DeskPRO Build #138 Released

2012-10-08 - Chris Padfield - Commentaire (1) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #138.

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

- Fix possible notice with no time scale
- Confirm custom download filenames
- Reject undefined gateway accounts
- Fix double-adding messages that could happen if a notify poll coincides with the reply update poll
- Custom fields use much less memory by not creting Symfony form objects until they are requested (they arent needed in 90% of display cases)
- Fxi build script
- Dont test for utf8_is_valid before passing through utf8_bad_strip, waste of time when the regex is almost the same
- Make custom fields available in agent ticket notifications
- Add thunderbird cut patterns
- Always look up user when matching tac's in gateway
- Fix changing fields on newticket causing template to update
- Dont add RE to newticket subjects
- Give empty-subject tickets a default subject
- Drop winmail.dat attachments
- Use default gravatar image instead of local copy
- Make sure IE doesnt fall into standards mode
- Fix call to bad method
- Add core_tickets.gateway_agent_require_marker to advanced settings
- Fix deleted users still being able to log in
- Fix not showing users awaiting validation
- Update locale for spanish
- Properly validate primary email address when validating the user
- Fix disabled pre-filters from being always run
- Enable few other languages
- Cutter pattern for outlook with [square] bracket From style
- New merging interface and support for merging people.
- Fix notice when updating settings on cloud due to some settings being hidden

- Fix notify_email not saving, handle errors during triggers a bit more elegantly with better logging
- Fix restoring inline images in attachment articles during import
- Fix email reader not being set in gateway, which would cause triggers based on email content to fail
- Fix attachments on articles not being listed
- Fix cleaning of invalid utf8 chars
- Prevent bad phrase from causing fatal error with plurals, fix error with chooser when lang does not have a translation for a plural phrase but the locale uses non-english rules
- Add some missing trigger term summaries
- Log build num instead of time
- Build script to recreate log_items, delete old trigger
- Reduce time to keep old sendmail objects around
- Add command to move all blobs to fs in one go, then drop/recreate blobs_storage table
- Remove old log_items after 3 days
- A couple RTL bug fixes.
- Change language picker to show flags.
- Record time since window loaded when submitting js error logs, require input to send feedback about js error
- Correct can-delete permission check
- Fix redirection to /index.php/ that includes query string, fix admins not getting email when resetting their pass
- Dont output apc warnings (still log them though)
- Small change to Generic cutter to cut 'reply above' marks in plaintext emails
- Ensure that HipChat messages encode non-ASCII characters correctly.
- Fix users closing ticket with feedback form setting closed (archived) instead of resolved
- Fix priority names in trigger criteria
- When editing ug, show permissions granted through 'everyone' as on
- Dont log standard permission errors
- Fix ticket org not being updated when updating org on a user
- If a ticket is associated with a RTL language, ensure that agents view the messages and reply correctly.
- Put back core.email_validation setting, still used for reg form
- Make validation permissions work
- Automatically detect the language to use based on the user's preferences as set in their browser.
- Remove main-rtl.css file as RTL-specific adjustments can be made directly in main.css.

- Improvements to RTL display of the user interface.
- When using the identity helper to cache results, make sure to maintain indexes
- Dont try to save cm when not logging the login
- Fix condition in template
- Adjust API to always use singular versions for array input rather than plural (ex, label rather than labels).

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.