

DeskPRO Build #255 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-04-04

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #255

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

- Assigning an agent or adding an agent as a participant on a user chat in a department they dont usually have permission to see
- Eat exception when flash movie for "copy to clipboard" not loaded (e.g., flash (disabled)
- Error when trying to fit scale an image with a w or h of 1
- 'JS error 'has no method 'sendMsg
- 'Missing term ID for 'time_waiting
- Fix opening multiple sub-template editors from the same page would only ever show the first you opened
- Revert" button from sub-template popups did nothing"
- Reverting body or subject of a customised email template resulted in bad compiled template class name
- Add explicit link to user viewticket template to re-open a resolved ticket (if they have perm
- Labels box on new person, also clean up that Properties table a bit
- Weird alignment of custom fields in IE when using field layouts
- Custom header being visible in helpdesk embed 'simple' mode
- Add spinner to user interface when uploading ticket attachments, cleanup some style around file list
- Publish source pane not being scrollable by default if it was too long
- Auto-suggestions not respecting category usergroup permissions
- Fix person usergroup trigger term match when used with "not" operator
- Error with showing 404 when logged in and try to view the admin interface without admin perm
- Uploading custom attachment in admin portal editor
- Ticket filters with criteria on people never include tickets created by agents
- Improved subject matching when non-standard subject prefixes are used
- Perm check on saving new org note had wrong permname so would always fail
- Saving agent or perm groups always removing permission for org notes
- 'Fix initial listing when first changing sub-grouping sometimes showing 'no results

- Use select2 on agent new person
 - DeskPRO link overlapping part of "Start Chat" button when using custom chat fields
 - Misc fixes to do with opening ticket snippet editor from profile menu (e.g., outside of context of a ticket)
 - User rule list when rule has many email address matches
 - Custom phrases not appearing on customized phrases list
 - Fix snippets using variables from first ticket tab opened when inserting via clicking snippet in the viewer
 - Some objects of ticket reply box were not being destroyed when the reply box was replaced or the tab was closed
 - Initial urgency number in ticket always showing 1
 - "Ticket log would list escalation runs as "triggers" rather than "escalations"
 - Fix "download" link showing images in browser rather than actually downloading when using a remote blob store like S3
 - Possible PHP warning when scanning log files ("Offset is greater than the length of "haystack string"
 - Missing keyboard shortcuts and snippet shortcodes on newticket
 - Incorrect status being sent on agent newticket form when default is set to "awaiting agent"
 - Menus in rich text editor not appearing in the snippet editor
- 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