

DeskPRO Build #280 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-07-31

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #280

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

- NEW Ticket grouping on custom fields •
- NEW Admins can log in to the agent interface as another agent (makes •
(testing/viewing permissions easier
- NEW Agent/admin login log shows all logins, the time, by who, if it was successful etc •
- NEW New ticket form from agent interfaces show language field for new users •
- "NEW Filter criteria for "ticket on hold •
- IMPROVEMENT HTML quote cutting on messages sent through Apple Mail •
- IMPROVEMENT Testing outgoing email from Admin > Server lets you test the •
sendmail queue as well
- IMPROVEMENT Better tracking of the parent page url when using the emedded •
(form/helpdesk widget (e.g., using the url in a widget
- IMPROVEMENT Press '?' key to bring up keyboard shortcuts window •
- IMPROVEMENT Agent login screen on mobile now has email field being of type email •
((makes the email input keyboard come up
- IMPROVEMENT Changing flags in tickets updates numbers in the source pane •
instantly, the flag label is displayed next to the flag in the ticket
- FIX Possible to get mis-aligned help/loading icon sometimes in agent quick search •
box
- FIX HTML email processor possibly mis-matching wingdings text when converting •
wingdings to ascii
- FIX Fix issue to do with persisting recent tabs list •
- FIX List pane not updating when ticket is removing/updated and you are viewing a •
grouped filter
- FIX Oddities with adding a new agent via ldap/ad when they already exist in the •
system
- FIX Downloads with spaces in filename would be truncated to first space in some •
browsers
- FIX Selected nav item disappearing when viewing a grouped option and the counts •
are updated
- FIX Fix an error that appears on the newagent screen •

- FIX Download sub-categories in agent publish section would not be displayed •
- FIX "Start chat" button in user interface search results would not work properly •
- FIX Scrolling using IE10 on a touch-capable Win8 device would not work when using a •
mouse
- FIX Possible overflowing "teams" click area in "agents" area on replybox •
- FIX Agent real name used instead of display name when inserted through snippet •
variable
- FIX Avatar in person tab icon was off a couple of pixels •
- FIX Quicksearch for a ref would not return new ticket of a merged ticket when ref was •
the old ref
- FIX Prevent keyboard shortcuts that open new forms from opening when there is •
already a modal window open
- FIX Ugly text wrapping in notifications preferences in agent interface •
- FIX Short input boxes in agent preferences pane •
- FIX Billing icon in agent interface for retina displays •
- FIX Reset password form would silently fail for invalid email addresses (e.g., blank or •
malformed) instead of showing user a message
- FIX A potential problem with the HTML email cleaner could result in too much being •
removed
- FIX DeskPRO v3 importer using database with a non-standard port •
- FIX "Forward" menu item not displayed on agent messages •
- FIX PHP warning in some kinds of escalations with custom field criteria •

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