emails not saving attachments
- Add 'changed' criteria option (so you can say changed without specifying to/from
- (what value
- Fix phantom notify rows, double name
- Dont log error to error log about bad trigger option
- Fix name of LinkedIn type to be linked_in. Fixes problem with class file not being
- .found on case-sensitive filesystems
- Carry admin session when viewing portal editor. Fixes case where hidden blocks dont
- .show up until after a reload
- Suppress warning in case there was a charset conversion mistake
- Add empty values for body_utf
- Add an option to Tickets > Settings & Features to control whether the RTE is enabled
- .for agents
- .Add the RTE to agent ticket creation as well
- .Add support for widgets on organization pages
- .Ensure that RTE spacing is correct in IE and that emails display content correctly

- .Prevent keyboard shortcuts from triggering when using the RTE •
- .Maintain caret position when inserting content into the RTE •
- .Fix organization custom field searching in the API •
- Do permission checks when performing actions via massactions •
- .WYSIWYG editor supports the snippet viewer and focusing •
- .Support for uploading images via Redactor, including with drag and drop •
- Replace the agent reply textarea with the Redactor RTE •
- Fix email still being completely processed when unknown user and registrations are •
- 'closed
- Fix setting Everyone to off in registration settings, fix Everyone perms showing •
- default when editing other usergroups even when Everyone was off
- fix inline login form not authing against custom user sources •
- Fix exception when passed an invalid grouping type •
- Dont require captcha for users who are already registered and logged in •
- .Change the default password scheme for new users/updated passwords to be bcrypt •
- Clean up listing of triggers a bit •
- ':Add generic plaintext cut pattern for 'XYZ <email> wrote •
- Dont attempt to show 'add cc' field on modify page •
- Dont report errors to do with bad custom mysql usersource config •
- Add a display name override field for agents that changes their name when •
- .(displayed to users (but not other agents
- Ignore RouteNotFoundException when in prod so pags dont die if a user edits a •
- template and uses an invalid route name
- Fix exception when updating feedback cat permissions when you select no groups •
- Validation on new org to ensure a name is entered •
- If for some reason the data tmp dir is not writable, fallback on the system tmp dir for •
- swiftmailer cache
- Fix grouping by time open •
- Workarounds for bugs in different versions of libxml •
- Fix exception on getting summary for SetInitialFromNameAction •
- Lowercase helpdesk addresses in address matcher •
- Adjust attachment sliders to respect the effective max attachment size if it's larger •
- .than 50MB
- Cloud management of email accounts / outgoign accounts / aliases •
- Add quick link to download schema on mysql status page •
- Fix billing timer starting automatically after reply even when auto-start option •
- disabled
- Require security token to view raw html email •
- Add trigger type to set the 'From' name during notifications with replacements (eg. •
- performers name). New default triggers set default 'From' to the person that did the
- .action. This is what it was, but now configurable using triggers

- Expose more ticket and person data to widgets
- Allow people to have titles with their name, such as Mr or Mrs
- Clean up expired demo page, add inline contact form
- Fixes to applying macros from massactions
- Fix possible undefined index notice

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