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# Deskpro 2021.1.9 Release

Colin Dunn - 2021-09-16 - يعليقات (١٠) - <u>تعليقات</u>

We are pleased to announce the release of **Deskpro version 2021.1.9**. This includes a mixture of general .improvements, bug fixes and security patches

# :General Improvements

- CH-25401 Appearance of HTML tables sent in via email improved •
- CH-37970 Minor change to appearance of BETA feature information in Admin dashboard •
- CH-37792 General improvements to performance and security around zip/tar archive extraction •
- CH-25265 "New Ticket Triggers" will now apply normally to tickets created via "Forward as New Ticket" option
- CH-23202 Guide pages will now render proper unique <title> tags, improving SEO and indexing
  - {{ CH-32366 Add "Title" prefix (Mr/Mrs etc) variable in templates with {{ recipient.title\_prefix •
- CH-31481 Default Status in Community was empty, this is now populated to improve user experience •

# :Bug Fixes

- CH-28066 Cron job [Email Processing] was crashing with "invalid\_grant" error in certain scenarios on

  Office 365
  - CH-28725 "Group by" filter was disappearing in agent interface after a few seconds
    - CH-38915 "Ordered by" and "Group By" filters not remaining static
      - CH-30151 Live Chat sessions were timing out too guickly •
  - CH-40745 Email processing/cron job getting stuck when retrying problematic emails
    - CH-31946 Knowledgebase article title translations were being lost/reset randomly •
  - CH-29847 Out of Office auto-responders (with NULL return-path) were marking users as autoresponders, causing issues with automatic emails
  - CH-31523 Built in sub-filter custom views in agent ticket interface were lost after a page refresh •

- CH-26663 Various issues logging into the admin interface for specific administrators resolved
  - CH-31405 Pie Charts in reports showing excessive number of decimal places •
- CH-26242 [API] /api/v2/user\_groups endpoint will now return the departments each usergroup has permissions for
  - CH-31799 Microsoft Translator plugin drop down was appearing blank, not showing all available languages
    - CH-35122 Resolved edge-case timeout issues when agents reset their own passwords •
- CH-28127 "Disable attachment permalink" setting corrected to include actual attachments when within ullet threshold limits
  - CH-31608 Pasted images not displaying in messages when using Forward Ticket feature •
  - CH-29002 Corrected assignment logic around "Round Robin Optional Assignment" queue type
    - CH-30122 Chapter would turn into a Page when moved around within a Guide tree
      - CH-28797 Email template for rejected emails had unpopulated variables •
  - CH-29905 "My Chats" section of Helpcenter did not show for any users if Live Chat was disabled for the "Everyone" usergroup
  - CH-26742 Agents were still being assigned new live chats when the "Agents can handle a max of X  $\,$  chats" threshold was breached
    - CH-30435 Date fields with "Ignore Timezone" feature displaying incorrectly in helpcenter portal
      - CH-27860 Guests could create new accounts when registration was disabled by submitting a ullet community topic
  - CH-26334 Certain days failing date validation check when user's timezone does not match helpdesk
    - CH-29661 Ticket notifications were sent to agent in language of the Ticket instead of their own preferred language
  - CH-27210 Attachments posted through V2 API were not completely deleted by triggers/escalations •
  - CH-30380 "Invalid URL" error showing when attempting to create new hot-linked download content
- $CH-25976 Console \ command \ introduced \ to \ automatically \ clone \ entire \ knowledge base \ article \ categories \ \bullet \ console \ command \ command$

#### :Error Reports

- CH-30433 [ERROR] DateTime::setTimezone() expects parameter 1 to be DateTimeZone, null given
  - CH-32427 [ERROR] SAML: 0 The identifier id is missing for a query of •

#### Application\DeskPRO\Entity\Usersource

- '?' CH-31660 [ERROR] Parse Error: syntax error, unexpected •
- CH-31429 [ERROR] Call to undefined method GuzzleHttp\Handler\MockHandler •
- CH-37774 [ERROR] AccessDenied/Request has expired: when creating and saving new snippets •

## :Security Improvements

We have included various security patches in this update. We highly recommend you update to take advantage .of these improvements. These patches are currently only identified by their ID's

- CH-30751 •
- CH-31689 •
- CH-32038 •
- CH-31848 •
- CH-31429 •
- CH-32035 •
- CH-32119 •

## :(Patch Notification 2021.1.9.52613 (17th Sept 2021

We received reports that error logs were being filled with the following warnings after the 2021.1.9 update above. We have patched this to prevent these warnings. It is safe to ignore these errors and purge these from your error log history

- DeskPRO Error: E\_WARNING (/app/52609/src/DeskPRO/Component/Filesystem/SafeFile.php line 1091): unlink() expects parameter 2 to be resource, null given
  - SafeFile::unlink(<filepath>) is not valid •

# :(Patch Notification 2021.1.9.52636 (22nd Sept 2021

We have released a further set of patches to address bugs found in the 2021.1.9 update. Some of these errors .may have prevented Deskpro from automatically completing updates

If you are unable to update the software and are seeing an error as mentioned below, please contact support via <a href="mailto:support@deskpro.com">support@deskpro.com</a> or by <a href="mailto:clicking here">clicking here</a>

- :Errors preventing completion automatic updates •
- updater.general.INFO: ReqCheck exit: 255 Unknown error  $\,\circ\,$
- $\underline{<} E\_WARNING] \ ZipArchive::getStatusString(): Invalid or uninitialized \ Zip \ object \ \underline{<} \underline{filepath}] \ \ \circ$
- - . Deskpro Error: Failed to remove directory  $<\!filepath\!>$  : Resource temporarily unavailable  $\, ullet$ 
    - . Temp folders filling up with files/folders, which were not being automatically cleaned up ullet