DeskPRO Build #5.2 Released

2016-12-07 - Lauren Cumming - Comments (0) - Release Announcements

New Features and Additions

- New Header and App Bar- please see this post for more information.
- Extension of Audit Logs - information here.
- Extension of Authentication Options -more information here.
- Setting to disable email preview text- more information here.

Improvements

- Portal Performance (faster loading times)
- Email Gateway: Better handling of multipart/report
- Audit logs have been moved to Agent section: Now accessible to Cloud users
- On-Premise version of Hipchat now supported
- Option to skip cert verification for IMAP/POP3
- Revert button added to Portal Editor > CSS > Edit Main CSS
- Error message added for when you add a new agent email with a deleted agents email address
- Changed colour of agent/admin text in portal header to stand out more
- Appearance of favicon on high resolution screens improved
- Improved email tracking codes in headers
- Improved audit logging on filters, escalations, triggers, SLAs and macros

Fixes

Admin Interface

- Inability to save API key in admin
- Adding/editing new email accounts disturbed order of triggers
- Agent override name was not appearing in forwarded out messages
- Issue with round robin- agent being assigned in full log but not in actual assignment
- Issue with agent avatar preview
- Added the ability to change the name of 'Default' brand
- Issue with creating some filters from the Admin Interface
- Issue with editing English UK language pack
- No option for 'none' when selecting default departments
- Update to reset admin password emails for On-Premise users

- Automation action 'Send specific user email' always used primary email address
- Custom HTTP headers not being sent in webhook triggers
- Error sending mail via default PHP mail
- Error parsing postcode field in CRM CSV import
- Adding a new multibrand URL needs to add the brand to the cloud account mapping (Cloud customers- will link your portals correctly now)
- Action codes now strip punctuation before doing comparisons
- Fixed pagination on Admin > Incidents. Fixes issues with loading incidents list if there were many incidents
- UI issue with 'User' criteria in triggers- adding a user was disappearing in UI

Agent Interface

- Issue with Microsoft Translator not working
- Signature mutation when changing between message and note in new ticket
- Validate permission for agents who need approval to publish content has been restored (agents with correct permissions approve before content is published)
- Issue with Problems and Incident count disappearing after upgrade to v5.1.4
- Inability to delete knowledgebase categories
- Rendering issue of helpdesk logo on login page
- Error moving published articles to draft status
- Glossary words were not being added
- Inability to create a macro with an action to set agent team to 'None'
- Usergroups not saving for users/organizations when editing in agent interface
- Predefined usergroups (e.g Everyone) showing in agent interface on user profiles when they shouldn't be
- Ability to create 'blank' labels
- Flashes on filters - real time updates flashing every reload
- "There was a problem loading some elements on this tab" error
- Inability to approve, delete, edit commentes in 'Publish' and 'Feedback'
- Agents now ordered alphabetically instead of by date created (ticket assignment, filtering)
- Error messages around enforcing email bans (agent and user portal error messages)
- CAPTCHA on agent login screen would fail to load if DeskPRO was installed into a sub-direcotry
- Changes to user profiles would not always update the Change Log tab in the user profile
- Fixed cases where resolved/replies tickets would not get removed from ticket list in real time
- SLA counters are cached for larger helpdesk to reduce load on the database
- Elastic search issue- incorrect matching with words e.g legtime would match legacy
- Problems and Incidents now added to full log of a ticket

- Trigger actions that add tasks did not add this to the full log

User Portal

- Issue where agent notes were displaying in 'Media List' in user portal fixed
- Portal no longer allows replies to archived tickets
- Issue with custom user field that is marked agent only displaying on user form
- Missing icon on 'Message Sent' screen in user portal
- Issue with department/field names that had the same name not appearing on user contact form
- Reference column in user portal > tickets shouldn't be wrapped
- Ability to CC users who don't exist
- Added setting to turn chat widget on/off for just the user portal
- Agent can now reset password when portal is disabled
- Improved 'file is too large' error on user portal (ticket form)
- Error messages around enforcing email bans (agent and user portal error messages)

Chat Widget

- Chat widget now displays chat departments
- Emoticons in chat widget were broken
- In Firefox chat widget wasn't scrolling up to show latest user message
- In Firefox chat widget was freezing intermittently not allowing user to type
- RTL (right to left for Arabic and Persian language packs) was not supported in user facing chat widget
- URL that showed what page a user was viewing on live chat restored
- Sort tickets option appeared on chats-sort live chats by date now (on user profile)
- Instructions on how to install the chat widget in different CMS systems added

Integrations & Apps

- Magento Integration error (PHP erros on DeskPRO side)
- Fixed posting JIRA comments for some users
- Actice Directory test throwing an error
- Fixes to the Kayako importer errors
- Admin > Apps now load app resources (e.g JS setup controller) over relative links
- Usersource syncing deleting/re-inserting phone numbers-caused a lot of audit log entries
- License error when 'auto-add agent' option enabled in a usersource

API

- API logging not saving
- Possible MYSQL error to do with API logging exceeding max allowed packet size
- Legacy API: Superuser can't delete task
- Legacy API returning IDs as strings

- Fix mobile app login forcing an email address input (ie. would prevent AD/LDAP usernames)
- Department triggers did not get applied for new tickets created via the API in the user context

Errors

- Possible logged warning 'system alerts log processing was terminated'
- Database backups larger that 2GB being reported as 'failed' on 32bit systems
- Error: SessionHandler::read(): open(C:/DeskPRO/DeskPRO/var/kernel_cache/17655/prod/sessions/sess_gq6c33uup4ichs4grhfmhm7k70, O_RDWR) failed: Permission denied (13)
- Unhandled PHP exception getting added to logs (On-Premise users)
- Fix database backup command (used during upgrades) on Windows when the password contains a % symbol
- Exception: 0 Argument 1 passed to Elastica\Query\Term::_construct() must be of the type array, string given

If you are using DeskPRO Cloud, we will roll out this update to your helpdesk soon.

If you are using DeskPRO On-Premise, you can update your helpdesk to the latest version from your admin interface.