

DeskPRO Build #402 Released

Chris Padfield - Comment (1) - Release Announcements - 2015-05-05

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #402

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

NEW Admin: New advanced email settings to disable subject matching, or only match •
on emails sent to the same account

NEW Admin: You can now disable rate limiting completely, or whitelist specific IP •
ranges

(NEW Demos can now 'reset' the helpdesk (automatically purges test data •

NEW Triggers based on ticket satisfaction •

NEW SendGrid email tracking app •

NEW You can now create round robins that only select online agents •

NEW Ability to 'undo' a CSV import •

NEW Organization fields can be added to ticket layouts •

NEW Bitium app •

NEW Custom choice fields are no longer limited to two levels •

IMPROVEMENT Improve handling of cases where a user sends an email to the •
helpdesk that contain agent TAC codes (e.g., an agent forwards their notifications to
(an end-user and the user later replies to the helpdesk

CHANGE Email templates can use `{{ticketdisplay.getFirstMessage().message_html}}` •
to get the very first message in a ticket

FIX Agent notes would count as 'last activity' on ticket list in portal •

FIX API browser showed wrong URL for editing tasks •

FIX Using RTE to add font-color to text would delete the text node •

FIX Possible error with merging people •

FIX Fix some URL redirection issues and add setting to control URL auto-redirection •

FIX Ticket read from a disabled email account would continue to queue outgoing •
(messages from that account (which would fail, because it would be disabled

FIX Gateway subject matching was run on agent messages, resulting in the •

possibility an agent message being attached to the wrong ticket if multiple tickets
with the same subject exist and the agent sent a message without tracking codes

FIX Security captcha could prevent login on intranets •

FIX Workaround for PHP bug where gzopen would be replaced by gzopen64 •

FIX Prevent memory errors when sending email notifications on very very long •

tickets

- FIX fix possible URL generating bug in non-rewrite installs
- FIX A deleted ticket that is later restored will be deleted anyway when the recycle bin is cleaned
- FIX Usersources: LDAP custom filter did not save properly
- FIX Admin: Tickets > Billing > Missing option for setting to add time charge in reply box
- FIX Admin: csv import sent welcome email in incorrect language
- FIX Agent: Registered user count would be inaccurate if there are deleted agents
- FIX Agent: Saving snippets with non-trivial HTML might result in mangled or cut strings
- FIX Admin: Round robin might fail to load if a RR had a disabled agent in it
- FIX Agent: Possibility of counters becoming out-of-sync in some rare cases
- FIX Agent RTE: Sometimes multiple newlines might appear
- FIX Agent replies via email could bypass permission checks on the ticket
- FIX Admin: Adding members based on a agent group was not working
- FIX Agent: Permission error when trying to view a ticket your team was assigned to when you would otherwise not be able to view it
- FIX Portal: Google+ button was broken
- FIX Admin: Invalid UI state when deleting/restoring an agent, lists became stale
- FIX Admin: Website name/url was marked as being required when it isn't
- FIX Admin: CSV now uses commas instead of semi-colons for field delimitation
- FIX Agent: Fields/labels in UI that were set with triggers or macros might not show until the ticket was reloaded
- FIX Admin: Missing controls to re-set the logo displayed on agent login screen (now under Admin > Agents > Settings)
- FIX Agent: Misc inconsistencies with merging and splitting, especially around dates and times
- FIX Agent: When linking tickets, attachments were not sent properly in email notifications
- FIX Admin: Creating new agents might silently fail due to phone validation error ((even if you didn't enter a phone number
- FIX Admin: Using the 'copy' feature in agent management did not properly copy department permissions or teams
- FIX Share widgets would show even when app is not installed
- FIX Admin: Login log was showing times in UTC instead of your timezone
- FIX Triggers: Setting a flag was not working
- FIX Portal: Counts in multi-level hierarchies might be incorrect depending on permission scheme
- FIX Portal: User chat was not playing audio notification when new agent message arrived

- FIX Apps: Google+ authentication did not work in some cases •
- FIX Password inputs were being passed through input sanitizing filters which could result in unexpected passwords being saved •
- FIX Some user lookups were using case-sensitive email comparisons, resulting in duplicate errors or other unexpected behaviour •
- FIX Admin: Fixed ability to delete yourself from agents •
- FIX Admin: CSV import: Sending welcome email did not send in the language of the user •
- (FIX Support for schemas.xmlsoap.org style SAML assertions (e.g., Azure AD •
- FIX Agent: Delete attachments window only had 'x' for first attachment •
- FIX Agent: Table view 'jiggling' in some cases •
- FIX Agent: Table view causing high CPU usage •

.This update is being rolled out to Cloud customers now

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