

DeskPRO Build #311 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-12-17

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #311

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

CHANGE Counters for publish categories in agent interface show how many items are •
in the category as well as a total of how many are in the sub-categories

FIX Deleted items appearing agent publish search •

FIX Processing agent-forwarded email attachments would mangle charsets •

FIX 'Delete bar' on deleted publish content had mislabelled button •

FIX Missing 'undelete' button from deleted publish content. To undelete you would •
.need to toggle the status select

FIX Undeleting content would not reload the counters in the interface •

FIX Odd and inconsistent result paging in custom ticket filters as filters are auto- •
updated

FIX Double-rendering agent chat messages •

FIX Incorrect time on old agent chat messages •

FIX Possible out-of-order messages in agent chat when loading old messages into •
new chat window

FIX Notification preferences for 'alert' (browser notifications) were being treated as •
'email' for system filters in some cases. For example, this could cause an email
.notification to happen even through you only wanted a browser notification

FIX Percentages rendered in tables would be x100 •

FIX Inconsistent checkbox state in admin edit agent in 'zone access' section •

FIX Only original article author could set articles to draft •

FIX Drag+drop reorder/restructure of news and download categories •

FIX Inconsistent UI when editing publish category permissions. When 'Everyone' is •
.checked, all other usergroups need to show checked as well

FIX Sticky search words on articles, downloads, news and feedback would cause •
items to always appear in search results even if a user did not have permission to
(view them (e.g., no permission to view category or the item was hidden/deleted

FIX Mass-validate feedback would set the wrong status •

FIX Empty 'team' choice boxes in ticket view and newticket form when no teams •
exist

FIX Missing sanity check in auto-upgrader for exec() being disabled •

- FIX Fix possible "Server max post vars" errors when saving agents •
 - FIX Agents without 'can view transcripts' permission would not be able to view new chats either •
 - FIX News sub-categories in agent interface would load download categories (or 404's (if no categories happened to exist for the same IDs •
 - FIX Counts for download cats in agent interface was not included downloads contained in sub-categories •
 - FIX Counters in CRM section update automatically as people or orgs are created •
 - FIX If no email account is linked with a tickets department, the default email address could be the special knowledgebase email account if it's ID is lower than any other ticket account •
 - FIX Possible JS error when inserting malformed snippet text •
 - FIX Possible JS error when list view is hidden and activating next tab •
 - FIX Possible JS error when SLA counts are updated but no SLAs are visible •
 - FIX Possible JS error when updating urgency •
 - FIX Possible PHP notice with magento usersource when using cookie SSO (same domain •
 - FIX Possible JS error when switching ticket list views at the exact moment the list is updated •
 - FIX PHP notice when viewing agent hours reports with a malformed URL •
 - FIX Visibility menu on ticket tasks •
 - FIX Missing error message when installing Microsoft Translator plugin without cURL (installed on the server (which would result in errors in the agent interface •
 - FIX Flagged tickets count showing a non-filtered number (eg. would include tickets (you couldn't actually see •
- 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