

DeskPRO Build #253 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-03-26

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #253

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

- New replybox adds back agent/team selections
- Create pending article' option for tickets is now under the Actions menu so it can be' used without sending a reply
- Viewing list of ticket fields now lists which department each field is enabled in
- You can now set a custom offline message from Settings (also used when performing updates)
- Keyboard selection in listpane from "moving" content by one pixel
- Add CC from top of ticket was not showing user search results
- Not updating visitor to point to Person record after user has entered their email in a chat
- New ticket auto-reply were sent with attachments
- Register page using old recaptcha template
- Unscaled images for uploaded pictures when using a remote blob store like S3
- Ordering of ticket log rows when using reverse ordering
- Odd wrapping of assignments row
- Fix being able to create users with email addresses belonging to gateway accounts
- Handle exception when problem adding twitter account from admin
- Cache dir needing to be writable if you enable certain plugins Template warmer did not warm some plugin template files. The first time you enabled a plugin, if it was one of the unwarmed ones, the system would try to write the cached template to the .fs which could fail if it wasn't writable
- Error in cron task that generates sitemap.xml
- Prevent multiple draft auto-save requests
- Created date of split ticket should be the date of the first message of the split
- Clicking checkbox on ticket split not checking in Firefox
- Feedback reports missing link to summary page
- Ticket unlock button being unclickable by another agent
- Ticket fields section showing empty after saving with field layouts
- Attachment hotlinks would fail filename validation on files with spaces or other special characters in the filename

Sub-blob (e.g. thumbnail image) not being properly linked to real blob •

A PHP notice when file ops fail would prevent proper file from rendering even when •
backup adapter worked

Also fix an issue with adding the new snippet to the list you are already viewing •

Fix problem creating snippets with blank shortcut code •

Department permissions now properly apply to organisation managers •

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