

DeskPRO Build #5.5.5 Released

Christopher Nadeau - Comment (1) - Release Announcements - 2017-04-25

We are excited to release a new version of DeskPRO which has a number of new features, .bug fixes and improvements

Features

Custom text fields have a new option to auto-linkify links when rendering values •

Fixes

Agent] "View message in a new window" was broken for some customers] •

Agent] Organization browser did not order by name] •

Reports] Reports with Organization data do not export to CSV properly] •

Reports] Custom date/time fields do not export to CSV properly] •

Admin] Server Incidents browser was broken] •

System] ElasticSearch: Search queries including the word 'and' would not return] •
expected results

Agent] Message "forward" did not work for some customers] •

API/iOS] Filters from all agents would appear (though you would still only see what] •
(you had permission to see

Agent] Edge-case where opening a ticket could cause an error (to do with invalid] •
(blobs

Email] Inline images with no file extension will have it added base on mimetype] •

Website Widget] Some combination of options would cause the widget to] •
malfunction

iOS/API] Customers using Apache web servers might have issues using the iOS app] •
.or the API due to Authorizatin header not being passed through

Agent] Fixes to handling of ticket layouts and organization fields] •

Admin] Could not edit API key tags] •

.System] Fixes to legacy upgrade procedure from v4/443] •

Notes

A patch build (5.5.5.25136) was updated on Friday April 28 to address a problem to •
.do with upgrading affecting some customers