

DeskPRO Build #5.4.0 Released

Christopher Nadeau - Comment (1) - Release Announcements - 2017-01-31

.We are pleased to announce the availability of DeskPRO 5.4.0

New Features

- Zapier integration - more information [here](#) •
- Reject mail based on DKIM/SPF headers- more information [here](#) •

Summary

New

- You can now reject emails that fail DKIM/SPF checks •
- Zapier (beta) is now available •

Improvements

- Admin home will now detect invalid reverser-proxy configurations •
- Merging accounts when at least one account is an agent has been improved to avoid loss of information such as permissions •
- The system will automatically clean up old builds to save disk space •
- Current Agent" trigger criteria has new options for: The ticket assigned agent or" •
.team, or the ticket followers

Fixes

- Fixed a regression where some reports using unqualified names in WHERE clauses •
(e.g. WHERE ticket.department = X instead of ticket.department.id
- Fixed a case of a logged error "You have requested a non-existent service..." when •
serving a branded asset
- Fixed incorrect behaviour on ticket layouts when dependant fields used with 'only •
show when there is a value' option
- Fixed a case of a logged error "setSession() must implement interface ..." when using •
http cache and user had no session
- Fixed timezone correction popup appearing over on-boarding •
- Fixed loading external Twilio assets •
- Fixed mysql-schema.sql file in server report archive •
- Fixed Google Tag Manager conflicting with portal new ticket form •
- Fixed image attachment viewer in agent interface •

- Fixed a case of a logged error "explode() expects parameter 2..." in some ticket •
- layout configurations
- Fixed "New Problem" in new ticket and edit ticket •
- Fixed showing "Force HTTPS" option in admin setup when URL is not https •
- Fixed expired demos not being able to access license page to manage license •
- Fixed reports on KB views •
- Fixed various issues with massactions including "slow" checkboxes, resuming of real- •
- time updates after closing massactions, and missing loading indicators

Update: February 1st

We've issued a minor update this morning (5.4.1) to address two issues affecting some :helpdesks

- In some cases, POP3 connections failed to work due to a certificate validation bug. •
- (Quick-fix: Enable "no validation" from Admin > Tickets > Email Accounts > Each .(account
- In some cases, the admin dashboard would complain about improper server setup •
- due to mismatching URI if you are using an HTTPS URL. This warning can simply be .ignored