

DeskPRO Build #289 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-08-23

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #289

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

- NEW For users with multiple emails on their account, you can now change the email address used by a ticket •
- IMPROVEMENT Improve performance of searching through macro list in ticket reply box menu •
- IMPROVEMENT Pressing enter inside text fields in search forms will submit search •
- IMPROVEMENT Search forms have a 'reset' button •
- IMPROVEMENT Better prevention of duplicate upgrade processes running during auto-upgrade •
- IMPROVEMENT Better cron.php duplicate run protection using lock files where available •
- IMPROVEMENT Added date search options to tickets api •
- IMPROVEMENT When user has many tickets to show in profile, button links to search result •
- FIX Some email notifications could potentially include dates with the wrong timezone for the user it was sent to •
- FIX Grouping on SLA filter results was not working •
- FIX Using "Reply" trigger action with the "written by assigned agent" variable would not work if there was no assigned agent before the trigger itself run •
- FIX Admin interface listing 'new ticket by web form' triggers in wrong order •
- FIX Using the "forward message" feature from agent interface would always show the 'From' as the ticket owner even if it was a message by a different CC'd user •
- FIX Case where knowledgebase gateway address could be used on tickets if no trigger exists to set the 'From' address and the initial default ticket addresses were removed •
- FIX Counts on cached counted archive filters (recycle bin, spam etc) would be updated to NaN when a new ticket entered the list •
- FIX Setting a search term in ticket message/subject 'advanced' popout would break the simple input box •
- FIX Blank priority names under trigger actions •
- FIX Extra linebreaks around chat snippets •

- FIX Saving custom fields could clear out any fields that have a custom layout option, •
making them invisible until you reload the ticket
- FIX Completed tasks disappearing on their linked ticket •
- FIX Placement of display name when adding tasks •
- FIX Possible errors about missing CURL constants in some versions of PHP •
- FIX PHP warnings sometimes when scaled image dimension is rounded down to 0 •
(e.g., 100px wide but 1px high could result in 0px height
- FIX SQL error with filters that search on SLA status •
- FIX Prompt for initial snippet category if no category exists •
- FIX Layout on 'ticket feedback' section in reports •
- FIX Overflowing in new chat alert with user with many tickets •
- FIX Not being able to select top-level categories in multi-level category structure in •
publish section
- FIX Quick-search on email address would always show primary email in result even if •
a secondary email was the one that matched
- FIX Dupe org/people results sometimes in quick search results •
- FIX Case where agent does not have permission to any sub-departments could cause •
the parent department to become selectable for them if the agent was never
saved/updated since sub-departments were added
- FIX Cleaning up of tmp_data prematurely. Could result in 'reset password' tokens •
.being cleaned up before they should have
- FIX Infinite loop when trying to fetch a phrase that does not follow the proper naming •
format of group.name
- FIX Another case where dismissed notifications might come back •
- FIX Translated articles always displaying in agents selected language, making the •
"real" base language un-editable

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