

## DeskPRO Build #184 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-11-22

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #184

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

- Fix weird height issues in portal editor when CSS height on body is set to a percentage •
- Correct template name •
- .When adding a holiday to an SLA, give the option of adding it to all (existing) SLAs •
- .Fix applying or removing multiple SLAs via a ticket trigger •
- Fix priority display in ticket trigger criteria •
- Fix saving template editor saving wrong name •
- Fix filename of welcome template. Would cause error on case-sensitive filesystems if .cache was not writable •
- Dont fatal error on include tag in custom templates •
- .Add support for splitting ticket messages into new tickets •
- Remove loadOneToManyCollection hack which fixes various weird issues of collections not being fully init •
- Fix when email is banned, all email processed afterwards will be in a non-closed transaction that is rolled back •
- .Change the editor interface for how SLAs are applied to be more user friendly •
- .Prevent race condition DB errors when marking tickets for deletion via mass actions •
- Deleting a ticket or marking it as spam no longer requires the ticket be fully reloaded •
- .When displaying urgency in a ticket, use the color coding •
- Fix transaction log traces, make indentation clearer •
- .Allow users to "remember me" when logging in via the user interface •
- .Move signature editing into a separate tab in the agent interface •
- If logging page cache hits, log the time of the request and the length of time it took to process •
- Save a general log of when mail uploading fails •
- .Add flags to language selects in the agent interface •
- Show flag when grouping by language in the ticket section or displaying the language field in a list of tickets •
- .Fix display/editing of alerts for being unassigned from a ticket •

Show the trigger/escalation ID in the list so that it can be traced back from the ticket •  
.logs

Change how consuming a request is done to not use security tokens •

If caching is enabled for user guest pages, we need to disable some request token •  
.checking

Fix ticket merging when tickets have SLAs, and ensure that SLAs are moved to the •  
.target ticket if possible

.Fix IE chat display oddities in the agent interface •

.Allow a user to be created when changing the owner of a ticket •

.Small speed increase when serving files by using PHP's readfile() directly •

.Cache calls to user-lang.js/agent-lang.js to speed up loading •

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