

DeskPRO Build #259 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-04-25

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #259

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

- Up/down arrow keys in omniseach re-running the search which would cause the list to re-render
- When opening tabs from places other than a list (e.g., list of tickets from profile), clicking a link will focus the tab rather than toggle it closed
- Double line in chat toolbar
- Repeating background on user button in feedback tab
- Check status when toggling 'check all' button at top of lists
- Adding own browser notification from email reply
- Being able to create new tickets for disabled users
- Better custom ref format collision detection
- Agent real name being displayed in ticket rating page instead of display name
- Clipboard copy on profile when opened in a popover
- Ignore non-fatal JS errors when loading interface with flash crashed/blocked (flash used for copy to clipboard button)
- Handle table cells and trailing whitespace better when using the 'clean formatting' button in the rich-text editor
- Possible weird cursor positioning due to inserting a snippet via click
- Showing selectable parent options in product/category hierarchy when editing ticket fields
- Better handling of malformed HTML emails with multiple body tags
- Possible leftover xml declaration at top of cleaned HTML messages with multiple body tags
- Weird nbsp placement in emails when using Unicode nbsp characters
- Fix re-loading products page in language not re-loading saved titles
- New setting to enable captcha on all users even if they are logged in
- New setting to disable notifications sent to end-users when a new comment is made to their feedback
- .Fix weirdness when adding an agent email address in the "CC" section of a ticket
- Add languageld option to helpdesk/form integrate code snippets
- Custom agent phrases (e.g., for email templates) not being loaded when triggered

from the user interface

Better error handling around large emails crashing cron by using too much memory. •

The same message won't be retried over and over so the rest of the queue can be
.processed

Can set max email size from Admin > Settings. If a message is too big, the message •
is not processed (therefore no memory problems) and the user is sent an auto-
.response

Applying agent on mass-actions •

Some HTML being stripped out when editing article that was allowed during create •

Trigger setting hidden status (like delete) would not save •

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