

## DeskPRO Build #265 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-05-16

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #265

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

NEW Date fields have more validation options to specify valid date ranges and days •  
of the week

IMPROVEMENT Add "date created" term to triggers •

IMPROVEMENT Add urgency criteria to triggers/slas/escalations •

FIX Mangled titles in some UTF8 strings •

FIX Tickets being put on hold that were not awaiting agent •

FIX SLA 'team' search results when you belong to more than one team •

FIX Setting ticket language in new tickets via API •

FIX Saving snippet categories wasn't actually persisting the changed category •

FIX "Can view unassigned" not applying properly in some cases •

FIX Mangling of some unicode characters when using PHP with older versions of •  
(libxml (<=2.6

FIX Moving snippets between categories did not update UI properly<span class="dp- •  
label dp-label-info">FIX</span> Moving snippets between categories did not update  
UI properly

FIX Validation on regex patterns in triggers would fail with certain patterns •

FIX Label defs for people were misclassified in admin interface •

FIX Custom fields not showing in ticket results when paging •

FIX Relative dates in ticket rows not being rendered when paging through ticket •  
results

FIX Trimming some UTF-8 strings could remove other UTF-8 characters •

FIX Showing create ticket form when no permission to create tickets in any •  
department

FIX Fix some cases of pressing "enter" in RTE editor bringing the cursor to the start •

FIX "A" characters in place of unicode non-breaking spaces in text emails •

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