

## DeskPRO Build #5.2 Released

Lauren Cumming - Comment (1) - Release Announcements - 2016-12-07

### New Features and Additions

- New Header and App Bar- please see this post for more information
- Extension of Audit Logs - information [here](#)
- Extension of Authentication Options -more information [here](#)
- Setting to disable email preview text- more information [here](#)

### Improvements

- (Portal Performance (faster loading times
- Email Gateway: Better handling of multipart/report
- Audit logs have been moved to Agent section: Now accessible to Cloud users
- On-Premise version of Hipchat now supported
- Option to skip cert verification for IMAP/POP3
- Revert button added to Portal Editor > CSS > Edit Main CSS
- Error message added for when you add a new agent email with a deleted agents email address
- Changed colour of agent/admin text in portal header to stand out more
- Appearance of favicon on high resolution screens improved
- Improved email tracking codes in headers
- Improved audit logging on filters, escalations, triggers, SLAs and macros

### Fixes

#### Admin Interface

- Inability to save API key in admin
- Adding/editing new email accounts disturbed order of triggers
- Agent override name was not appearing in forwarded out messages
- Issue with round robin- agent being assigned in full log but not in actual assignment
- Issue with agent avatar preview
- Added the ability to change the name of 'Default' brand
- Issue with creating some filters from the Admin Interface
- Issue with editing English UK language pack
- No option for 'none' when selecting default departments
- Update to reset admin password emails for On-Premise users

- Automation action 'Send specific user email' always used primary email address •
- Custom HTTP headers not being sent in webhook triggers •
- Error sending mail via default PHP mail •
- Error parsing postcode field in CRM CSV import •
- Adding a new multibrand URL needs to add the brand to the cloud account mapping •
- ((Cloud customers- will link your portals correctly now
- Action codes now strip punctuation before doing comparisons •
- Fixed pagination on Admin > Incidents. Fixes issues with loading incidents list if •
- there were many incidents
- UI issue with 'User' criteria in triggers- adding a user was disappearing in UI •

## **Agent Interface**

- Issue with Microsoft Translator not working •
- Signature mutation when changing between message and note in new ticket •
- Validate permission for agents who need approval to publish content has been •
- (restored (agents with correct permissions approve before content is published
- Issue with Problems and Incident count disappearing after upgrade to v5.1.4 •
- Inability to delete knowledgebase categories •
- Rendering issue of helpdesk logo on login page •
- Error moving published articles to draft status •
- Glossary words were not being added •
- 'Inability to create a macro with an action to set agent team to 'None' •
- Usergroups not saving for users/organizations when editing in agent interface •
- Predefined usergroups (e.g Everyone) showing in agent interface on user profiles •
- when they shouldn't be
- Ability to create 'blank' labels •
- Flashes on filters - real time updates flashing every reload •
- There was a problem loading some elements on this tab" error" •
- 'Inability to approve, delete, edit commenters in 'Publish' and 'Feedback' •
- Agents now ordered alphabetically instead of by date created (ticket assignment, •
- (filtering
- (Error messages around enforcing email bans (agent and user portal error messages •
- CAPTCHA on agent login screen would fail to load if DeskPRO was installed into a •
- sub-directory
- Changes to user profiles would not always update the Change Log tab in the user •
- profile
- Fixed cases where resolved/replies tickets would not get removed from ticket list in •
- real time
- SLA counters are cached for larger helpdesk to reduce load on the database •
- Elastic search issue- incorrect matching with words e.g legtime would match legacy •
- Problems and Incidents now added to full log of a ticket •

Trigger actions that add tasks did not add this to the full log •

## **User Portal**

Issue where agent notes were displaying in 'Media List' in user portal fixed •

Portal no longer allows replies to archived tickets •

Issue with custom user field that is marked agent only displaying on user form •

Missing icon on 'Message Sent' screen in user portal •

Issue with department/field names that had the same name not appearing on user contact form

Reference column in user portal > tickets shouldn't be wrapped •

Ability to CC users who don't exist •

Added setting to turn chat widget on/off for just the user portal •

Agent can now reset password when portal is disabled •

(Improved 'file is too large' error on user portal (ticket form •

(Error messages around enforcing email bans (agent and user portal error messages •

## **Chat Widget**

Chat widget now displays chat departments •

Emoticons in chat widget were broken •

In Firefox chat widget wasn't scrolling up to show latest user message •

In Firefox chat widget was freezing intermittently not allowing user to type •

RTL (right to left for Arabic and Persian language packs) was not supported in user facing chat widget

URL that showed what page a user was viewing on live chat restored •

(Sort tickets option appeared on chats-sort live chats by date now (on user profile •

Instructions on how to install the chat widget in different CMS systems added •

## **Integrations & Apps**

(Magento Integration error (PHP errors on DeskPRO side •

Fixed posting JIRA comments for some users •

Active Directory test throwing an error •

Fixes to the Kayako importer errors •

Admin > Apps now load app resources (e.g JS setup controller) over relative links •

Usersource syncing deleting/re-inserting phone numbers-caused a lot of audit log entries

License error when 'auto-add agent' option enabled in a usersource •

## **API**

API logging not saving •

Possible MYSQL error to do with API logging exceeding max allowed packet size •

Legacy API: Superuser can't delete task •

Legacy API returning IDs as strings •

Fix mobile app login forcing an email address input (ie. would prevent AD/LDAP •  
(usernames  
Department triggers did not get applied for new tickets created via the API in the •  
user context

## **Errors**

'Possible logged warning 'system alerts log processing was terminated' •  
Database backups larger than 2GB being reported as 'failed' on 32bit systems •  
Error: SessionHandler::read(): •  
open(C:/DeskPRO/DeskPRO/var/kernel\_cache/17655/prod/sessions/sess\_gq6c33uup4i  
(chs4grhfmhm7k70, O\_RDWR) failed: Permission denied (13  
(Unhandled PHP exception getting added to logs (On-Premise users •  
Fix database backup command (used during upgrades) on Windows when the •  
password contains a % symbol  
Exception: 0 Argument 1 passed to Elastica\Query\Term::\_construct() must be of the •  
type array, string given

**If you are using DeskPRO Cloud, we will roll out this update to your helpdesk  
.soon**

**If you are using DeskPRO On-Premise, you can update your helpdesk to the latest  
.version from your admin interface**