

## DeskPRO Build #309 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-11-06

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #309

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

- IMPROVEMENT Using quick-search to search on first+last name •
- IMPROVEMENT When pre-filling login form from a clicked ticket link, use username •  
for username-based usersources
- IMPROVEMENT Add 'password' and 'send\_email' paramters to API for creating new •  
people
- CHANGE Widgets will not redirect URL when auto-correction enabled (e.g., would •  
(allow you to use alt URL in a widget on your website
- FIX Saving custom phrase in email template editor submitting the outer form •
- FIX Fix setting "completed" status on multiple SLAs when a ticket does not have all of •  
those SLAs added
- FIX Permission cache not being cleared when ug perms updated •
- FIX Values in bar graphs being \*100 •
- FIX PHP notice when handling a failed Google login •
- FIX Problem parsing "reply above" marker in some agent replies when the email •  
client entered HTML non-breaking spaces
- FIX Cases where the HTML trimmer might trim too much •
- FIX Style of 'browser requirements' page •
- FIX Rare cases where submitting ticket from website widget would result in a ticket •  
waiting validation (when user had active session but used an email address not  
(added to their profile
- FIX "Attach" button in agent chat reply box did nothing •
- FIX Badge on Tasks icon was sometimes missing •
- FIX Strange filter counters when filters reach the "10000+" mark •
- FIX PHP error when merging a parent ticket with a sub-ticket where the parent ticket •  
is kept
- FIX "Linked Tickets" section being empty if no SLAs in use •
- FIX Required fields that are not on the "view" form (but added on view and modify) •  
would not show as required in the agent interface
- FIX Users with banned email addresses could still submit tickets from web interface •

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