DeskPRO Build #23 Released

2012-06-29 - Chris Padfield - Comments (0) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #23.

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

- Pagination to articles
- Need to actually add the timeout value
- Add loading to template rather than generated with js, and add help message about how to use cat editor
- Fix getChildrenIds() when there is an earlier child whose tree descends deeper than any siblings that follow, those siblings would be ignored
- Simplify getStructure() so there's no recursion, and fix update check always failing after first run.
- Fix notification logic to handle agent replying to own ticket from user interface
- Prevent updates to UI when it is outdated (eg someone else updated it). Reloads the pane when this happens.
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- Show loading when updating structure
- Only reorder in edit mode
- Fix another location where attach button didnt open open dlg in IE
- Add missing phrase back
- Undo debug
- Test phrase change
- Fix agent notifications of feedback
- remove debug
- fix line endings for all language files
- test file change
- more language improvements
- Add phrase for registered usergroup
- Fix disapproving feedback
- more language improvements
- Fix feedback validation, and notify user of it, fix deleting KB cats where it would always say non-empty
- Search agents from new ticket form

- Fix file upload with IE
- Repeat question on invalid input so user knows to enter again
- Fix some CSS on select boxes that make them look horrid
- Fix missing JS validation on department field
- Add yellow highlight in feedback view as well, show note about waiting validation
- Headings with file or sub-cat counts in downloads section
- Spacing around heading in newticket
- Fix incorrect drop menu location in feedback page
- Changes for better cutting of DP3 emails
- More comprehensive redirects
- cleaner singulars in phrases
- - add tool to make spell checking language files easier - fix a bunch of spelling mistakes
- Lang upload+install

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.