

DeskPRO Build #316 Released

2014-03-04 - Chris Padfield - Kommentarer (0) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #316.

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

- IMPROVEMENT Custom field data is available on more user notification emails (for use if you customise email templates)
- IMPROVEMENT Add 'Person ID' criteria to filter search, and allow -1 to represent 'me'
- IMPROVEMENT Custom field data is available on more user notification emails (for use if you customise email templates)
- FIX Reduce superfluous log lines in ticket logging. For helpdesks with many agents and/or filters, the logging could increase the processing time for messages and increase storage space needed to store logs.
- FIX Language titles in grouping vars
- FIX Possible PHP warning to do with non-object property access if a user rates an article after coming to a search and that search was cleaned up
- FIX PHP warning when using api to search for tickets with id_min
- FIX "Feedback Rating" trigger criteria always reverted to 'set'
- FIX Handle 'not' ticket search criteria on nullable fields
- FIX Uploading a file from the user interface into a chat would result in 'forbidden' message
- FIX Bullet location in user portal KB lists in IE
- FIX PHP warning when validating people from agent interface
- FIX Double-encoding entities in custom fields
- FIX Wrapper HTML not being placed around custom choice fields
- FIX Using admin sidebar to mass-add agents would cause an error if an email address entered already existed on a user
- FIX If an agent used the #user code with a new ticket and they sent the email from a secondary email address, the email address would be set on the ticket (overriding the users real email address)
- FIX Fix user ticket reply form in IE7
- FIX Errors creating new tickets with attachments. Blobs must be read outside of the main transaction because flush()'ing from blob storage fires off the ticket post-save events prematurely.
- FIX Agent forward cutter would fail to parse if there was only one header line

- FIX Auto-response for invalid agent forwarded messages had a blank message.eml attachment (it should be the original email)
- FIX Deleted publish content (articles/news/downloads/feedback) would prevent deleting the category they were in
- FIX Reduce superfluous log lines in ticket logging. For helpdesks with many agents and/or filters, the logging could increase the processing time for messages and increase storage space needed to store logs.
- FIX Language titles in grouping vars
- FIX Possible PHP warning to do with non-object property access if a user rates an article after coming to a search and that search was cleaned up
- FIX PHP warning when using api to search for tickets with id_min
- FIX "Feedback Rating" trigger criteria always reverted to 'set'
- FIX Handle 'not' ticket search criteria on nullable fields
- FIX Uploading a file from the user interface into a chat would result in 'forbidden' message
- FIX Bullet location in user portal KB lists in IE
- FIX PHP warning when validating people from agent interface
- FIX Double-encoding entities in custom fields
- FIX Wrapper HTML not being placed around custom choice fields
- FIX Using admin sidebar to mass-add agents would cause an error if an email address entered already existed on a user
- FIX If an agent used the #user code with a new ticket and they sent the email from a secondary email address, the email address would be set on the ticket (overriding the user's real email address)

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.