

## Deskpro 2021.1.4 Release

Release Announcements - (.) تعليقات - Colin Dunn - 2021-04-22

We are pleased to announce the release of **Deskpro version 2021.1.4**. This includes a .mixture of general improvements and bug fixes

### **:Improvements**

- DPHC-328 - Add translatable phrase for "Subject" on ticket form in Messenger widget •
- DPHC-331 - Add support for reCAPTCHA v3 •
- DPHC-345 - Improve image scaling in published content in Chrome •
- DPHC-348 - Added translatable phrase for field validation related error messages •
- DPLEG-42 - Add support to remove attachments by editing Agent Notification email •  
template

### **:Bug Fixes**

- DPHC-339 - Adding a translatable phrase for one language could wrongly change •  
another language
- DPHC-329 - Improve enforcement of "Only enable agent validation when the ticket is •  
being resolved" custom field property
- DPHC-341 - "Sorted By" drop down box did not automatically close off in Community •
- DPHC-327 - Upvote button disappeared in community on smaller resolution windows •
- DPHC-234 - Multiple emails being triggered when user clicks on "Resend Validation •  
Email" multiple times
- DPHC-242 - Smart Fields were not displaying correctly in Help Center portal •
- DPHC-349 - Ticket Approval option was not showing on the user portal side •
- DPHC-351 - User was able to submit tickets if required message is missing •
- DPHC-311 - Block Quote formatting was not appearing properly on Help Center portal •  
side
- DPHC-196 - Multiple CC'd emails would appear to be added in Help Center if user •  
clicked CC continuously
- DPHC-235 - Multiple "Thank you for your feedback" notifications appearing when •  
"user continuously clicks "Submit Feedback
- DPHC-237 - "Not Found" message was displaying after click multiple time on •  
"Remove email" button
- DPHC-245 - Guides: Long "Description" was not displaying on User portal side •
- DPHC-266 - GUI issue when entering invalid emails in CC field resolved •

DPHC-347 - If a news post is saved as a draft and moving to publish is delayed no •  
subscription notification was sent

DPHC-355 - Help Center search did not search for content which contained special •  
characters

DPLEG-535 - If no user facing message exists on a ticket, user email notifications •  
were not sent

DPLEG-97 - "Usergroup" criteria in trigger did not apply to users who inherited •  
permissions via their organisation

DPLEG-147 - Resolved inconsistencies in "Ordered by" sorting option for tickets in •  
the agent interface

DPLEG-160 - Pagination issue: Only 10 macros appear in the "Follow Up Actions" •  
drop down box in the Agent Interface

DPLEG-177 - Corrected behaviour around "Can assign tickets to self" so agents can •  
add themselves as followers

DPLEG-213 - Splitting a message from a ticket would cause the new ticket to inherit •  
the old feedback

DPLEG-222 - Grouping a filter by a custom date field caused a server error •

DPLEG-225 - Grouping in flagged filters was not retained if you move to another filter •  
and return

DPLEG-260 - Error when downloading translations, breaks at Romanian package •

DPLEG-278 - Adding a macro would automatically check "Close tab" box even when •  
this was not defined

DPLEG-286 - Site Name and Site URL variables weren't being displayed in new email •  
templates

DPLEG-319 - Certain custom user field data was not being properly set after user •  
account merge

(DPLEG-63 - Creating linked ticket did not carry over brand (sets default •

DPLEG-377 - Adding a follower via a trigger did not execute •

DPLEG-391 - Space visible before the first word in the body of some email templates •

DPLEG-605 - GUI: URL field would leak out custom article field in Help Center •

DPLEG-510 - "File" custom field is displaying broken on "Register" page •

DPLEG-424 - Pagination issue: Can only View 10 Approval Types •

DPLEG-489 - Ampersands can't be set in URLs by triggers •

DPLEG-495 - API: Cannot add more than 1 article via API batch request •

DPLEG-519 - Using the Ordered By/Group By function does not work if there are •  
certain characters in a text field in Agent Interace

DPLEG-520 - Ticket Update Triggers did not apply when "SLA Passing" criteria was •  
included

DPLEG-550 - 'Has been emailed a specific template' trigger criteria only shows emails •  
from legacy template editor

DPLEG-552 - If a user has access to 0 departments on a particular brand through •

their usergroup, they are still able to submit tickets to the default department for .that brand

DPLEG-585 - CAPTCHA isn't enforced when submitting registration for an email •  
already registered in the system

DPLEG-598 - Bug around "Preview As Guest" in Helpcenter Template Editor •

CH-19542 - Not all chat departments were displaying in Messenger configuration in a •  
multibrand setup

CH-24975 - Emails forwarded out from certain tickets were appearing blank •