DeskPRO Build #197 Released

2012-12-04 - Chris Padfield - Comments (0) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #197.

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

- Fix line breaks in initial ticket message
- Fix sorting options potentially removing items from results
- Fix case where a ticket that needed validation would incorrectly trigger SLAs as complete.
- Fix test overlays getting confused if you open multiple on the same page load
- Change memory limit line in legacy upgrader from 25M to 128M
- Fix logic for built-in filters about when new/entering/leaving subscriptions match
- Remove wrong line about 'ticket created' on ticket updated emails
- Fix clicking 'close tab' icon not turning off on first click when default is checked
- When a draft message is a note, save this and indicate it when showing the draft to other agents. When reloading the message with the draft, ensure that the note tab is selected by default if the draft was last written as a note.
- Fix phone country code not being displayed on profiles.
- Add support for task reminder notifications/emails.
- Show login when trying to view /tickets when not logged in
- Add notification for when delegated tasks are completed.
- Add a new icon for task-related browser notifications.
- Add notifications when an agent (or team) is assigned to a task.
- Use master domain for cloud widgets for proper ssl support
- Fix output message about new version
- Increase 'very large helpdesk' message threshold to 500k users or tickets, link to kb article
- Send error report with invalid license key too
- When system.php hashcheck fails, send it as an error report
- Update active drafts using the client messages system (more responsive draft updates).
- Need to add empty template el or else IE8 errors
- Fix watcher status. The 'is upgrading' check was moved further up the stack into preboot which prevented the watcher request from going through.
- Allow CCed people on tickets to be removed via the user interface.

- Allow adding CC'd users when editing a ticket in the user interface.
- Fix potential problems with task list item clearing.
- Link {{t-123}} codes in agent chat message emails.
- Fix unsetting grouping on ticket filter
- Add color var for section titles
- Add bottom marker and try to catch text appended to an email reply.
- Show raw message in message details for 'messag updated' ticket log
- Merge branch 'master' of https://github.com/DeskPRO/DeskPRO
- Add reason to exception message
- Fix php notice/warning with debug log message
- Add a setting to enter your Google Analytics tracking ID to add the tracking code to all user interface pages automatically.
- Detect agents as being offline if their session hasn't been updated in 30 seconds for the purpose of emailing them if they received an agent chat message.
- When viewing agent activity, allow a whole team's activity to be displayed.
- When display order is tied for custom fields, display in alphabetical order.
- Show agent pictures in the @agent notify menu.
- Add stylevar for page heading color
- Dont overwrite htaccess on upgrade
- Fix checksum fail not sending install report, fix checksum checker failing when only newlines changed
- Fix login box not spaced from top border when no breadcrumb
- Fix case where a ticket could become status=awaiting_agent with hidden_status=deleted
- Fix phrase to say send through PHP mail

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.