

DeskPRO Build #238 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-02-18

We are pleased to announce a new release of the DeskPRO helpdesk platform, build .#238.1

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

- Cleanup some unused methods, fix couple issues with message pagination
- Updated languages: Hungarian - Hungarian: Changed 46 phrases
- Pagable ticket messages
- AD accept login via email address on 'mail' as well as usual account name, netbios name or principal name
- Fix missing "None" options in triggers/filters/macros
- 'Fix notes from appearing in 'messages' tab of 'full log
- Add "None" flag option in massactions/trigger actions
- Add ability to delete English language
- Fix couple issues with copying attachments from ZD import
- Fix UserID set on user profile pictures during ZD import
- Fix "click to enable" button in warning box at top of admin interface when helpdesk is disabled
- ZD Import: - Fix API call errors (such as 404s) being interpreted as rate limiting - Log (API call errors to import.log - Handle case where ticket metrics may not be available
- Finish up ZD importing
- Lots of work towards the Zendesk importer
- Add hooks into Zendesk API wrapper for listeners/loggers
- Add Zendesk API wrapper to Orb
- Task reminders are now also timezone-aware
- Task due dates are timezone-aware
- Prevent errors in Firefox extensions from popping up the DeskPRO error reporter
- Fix saving custom email template mangling special split subject/body tags
- Fix possible JS error to do with auto-complete box being destroyed and then hidden
- Correct daily cleanup task interval
- Fix nested span in select2 causing some shorter labels from being truncated when they shouldnt
- Add indexes to a few log/store tables that are claned on daily cron
- TinyMCE sources

- Update tiny_mce to 3.5.8 to fix a few bugs •
 - Use onload event to fix rare case where ready function is called too early •
 - Fixes to Email Subject/Body trigger match - String comparisons are case-insensitive - •
 - Email body did not match if email was HTML-only
 - Add error detection when posted form might go over max post vars •
 - Fix sending large permission matrix on editing an agent which could result in form •
 - going over max_input_vars
 - Add shortcut to Logger to dump a variable •
 - Add simple service that manages log writers •
 - Improve OOO/bounced mail detection If a message does not contain the Thread- •
 - Topic (which contains the original subject pre-"Out of office:" type prefixes), then we
 - now will fall back on trying to remove all prefixes from the actual subject by finding
 - .the ':' and then matching that against the users latest subjects
 - Ensure subject does not contain newlines •
 - Fix new ticket confirmations sending even when user is autoresponder •
 - Fix case where missing console object from IE would cause widget tab to error •
 - silently
 - Website tab should set a z-index •
 - Fix a plain-text cut pattern not matching •
 - Fix a few cases where an email address should result in a usersource lookup but did •
 - not
 - Fix possible bug where utf8_* calls from low (get_messages et all) might fail - Move •
 - the Strings::setPhpUtf8Dir() call to outside of the if-check. The classfile might be
 - .included but the dir might not be set
 - Fix chat widget placement when document body has text-align:center styling •
 - Fix case where newlines are missing from text messages that were trimmed and had •
 - no cut
 - Checking for build header should check for non-empty value •
 - Open" button for articles in website widget will open in the embedded iframe if it" •
 - exists on the page
 - Fix header not expanding past 1000px or so when using frame widget (due to max- •
 - (width
 - Add a few more customisation variables to overlay widget code snippet •
 - Couple fixes to search builder: - Fix not being able to add multiple terms of same •
 - type to a filter (e.g., agent is not unassigned, agent is not me) - Fix the ticketsearch
 - agent/team "unassigned" option always being "is" operator (e.g., "agent is not
 - (unassigned" would not work
 - Fix optionbox in IE8 •
 - Fix portal offline being applied to chat/website widgets •
 - Fix notice when no context passed to Task::isDueToday •
- 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