

DeskPRO Build #316 Released

Chris Padfield - Comment (1) - Release Announcements - 2014-03-04

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #316

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

- IMPROVEMENT Custom field data is available on more user notification emails (for use •
(if you customise email templates
- 'IMPROVEMENT Add 'Person ID' criteria to filter search, and allow -1 to represent 'me •
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(if you customise email templates
- FIX Reduce superfluous log lines in ticket logging. For helpdesks with many agents •
and/or filters, the logging could increase the processing time for messages and
.increase storage space needed to store logs
- FIX Language titles in grouping vars •
- FIX Possible PHP warning to do with non-object property access if a user rates an •
article after coming to a search and that search was cleaned up
- FIX PHP warning when using api to search for tickets with id_min •
- 'FIX "Feedback Rating" trigger criteria always reverted to 'set •
- FIX Handle 'not' ticket search criteria on nullable fields •
- FIX Uploading a file from the user interface into a chat would result in 'forbidden' •
message
- FIX Bullet location in user portal KB lists in IE •
- FIX PHP warning when validating people from agent interface •
- FIX Double-encoding entities in custom fields •
- FIX Wrapper HTML not being placed around custom choice fields •
- FIX Using admin sidebar to mass-add agents would cause an error if an email •
address entered already existed on a user
- FIX If an agent used the #user code with a new ticket and they sent the email from a •
secondary email address, the email address would be set on the ticket (overriding
(the users real email address
- FIX Fix user ticket reply form in IE7 •
- FIX Errors creating new tickets with attachments. Blobs must be read outside of the •
main transaction because flush()'ing from blob storage fires off the ticket post-save
.events prematurely
- FIX Agent forward cutter would fail to parse if there was only one header line •

- FIX Auto-response for invalid agent forwarded messages had a blank message.eml •
(attachment (it should be the original email
- FIX Deleted publish content (articles/news/downloads/feedback) would prevent •
deleting the category they were in
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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