

## DeskPRO Build #263 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-05-07

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #263

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

- IMPROVEMENT Dont save agent reply via email if it is only action codes. Can also •  
.force this (e.g., to get around cutting issues) with #noreply code
- IMPROVEMENT Add anti-spam traps to comment forms, new feedback form •
- IMPROVEMENT Memory consumption when generating PDF for long articles / many •  
images
- IMPROVEMENT Improve the forwarded email parser to better handle emails that •  
(contain multiple email headers (eg. a forward of a forward
- FIX Fix 'can submit feedback' permission not being enforced •
- FIX Warnings when deleting/saving comments that were already deleted by someone •  
else
- 'FIX Fix missing action option for 'send user email notification about new ticket •
- FIX Behaviours on messages (expand/collapse etc) not being initiated properly when •  
new messages are automatically loaded
- FIX Agent reply to a ticket that isn't their own would add them as a follower •
- FIX Gmail and Android HTML email cut with linked email address in 'On X wrote' line •
- FIX Savng multiple drafts could sometimes result in other drafts being deleted •
- FIX Saving attachments on new articles •
- FIX Setting language via special language URL did not apply new lang preference to •  
some UI elements
- FIX Error screen when adding reply and reassining causing permission change, and •  
new permission fails
- FIX Fix long KB articles being scaled down to one page •
- "FIX Missing widget location for "ticket below header •
- FIX '=== Reply Above ===' line missing in customised templates •
- FIX Logic with loading customised phrases could potentially load a phrase from •  
another language not being used
- .FIX Permission cache for agents with permission overrides might be invalid •

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