

DeskPRO Build #236 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-02-11

We are pleased to announce a new release of the DeskPRO helpdesk platform, build .#236.1

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

- Remove error suppression from trying to write chat available trigger
- Fix possible undefined index if error called during loop exec
- Try to attach last error during error reporting too
- Fix invalid varname when inserting some text into reply area
- Fix admin management of labels using old regex when labels were not any free input
- Fix possibly missing flag for default English language
- Enable the Hungarian language
- Add missing trigger/macro action to set ticket hold status
- Fix bug to do with disabling `reassign_auto_change_status/resolve_auto_close_tab` options once they were enabled
- The setting to automatically change status to awaiting agent after reassignment is now off by default
- Add a few chat widget style variables to the widget code snippet
- Prevent ticket update calls from calling on top of eachother which can potentially lead to lost updates
- Improve client message callbacks during massactions - Deliver cm's with the actual .apply ajax call. Prevents out-of-order list refreshes and also "laggy" refreshes
- Helpdesk widget: - Fix chrome infinite-expanding iframe sizing - Remove chat from iframe and put it on outer page instead
- Better label management from admin interface when many labels are defined
- Remove perform actions button now that its activated by any check
- Fix unassignment ticket action
- Ticket merge dialog allows searching based on ID
- Better error pages for no permission in billing and reports section
- Only show Tasks badge if overdue/due today
- Add `original_subject` field to aid in subject matching. This is for certain cases where a user might reply to an existing ticket but the originally submitted ticket has a subject that it wouldn't match. For example, UserA sends in "FWD: My subject" and CC's UserB in that email. UserB replies to that and the subject (depending on email

clients) will be "RE: FWD: My Subject" or sometimes just "RE: My Subject", but since the original email subject has the "FWD" prefix, it would not normally match on the subject field. The new original_subject field stores the subject with all common prefixes stripped off so this sort of scenario is properly handled. We can just scan the .original_subject field to find a match

- Add dp:process-email command to arbitrarily process emails from files or re-process email sources
- In addition to trying to parse out original CC user, also add any others added in the actual forwarded message
- Prevent further errors when exception happens during custom DbTable usersource
- Prevent warning with unwritable temp dir - User is warned during install but the system can try to write there before that
- You should be able to edit filter access form admin interface
- Add simple licinfo script that reports expiry
- Make the "HTML" content of a Display field translatable
- Fix custom object titles reverting to English if English override is set (rather than the actual title set on the object)
- Put user titles first in department language editor
- Fix customised phrase view
- Fix decoding entities prematurely during cutting, whitelist font tags used by some .(email clients (e.g., gmail
- Fix time of day compare logic
- Fix height on email template subject field
- Enable cross domain SSO with Magento and improve the usability of the Magento .plugin
- Use proper directory separators for Windows
- More permissive set of allowed HTML in emails to preserve various formatting options such as color and size
- Fix missing org term handling from escalation search criteria
- dp:agents command can be used to promote users to admin/give billing perm. - Also, billing perm is given to admins
- Fix 2 bugs: - A situation where SLA warning/fail trigger wouldn't happen if an agent .created a ticket - Sending agent emails in a trigger didn't work correctly
- .Allow access to article/feedback ratings via the API
- Full management of article/news/download/feedback comments and comment .validation via the API
- .Support merging people in the API
- Expansion of ticket API to cover viewing ticket logs, message details, and splitting .tickets
- Fix attachments in forwarded messages not being saved on to the ticket object
- Fix an error when manually re-running an email source

- Fix new ticket confirmation not sending from web submitted tickets •
- Add php5-akismet to vendors •
- Add a few more display options •
- Fix bad comment validation logic sending notifications •
- Agent/KB] Move properties box to properties tab, make status a select2, move] •
category to header section and on single line
- News RSS feeds •
- Fix select2 boxes having HTML entities for titles with special chars in them •
- Cleanup pending articles a bit •
- Fix listing of "new agent reply" template •
- New publish section to view all comments •
- Agent/KB] Dont show pending sections if they are empty, optimise reloading of KB] •
pane a bit
- Fix org managers seeing all tickets on their "your tickets" list •

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