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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 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 limitations •
- DPHC-302 - Text in additional usersource login buttons was not centered correctly •
- DPHC-303 - Ticket properties tab in 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 •
- 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 •
- 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 URL •
- 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 •

