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Deskpro 2020.2 Release

Peskpro Releases - (١٠) تعليقات - Grace Howlett - 2020-07-19

16th November 2020 - 2020.2.12

Fixed Messenger code widget sometimes not working on external domains •

5th November 2020 - 2020.2.11

Fixed input sanitization on a public portal API •

30th October 2020 - 2020.2.10

.Fixed CSRF errors for non-https helpdesks •

21st October 2020 - 2020.2.9

- Messenger] Chat messages covering up user info in agent interface]
 - Messenger] Agent 'display name' not being used] •
- Messenger] A prompt to submit a new ticket might appear in the middle of an active chat] •
- Messenger] Added "DeskProMessenger.loaded" event that the parent page can listen on to be otified of] when messenger widget is loaded
 - Messenger] Added "window.DeskProMessenger" object to the parent page with methods: open,] .penChat, openNewTicket, and toggle
- Messenger] Added messenger option "disableButton" that may be set to false in the widget code to hide] the default button (normally would be used in conjunction with custom code to pen the widget on some .(other custon event
- Messenger] Numerous tweaks to messenger task router and locking mechanism to fix possible onflicts] or lag with locks
 - CH-17997 Fix deleting ticket blobs via mass actions
 - Multiple fixes and tweaks to Guides •

19th October 2020 - 2020.2.8

- Security fix: Fixed an issue that could allow a specially crafted URL to trick some Windows hosts into serving files that reside outside the web root if the path on the filesystem was known and the file ended .(with a common user file extension (html, js, css, txt, log, pdf, doc, yml, ini, json etc. but NOT .php
- DPLEG-20 Fixed issue with News subscriptions not sending on categories that only had "Registered" $\, \bullet \,$ usergroup permission
 - Fixed issue with Guides helpcenter API returning too-big payloads •

5th October 2020 - 2020.2.7

- Fix Estonian flag •
- CH-18005: 'Undefined index: token' for some customers using Exchange email account type •

29th September 2020 - 2020.2.6

:Improvements

. (CH-17842-OAuth 2.0 support for Office365 (you can read more about this in our news post •

:Bug Fixes

- .CH-17813 Error saving Messenger settings if Knowledgebase is disabled •
- .CH-15671 Unable to change permissions in Messenger for non-default brands
 - .CH-17709 Problem creating new chats in Messenger from widget •
 - .CH-15285 Knowledgebase search showing on Messenger when it is disabled •
- CH-15420 Category and product fields showing incorrectly on the user form if no options are available .for the user
 - .CH-17851- Some agents are unable to accept incoming phone calls •
 - .CH-17668 Certain changes to the Helpcenter theme can cause an issue with CSS and styles •
 - CH-11941 Some images are not loading correctly when they were added to the Helpdesk via
 .copy/paste method
 - CH-17944 Embedded ticket form fails on Chrome with CSRF error •

1st September 2020 - 2020.2.5

:Bug Fixes

- .CH-17482 Escalation criteria sometimes won't save
- CH-17447 Ensure the portal templates fallback mechanism is working if there is an issue flagged by \bullet . the sandbox feature
 - CH-17177 When custom logic is applying to a field in a department layout, the field cannot be \bullet .set/edited
 - .CH-16250 Ensure the correct default email addresses are being used for each brand •
 - .CH-17452 Email Templates editor is broken when Deskpro is installed in a subfolder •
 - .CH-16979 The 'Ticket New Reminder' email template preview displays a 500 server error
- CH-4240 Ensure the new email templates editor detects all phrases and displays them in a blue box appropriately
 - .CH-16517 The wrong timezone conversion is being used for datetime fields in reports $\, ullet$
 - .CH-17482 Fix the missing ticket deflection translation strings on the Help Center •
- CH-14512 Calendar widget used for the date field on the Help Center doesn't update when the user ullet manually types in a date
 - .CH-14886 Fix Facebook authentication on Help Center •
- CH-17381 When an organization field is being used in a ticket form layout, the ticket properties cannot \bullet .be edited via the portal for an existing ticket
 - .CH-16980 Attempt to limit user-supplied host names from using internal services $\, ullet \,$
 - .CH-17506 Fix typo in table name which can cause a helpdesk reset to fail $\, ullet$
 - .CH-16842 and CH-15783 Unable to save rate limits on API keys •
 - .CH-14661 Distinguish between a negative and no rating for Chat satisfaction in API V2
 - .CH-17210 RuntimeException:0 Failed to send Pusher events $\, ullet \,$
- CH-17234 The form's view data is expected to be an instance of class Application/DeskPRO/Entity/Blob,

 .but is a(n) string
 - CH-17382 Fix error: Call to a member function getId() on null .//app/src/Application/AgentBundle/Controller/NewsController.php:514
 - CH-17316 Fix error: [EXCEPTION] Exception:0 DateInterval::_construct(): Unknown or bad format ((P900S
 - CH-17209 Fix error: [EXCEPTION] InvalidArgumentException:0 Attempt to save a blob without
 . authcode (/app/src/Application/DeskPRO/Entity/Blob.php:935) count()=1.0
- CH-17135 Fix error: [EXCEPTION] Symfony\Component\Debug\Exception\FatalThrowableError:0 Call to a member function getId() on null
 - . (/app/src/Application/AgentBundle/Controller/KbController.php:1168) count()=3.0
 - CH-17107 Fix error: [EXCEPTION] Application\DeskPRO\RefGenerator\RefGeneratorException:0 Cannot find unique ref after 101 attempts with pattern DISX-<###>. Aborting.

 ((/app/src/Application/DeskPRO/RefGenerator/CustomRef.php:182
 - .CH-17123 Promote a read-only filesystem •
 - .CH-16869 Prevent memory exhaustion when resizing images •

14th August 2020 - 2020.2.4

:Bug Fixes

- CH-17028: Possible error during sending of custom new email template •
- Several improvements to template sandbox to allow more callable methods on custom temlpates •

30th July 2020 - 2020.2.3

:Bug Fixes

- CH-16805: Instances with thousands of custom templates might break during upgrade due to a memory error during re-compiling step
 - CH-16821: An agent could craft a special news article such that raw HTML got output in the News ."carousel, even if that agent did not have permission to use "any html
 - CH-16942: Fix cascading dropdown menu in helpcenter •

28th July 2020 - 2020.2.2

:Bug Fixes

CH-16734 - Agents with login alert email notifications would see an error after login due to new email • .template sandboxing

27th July 2020 - 2020.2.1

:Bug Fixes

.CH-16740 - Relative time criteria in Filters has stopped working $\, \bullet \,$

20th July 2020 - 2020.2

:New Features

The following features have been automatically available for new customers and available for existing customers :to test for a few months, however, we are officially launching these today

- .New <u>Help Center Theme</u> for the portal
 - .New Messenger widget •
- .(Improved Email Templates (including a new template editor •

:Additionally, we have some other exciting new features available from today

- .Control whether Pending status is counted in SLAs and ticket waiting times. Find out more here
 - Report on user waiting time and first reply time within working hours. Find out more here
 - Trigger criteria for custom date fields now support selecting a relative time in the future (e.g 2 \bullet .(days/months/years from now

:Bug Fixes

.CH-15792 - Intermittent error caused when a user approves/rejects an Approval request via the portal

- CH-6074 Prevent Agent permissions from causing an error when an Admin tries to add an Approval .tvpe
- CH-14658 Ensure the default values for built-in fields (e.g. Category or Product) are displayed in the \bullet .contact form when a parent/child hierarchy is being used
 - CH-14823 If you apply a Macro from the reply button which should send a reply and unassign the ullet . 'ticket, the ticket is not changed to 'unassigned
 - .CH-15662 The toggle to enable/disable Guides for the portal isn't working $\, ullet \,$
 - CH-11022 The Snippet manager closed automatically after clicking the 'Languages' menu when a language pack has been uninstalled
 - CH-15431 Don't display the shortcut code for snippets that are removed when a language pack is uninstalled
- CH-13738 Fixed the "Requested unknown parameter" error which occurred when adding particular ullet .built-in stats as widgets to a dashboard
 - .CH-15452 Unable to successfully drag an attachment from a ticket to desktop
 - .CH-15672 When a cron job fails, don't retry until the next interval
 - CH-15441 Add CSRF token on profile/emails?remove email •
- $\begin{tabular}{ll} $\sf CH-15680-InvalidArgumentException: 0 (\app/src/Application/DeskPRO/Entity/Ticket.php line 4675): & \\ .50147 is not an agent \\ \end{tabular}$
 - ."CH-15205 Fixed the error "Call to a member function setDateExpire() on null
 - .CH-16055 Missing unique key in user chat queue targets •
 - .CH-15720, CH-15024, CH-15233, CH-15502, CH-15062 Security enhancements and fixes •