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## **Deskpro 2021.2.0**

Deskpro Releases - (١٠) تعليقات - Matthew Wray - 2021-12-01

We are pleased to announce the release of **Deskpro version 2021.2.0**. This includes a mixture of general .improvements, bug fixes and security improvements

## :General Improvements

- CH- 41546 Filter loading has been optimized •
- .CH 46168 Improved HTML processing for emails from outlook •
- CH 46892 Increased flexibilty handling messages forwarded out of the helpdesk  $\,\,\bullet$ 
  - CH 40234 Improvements to email processing for emails larger than 25MB
    - CH 52215 Improved handling of webhook JSON responses •

## **Bug Fixes**

- CH -55834 Issue loading labels list in admin •
- CH 44954 Task notifications are not sent if the due date is before 9am
  - CH 54742 Add CSRF tokens to 'Like' and 'Subscribe' buttons
    - CH 30174 Image in email signatures getting rescaled •
- CH 45147 Inline images are being sent as hotlinks rather than as attachments •
- CH 48874 Articles created from templates do not retain the template's HTML formatting ullet
  - CH 51825 Errant characters in downloaded emails •
  - CH 32964 Community topic confirmation email is formatted incorrectly
    - CH 27330 Minor changes to CORS policy •
    - .CH 27662 Reply box issue with Japanese characters  $\, ullet$
    - CH 22747 Out of Office replies marking users as Auto Responders •

- CH 52900 Some forwarded emails getting rejected by Helpdesk
  - CH 53724 Check current agent trigger criteria not working
    - CH 31964 LDAP/AD Sync issues with self-signed cert •
  - CH 19861 Issue merging and unmerging disabled accounts •
- CH 24646 Long file names are not displayed correctly in Outlook when sent from Deskpro
  - CH 44282 Helpcenter theme export not working •
- CH 48948 My Chats on the helpcenter shows all chats submitted by user regardless of the brand
  - CH 31541 Report on working hours till first response is pulling an unknown value
    - CH 22458 Download button in the Help Center does not work
      - CH 44466 Contact form submission error •
    - CH 43978 dputils migrator reads mysql connection string as encoded URL
      - CH 49473 Messenger not saving brand Id correctly •
      - CH 25785 Failure to process email due to parsing error with regex
        - CH 23801 Issue sending replies in specfic instances  $\, ullet$
        - $\mbox{CH}$  40112 Blocking users through chat not working correctly  $\ \, \bullet \ \,$
        - CH 39929 Permissions are not checked for LabelsController •
      - CH 30230 Satisfaction survey does not work when SSO is enabled
        - CH 42372 Recent activity not showing correct results •
        - CH 39912 Defaulting to primary email address for users •
  - CH 33322 Japanese characters are not supported as attachment file names in Deskpro ullet
    - CH 37547 Forwarded inline images appearing as agent notes •
    - CH 50107 Helpcenter search is returning article titles in incorrect language •
    - CH 30739 IP Whitelisting requirement causing issues when enforced in the API  $\, ullet$ 
      - CH 46807 Ticket link in email to CC'd users is incorrect •
    - CH 32777 Leaving a comment on an article causes an issue with dates on the article •

- CH 30781 Ansible Installer failing for CentOS 7  $\, \bullet \,$
- $\mbox{CH}$  39874 Issue editing articles in some instances  $\ \bullet$
- CH -40002 Add AgentNote trigger changes user context •

## **Security Improvements**

CH - 44270 •