

DeskPRO Build #428 Released

Chris Padfield - Comment (1) - Release Announcements - 2015-11-09

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #428

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

NEW NewTicket drafts •

IMPROVEMENT UserChat open large images in new window •

IMPROVEMENT allow multiple values in remote filter/trigger criteria •

FIX Contextual Field "Add Another" link not working in Safari •

FIX Improve error messages and error handling in Exchange email account adapter •

FIX save per person and per org fields on newticket •

FIX saving person and org custom fields on newticket •

FIX Agent: Grouping by org and viewing the 'None' set did not work •

FIX Portal search on labels and UTF8 characters •

FIX Portal: Template typo caused custom ticket fields to go missing from user •
viewticket layout

FIX Agent fwd emails with reply codes did not properly strip the reply codes •

FIX Admin: Could not delete a round-robin that had ever been used before •

FIX Potentially showing license error on some servers where a HTML redirect is •
rendered

FIX Inconsistently applying permissions to org tickets •

FIX Organizations and People list scrollbar disappears when changing view •

FIX Admin: Language on satisfaction escalation mentions status being 'awaiting user' •
'where it should say 'resolved

FIX TicketFilters and TicketTriggers are now saved correctly •

FIX fix potential sync problems •

FIX Admin: Editing triggers with custom fields would show validation errors •

FIX allow to use workflows in dep layout criteria •

FIX broken admin criterias •

FIX Adding tasks from tickets with a due date did not save •

FIX grouping label •

FIX Agent: Unassign from within ticket view caused a JS error and did not unassign •
.the ticket

.This update has been rolled out to Cloud helpdesks

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