

DeskPRO Build #91 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-08-12

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #91

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

- Add license controller in billing context to fix session issues when lic has expired
- Fix 'please choose at least one criteria' message always displaying when creating filter from agent interface
- Fix delay of apply macro preview
- Fix showing message error when first loading newticket form if using field rules
- Add back 'unassigned' option to newticket
- Dont refresh replybox if agent is writing a message
- Fix name fields not being synced
- Show 'add from usersource' as menu when there is more than one
- Fix usersource toggle
- Fix trimmer when top-level text nodes with no wrapping element
- Always run through generic cutter, or else pattern matcher will match our own 'On x y wrote:' as a quote header
- Check for ldap on CLI as well before allowing install of AD usersource
- Add additional mail file handling - New fetcher supports reading emails from the filesystem. Could be used on a MailDir if pointed to the 'new' directory, but nothing of the MailDir protocol is supported (re: seen, deleted, draft, etc). - New web script takes PUT request and writes data to data email directory, meant to accept a raw email over http (to be used in conjunction with new fetcher). - New procmail.php is a .mail transport that can be used with postfix to tie all this together
- .Add support for value formatting and better result naming for DPQL
- .Support for automatically detected joins in DPQL
- .(Integrate basic DPQL running into the report builder (enabled via config option
- .(Add display support for matrix tables (group by clauses with X/Y
- .Support for row spans in grouping for improved readability
- .Add basic support for rendering split tables and grouping columns
- Fix loading default phrase from filesystem
- Fix showing in some non-select2 boxes
- Fix case where dcat/pri/prod could be added to ticket editor and then disabled and they would still show up in new ticket form

- Fix self-detection not sending agent notification for new tickets •
- Number of fixes of agent user replying as a user not being treated in user context •
- Fix reading emails (message/rfc822) attached as attachments •
- Show exact path to backup in upgrader •

If you are using the cloud version of DeskPRO, your account will have already been updated .or will be updated within the next 24-48 hours

If you are using DeskPRO download, you can update your installation from the admin .interface