

DeskPRO Build #23 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-06-29

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #23

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

- Pagination to articles
- Need to actually add the timeout value
- Add loading to template rather than generated with js, and add help message about how to use cat editor
- Fix getChildrenIds() when there is an earlier child whose tree descends deeper than any siblings that follow, those siblings would be ignored
- Simplify getStructure() so there's no recursion, and fix update check always failing .after first run
- Fix notification logic to handle agent replying to own ticket from user interface
- Prevent updates to UI when it is outdated (eg someone else updated it). Reloads the .pane when this happens
- Prevent updates to UI when it is outdated (eg someone else updated it). Reloads the .pane when this happens
- Show loading when updating structure
- Only reorder in edit mode
- Fix another location where attach button didnt open open dlg in IE
- Add missing phrase back
- Undo debug
- Test phrase change
- Fix agent notifications of feedback
- remove debug
- fix line endings for all language files
- test file change
- more language improvements
- Add phrase for registered usergroup
- Fix disapproving feedback
- more language improvements
- Fix feedback validation, and notify user of it, fix deleting KB cats where it would always say non-empty
- Search agents from new ticket form

- Fix file upload with IE •
- Repeat question on invalid input so user knows to enter again •
- Fix some CSS on select boxes that make them look horrid •
- Fix missing JS validation on department field •
- Add yellow highlight in feedback view as well, show note about waiting validation •
- Headings with file or sub-cat counts in downloads section •
- Spacing around heading in newticket •
- Fix incorrect drop menu location in feedback page •
- Changes for better cutting of DP3 emails •
- More comprehensive redirects •
- cleaner singulars in phrases •
- add tool to make spell checking language files easier - fix a bunch of spelling - •
- mistakes
- Lang upload+install •

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