

## DeskPRO Build #430 Released

Chris Padfield - Comment (1) - Release Announcements - 2015-11-19

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #430

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

- NEW api auth method •
- IMPROVEMENT reset ticket properties saving state on server errors •
- FIX store only single draft for new ticket •
- FIX remove trailing slash in jira base url •
- FIX custom DateTime trigger terms •
- FIX tabs not updated properly after browser reload •
- FIX correct organizations endpoints in API Browser •
- FIX ticket layout for custom fields in pdf and print views •
- (FIX reverted persons\_deleted from purge (should be in controller •
- FIX Error caused by custom Toggle field •
- FIX add time with new reply •
- FIX fallback to database search when elasticsearch failed on portal •
- FIX changed translation text of search org input on NewPerson •
- FIX added persons\_deleted to people purger •
- FIX removed reset settings feature •
- FIX ticket message linkifying •
- FIX NewPerson and NewOrganization labels •
- FIX admin ticket filters: show person or team •
- FIX custom email templates in trigger criteria •
- FIX use custom address of email account as email\_to var •
- FIX escalation criteria for feedback\_rating •
- FIX show ticket hold status in ticket log •
- FIX billing comment field width •
- FIX associate problem on new ticket •
- FIX suppress an error when using macro with deleted snippet •
- FIX correct ticket properties update after sending reply •
- FIX signature dupes on new ticket •
- FIX search words prompt on publish •
- FIX per org field will not be shown on portal if there no choices defined •
- FIX NewTicket draft was not initialized until person is selected. No reset by closing •

.tab

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FIX ticket properties were replaced by numbers sometimes •

FIX ticket search by SLA Warning status •

FIX check new person perm on new ticket •

FIX check new person perm on new ticket •

FIX check new org perm on new person •

FIX check new org perm on new person •

FIX purge demo orgs •

FIX new people and org labels suggestions •

FIX checked custom radio field in macros •

FIX custom chat fields validation •

FIX Search/escalations on custom date fields •

FIX fix possible exception during sync •

FIX create settings backup after install •

FIX create settings backup on install •

FIX registered group has access to all deps by default •

FIX Agent: Missing unassign option in ticket replybox •

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

.the ticket

FIX tabs not receiving updates after page refresh •

FIX prevent linkifying with wrong symbols at the end •

FIX linkifying in agent note •

FIX was set/was not set criteria op with custom fields •

FIX was set/was not set criteria op with custom fields •

FIX allow to save custom field criteria when touched/not touched op selected •

.This update has been rolled out to Cloud helpdesks

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

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