

## DeskPRO Build #304 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-10-03

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #304

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

- CHANGE Increase size of ref field in the database to better handle longer custom •  
. (ticket ref formats (was 25, now 100
- FIX No feedback when configuring a custom SMTP server when the connection times •  
out
- FIX Fix treating all robot messages (e.g., those who advertise themselves as being •  
Auto-Submitted) from being run through the standard bounce-detection handling.  
This could result in an email message with the same subject as a previous ticket  
being silently saved as a reply rather than a new ticket. This kind of scenario can be  
.common with automated alerts
- FIX Missing ticket grouping options for category, workflow and priority •
- FIX Product grouping option being displayed even when product not being used •
- FIX Ticket search on multiple non-default fields would only ever search on the last •  
(added field (e.g., a date and a custom field would only search date
- FIX If APC is not installed on Windows you would see admin notice about WinCache, •  
even if you are using Apache
- FIX Text-overflow on long category titles in tabs in Publish section •
- FIX Fallback mechanism for handling custom ticket ref format collisions. Will just •  
.fallback to a random ref and accept the ticket
- FIX Added missing validation to settings page where you defined custom ticket ref •  
(format (would let you add spaces etc
- FIX Article translations queue showing when only using a single language •
- FIX Unable to select a parent category that is already a parent when adding new •  
categories in Publish section
- FIX Workaround bug in swiftmailer issue #258: Attachment email attachments (type •  
message/rfc822) would not work properly. They would usually show up in email  
.clients as 0-byte "email.eml" attachments
- FIX SLA triggers from firing other 'user updated' triggers •
- FIX Email flood-check applying to web-submitted tickets too •
- FIX Fix v3 importer handling ticket attachments that do not belong to a ticket •  
(message (v3 bug would allow uploading attachments but not submitting a reply

FIX HTML code in snippets would be rendered when inserting the snippet into the •  
ticket

FIX Feedback comments not showing up if "Enable comments on articles, news and •  
downloads" was disabled

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