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## Deskpro 2021.1.2 Release

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We are pleased to announce the release of **Deskpro version 2021.1.2**. This includes a mixture of general .improvements and bug fixes

## :Improvements

- DPHC-180 Add Glossary functionality to Guides •
- DPHC-306 Added 4 new languages to Deskpro: Gaelic, Icelandic, Macedonian, Serbian •
- DPHC-301 Added tooltip to Attachments Section on Tickets so hovering over reveals full file name
  - DPHC-208 Added tooltip when hovering over titles in Guides •
  - DPHC-328 Add translatable phrase for "Subject" on ticket form •

## :Bug Fixes

- DPHC-250 Custom Helpcenter themes were not saving correctly •
- DPHC-295 Switching between pages on guide leads to a blank page •
- DPHC-296 Fixed console errors related to templates being thrown in the portal
  - DPHC-293 Correct rendering of ampersand in the portal •
- DPHC-278 Agent override name was not being respected when downloading a ticket from the ullet Helpcenter
  - DPHC-261 Remove email addresses from various URL query strings •
- DPHC-251 "Date & Time" field description is displaying in same line under field on "Contact us" form ((Portal side
  - DPHC-290 Agents could not add to per user / per organisation custom fields
    - DPHC-299 Deleted tickets could be undeleted by user email replies •
  - DPHC-297 Satisfaction feedback option appeared in tickets even if satisfaction was disabled
    - DPHC-308 Initiate searches in helpcenter when the user presses enter •
    - DPHC-298 Agent override name was not appearing on Ticket Feedback •
  - DPHC-273 Multiple "Resolved this ticket" messages were displaying when user clicked "Resolve my ticket" button multiple times on User Side
    - DPHC-304 Agent override name not used for avatar and "Authored by" in helpcenter content •
    - DPHC-307 User field logic not respected when user submits a ticket through the helpcenter
      - DPHC-52 Subscribe button did not snap properly to the browser when scrolling •
- DPHC-270 File attachment box was disappearing of users breached attachment rate limit, this is now disabled properly
- DPHC-215 Choose File field disappearing instead of rejecting files when file extensions do not abide by
  - DPHC-302 Text in additional usersource login buttons was not centered correctly
    - DPHC-303 Ticket properties tab ion helpcenter displays date field incorrectly
      - DPHC-323 Problems with language selection in helpcenter portal •
  - DPHC-224 Corrected the orientation of carets in the News Category drop down selection  $\, ullet \,$
  - DPHC-322 Downloads incorrectly appearing in parent categories instead of sub categories •
  - DPHC-309 Multiple news notifications were getting triggered when published date is in the future
    - DPHC-330 Legacy template editor was being used in certain themes
    - DPHC-333 Theme not auto-selected when going to User Interface > Helpcenter  $\bullet$
  - DPHC-324 Unable to view second page of search results in Helpcenter due to limited pagination •
- DPMSGR-91 Chat departments were available when no agents with permissions to that department are online
  - DPMSGR-107 Reload config to check for JWT without refreshing the page in messenger •
  - DPLEG-429 Remove the delay when custom user fields display with field dependencies
    - DPLEG-113 Ticket Feedback Variable not Rendering in Email •
    - DPLEG-423 Error when submitting ticket with "create task" trigger as a guest •
  - DPLEG-414 An admin user could bypass forced password reset by accessing /admin/admin-interface
    - DPLEG-379 /login/setpassword?email=' page does not trigger password reset email •
- DPLEG-443 Deskpro emails were flagged as spam by certain filters when the emails code contains tiny

sized font/white font

- DPLEG-141 Server error when adding Cc to ticket via API •
- DPLEG-354 Attachments not sent out when forwarding message as new linked ticket
  - DPLEG-534 Allow unsafe SSL requests mPDF to improve PDF image rendering
    - DPLEG-292 Customer could rate own ticket when there is no agent response •
- DPLEG-240 'Insert link' button in knowledgebase doesn't work for secondary brands •
- DPLEG-234 The original senders email address was not included when Forwarding messages out of tickets
  - "DPLEG-466 Cron timing out after: "cleanup hourly •
  - DPLEG-112 Clicking on '+Add' for 'Per organization custom field' for highlights '+Add' button for Custom fields' as well
    - DPLEG-430 Agents were receiving an empty IM email when @mention is used  $\, ullet \,$
    - DPLEG-462 Fixed "RoutingWithDynamicContext" error when logging in via SAML •
    - CH-19365 Gmail API: Oauth token does not refresh properly, expires after 1 hour
      - CH-19335 User Language not Selectable in Triggers •
      - CH-19330 Custom date fields were not consistent across time zones
        - CH-19773 Problem with language selection in helpcenter portal •
      - CH-19596 [Error Report] Exception: 0 Calling "email\_addres" method  $\, \bullet \,$
      - CH-14946 Fixed HTML injection on ticket submission thank you page •
      - CH-22723 Theme not auto-selected when going to User Interface > Helpcenter •

## 2021.1.3

- 'Error Report] Expected known function, got 'NOW]
  - '=' Error Report] syntax error, unexpected] •