

DeskPRO Build #389 Released

Chris Padfield - Comment (1) - Release Announcements - 2015-02-02

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #389

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

- NEW New rate limiting options for emails •
- NEW New app that will show hostnames for users on tickets/messages submitted •
from the web
- IMPROVEMENT Duplicate checking is extended to forwarded emails by agents as well •
- FIX Agent: Merging two tickets could result in duplicate SLAs added to the remaining •
ticket
- FIX Agent: Editing email-submitted messages did not let you edit the entire message •
- FIX Portal: Viewing a protected publish category while logged out would show a 404 •
rather than login box
- FIX Trigger criteria testing for toggle fields did not work properly for 'off' state •
- FIX Agent: If you applied a macro that changed properties such that you were no •
longer able to view it due to new permissions, you would see a permission error box
- FIX Agent: Sometimes while chatting with a user, old agent chats might appear •
- FIX Add request tokens to email manage links in user profile •
- FIX '>' appearing in notification menu when a new comment is submitted •
- FIX Fix error when using usergroup filter search criteria with no options •
- FIX New tickets created as non-awaiting agent would not trigger emails to subscribed •
agents
- FIX Fix ability for 'window.opener.location' redirections from links opened in new •
windows
- FIX In some email phrases, variable substitution may be rendered un-escaped as •
HTML
- FIX Agent: Fix HTML (and potentially unsafe Javascript) from rendering within some •
tooltips, such as tooltips showing names when hovering over picture icons
- FIX Duplicate key errors when adding CC's for existing users when DeskPRO auth has •
been disabled
- FIX Agent: HTML (and potentially unsafe Javascript) in an agent author name is •
rendered as HTML when viewing KB articles, news and downloads
- FIX New users created via email were not inserted into correct organisations based •
on email domain

.This update has been rolled out to all Cloud customers

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