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2013-03-19 - Chris Padfield - Comments (0) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #248.

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

- Fix behaviour of applying macros from massactions
- Add option to sort ticket messages from newest to oldest with replybox at the top
- Prevent errors when custom template from trigger action is deleted
- Fix bad param name
- Remove the class toggle that sticks replybox to bottom of screen when no scrolling
- Set wait_timeout time during cron to avoid 'server gone away'. Long pauses between queries (e.g., when PHP is doing something else like reading email) can potentially cause MySQL to drop connections when wait_timeout is low enough.
- Correct positioning on select2 invisible-trigger drop elements
- Automatically convert HTML into a rough plaintext representation when sending emails
- Add simple Html2Text processor
- Fix agent reply with emails with PTAC from running in user reply context when the agent replied in plaintext
- Add some debug features to serve_file
- Fix time limit calc
- Re-run long message height check when images are loaded. Fixes a high image forcing text below the fold being hidden with no way to open it
- Fix select2 invisible trigger in IE
- Add labels row
- Dont try to match empty strings
- Fix running subject matching when email is an agent fwd
- New ticket layout
- Remove some dead CSS rules pointing to old background images
- Add followers to agent newticket form
- Improved newticket form
- Update chat replybox toolbar
- Improved snippets to chat
- Show when APC is missing a lot in admin homepage with pretty graphs
- Fix toggling manager position from org profile page

- Fix member count increasing when toggling manager position from profile
- Increase auto-save interval for drafts
- Fix newline/curspor placement after expanding snippet shortcode
- Handle long subjects in merge menu and merge window
- Fix faulty getMessageLength returning string rather than the length
- Vertically align checkbox/labels in replybox
- Adding attachment handles scroll better
- Show agent/team assignment options on ticket note form as well
- Add a note about dragging files
- Fix position of close button on agent chat window
- Fix double-encoding entities in agent chat
- Focus textarea when opening agent chat
- Set initial size and visible of native select boxes that become select2's to prevent the screen "flashing" when select2 does apply
- Fix missing border on newticket
- Fix bad 'you have already added message' handling
- Fixed size for online users pane
- Rename 'Top Level' to 'General' when importing DP3 snippets. Makes it sound less like a built-in category. DP4 has no concept of 'top level' snippets.
- Fix the close tab option

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.