

DeskPRO Build #400 Released

Chris Padfield - Comment (1) - Release Announcements - 2015-03-18

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #400

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

- IMPROVEMENT Text versions of email notifications have been improved •
- IMPROVEMENT Add summary/rendered views to outgoing email log •
- FIX Fix cases where text email cut patterns might not apply if the matched text did •
not include an email address
- FIX Add text email cut pattern for the Claws email client •
(FIX Ticket thread detection when no codes exist in body (e.g. out of office messages •
- FIX Replies made from the user portal might be mangled if they contained script or •
HTML characters
- FIX Pictures from user sources would always overwrite manually-uploaded pictures •
whenever a user logged in
- FIX Fix stripping whitespace in plaintext email •
- FIX Admin: 'Download' button on email source did not work •
- FIX Agent: Fixes and improvements to text editor in agent interface, including: add •
HTML button, add table button, add format button, add support for code, better
formatting of quotes, better handling of pasted text
- FIX Agent: Drafts would lose formatting when you returned to a ticket •
- FIX Enabling email validation on new accounts via email would not work •
- FIX Admin: Testing SMTP server would just show 'server error' if the connection could •
(not be established (e.g. bad host, firewall, etc
- FIX If agent created ticket on behalf of user via fwd and marked the message as a •
note, the user would still get an email
- FIX Fix outgoing emails when using PHP mail() or Exchange when the user's name •
has a comma in it
- (FIX Agent: Pasting into reply box would mangle whitespace (e.g. in code snippets •
- (FIX Attachments were missing from emails when using PHP mail •
- FIX Inline email attachments were hotlinked instead of being attached to the email •

.This update has been rolled out to Cloud customers

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