

## DeskPRO Build #83 Released

2012-08-02 - Chris Padfield - Commentaire (1) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #83.

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

- Fix error 928: Trying to use ug entity when it doesnt exist yet
- Fix agent status cathing requests that arent real loads
- Add overflow to notifications box so you can scroll when too many
- Fix compile of custom email templates, clean up display of template names in rule builder, fix application of custom email templates in trigger executor
- Separate out subject when editing email templates, fix preprocessor not running when compiling templates saved from admin
- Quick check for Zend Server problems
- Work around templating and email templates. - New email template pre-processor adds simple syntactic sugar to simplify email templates. - Emails now have simple a simple CSS block defined in the layout, and a new post-render processor takes care of inlining the CSS before sending. - All templates updated to use new layout features
- Add emogrifier
- Require iconv or mbstring, modify Strings::convertToUtf8 to use mbstring if iconv not available
- Allow license page that sets license when expired
- Make confirmation email a trigger that is enabled
- Fix type field having bad name
- Add placeholder text
- Resolve possible race conditions when refreshing subgrouping
- Standard rule builder uses select2's
- Fix another html phrase for selected tickets count
- Add subject to message templates, fix adding same template repeatedly
- Fix urlFull when rewrite urls is off and index.php isnt on deskpro\_url
- Fix html phrase in agent welcome email
- Fix org results that come from a user match
- Fix not being able to type in summary box
- Fix duplicate rows being displayed after adding new contact data on person or org
- Fix path to mag-right.png image

- Few improvements to ticket message templates - Can be linked to specific departments - Auto-select template if you choose a department with only one template - Set message field if you haven't typed in textarea, append message field if you have
- Set proper height after updating field list
- Use select2 on newticket, make ticket field rules work in agent newticket
- Add message templates to agent newticket
- Add admin management of ticket message templates
- Handle timeouts from loading section data as well
- If context data is unset then need to fetch all data from cache

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.