DeskPRO Build #410 Released

Chris Padfield - Comment (1) - Release Announcements - 2015-07-21

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #410

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

- NEW Admin: New option to disable keyboard shortcuts
- NEW Better agent email notifications and reply handling. [Read more](#).
- FIX Admin: Search index is off when demo is reset
- FIX Agent: Missing 'Awaiting Validation' filter in agent interface
- FIX Agent: Reset password sent in wrong language
- FIX Agent: Organization link on CRM list was broken
- FIX Misc whitespace issues in HTML email
- FIX Add another cut pattern for email sent from Outlook
- FIX Missing cut pattern for email sent from Outlook for iPhone
- FIX Agent: Some bad handling of newlines in RTE
- FIX Admin: Fix validation on 'date created' trigger criteria
- FIX Agent: Some ticket counts in filter list might be wrong for a few seconds until the browser did a background-refresh
- FIX Agent: Download vCard with phone numbers failed
- FIX Agent: Links in messages did not open in new windows
- FIX Admin: Test outgoing email did not let you edit test message properly
- FIX Agent: When editing snippets, the default selected category was wrong
- FIX Portal: New accounts created via creating a new ticket did not set the proper language based on the users selected language
- FIX Installer: Minimum version of PHP is 5.3.9
- FIX Agent: Changing user orgs did not set organisation on existing tickets, causing some counters to mis-match
- FIX Portal: KB suggestions on new-ticket were not limited
- FIX Agent: number of tickets display field did not work (in CRM)
- FIX Portal: Bad phrases for chat end
- FIX Add 'TR' to list of default subject 'forward' prefixes
- FIX Admin: Fix creation system criteria
- FIX Agent: Font colours in Firefox an IE did not work
- FIX Portal: Language used in 'reset password' email was not the language of the user
- FIX Agent: Create ticket as node was adding signature

FIX Admin: Some invalid phone numbers would not render an error message •

FIX We now bundle latest certificate authority certs for use with cURL (this fixes SSL •
(errors when the host has outdated ca-bundle

FIX Trigger checks on 'Ticket has SLAs' did not work properly •

FIX Demo: Request license requires org name but did not show error message if it •
was missing

FIX Agent: Tabs taking focus in some cases when they are meant to be reloaded in •
the bg

.This update has been rolled out to all Cloud customers

If you are using DeskPRO On-Premise, you can update your installation from the admin
.interface