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.