

DeskPRO Build #355 Released

Chris Padfield - Comment (1) - Release Announcements - 2014-07-22

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #355

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

- IMPROVEMENT When hotlinking a download, the system will attempt to auto-detect •
filesize and filename if none were entered by the agent
- FIX Trying to undelete a deleted ticket that has failing field validations •
- FIX Searching on custom fields using 'not' operators would not return null values •
- FIX Editing custom HTML sidebar blocks would always show blank code editor •
- FIX If you added empty (e.g., just script) sidebar blocks via portal editor, you would •
not be able to edit/remove them again
- FIX Selecting 'everyone' for publish cat permissions did not work when 'everyone' •
group is disabled from admin
- FIX Fix off-by-one when running file integrity check from admin interface •
- 'FIX Feedback: Advanced search showing 'Categories' instead of 'Types •
- 'FIX Feedback: Viewing feedback might show 'Category' selection with title 'Untitled •
- FIX Strange behaviour creating tickets and working with RTE with touch devices •
- (FIX Agent chat windows opening behind other overlays (such as new ticket window •
- FIX Receiving agent chat message would steal input focus •
- FIX Setting filesize on downloads would ignor decimal places •
- FIX New download screen being too small •

.This update has now been rolled out to all Cloud customers

If you are using DeskPRO Download, you can update your installation from the admin
.interface