

Deskpro Releases > DeskPRO Build #5.5 Released < الاخبار

DeskPRO Build #5.5 Released

Deskpro Releases - (٠) تعليقات - Lauren Cumming - 2017-03-13

Release version #5.5

We are excited to release a new version of DeskPRO which has a number of new features, bug fixes and .improvements

Features

- Added the ability to filter the reports dashboard by team- more info here •
- Ability to extract Zip (gzip/tar) files and download specific files only- more info here
 - Added Hijri calendar (Arabic) for custom date fields- more info here
 - Added option to disable CSP headers (On-Premise helpdesks)- more info here
- Added ability to disable certificate validation for SMTP outgoing email settings- more info here

Improvements

- :We have added a number of performance improvements •
- Reduced memory usage on busy helpdesks and/or when DeskPRO is open for long periods of time .1
- (Overall performance improvements (e.g. opening tickets, closing tickets, switching between tabs .2
 - Added new APIs for the chat widget •
- Added agent shortcut URLs for perma-linking to tickets, chats, users, organizations and content •

```
/agent/go/ticket/{ref}

/agent/go/ticket/{id}

/agent/go/person/{id}

/agent/go/person/{emailAddress}

/agent/go/organization/{id}

/agent/go/article/{id}

/agent/go/download/{id}

/agent/go/news/{id}

/agent/go/feedback/{id}

/agent/go/chat/{id}
```

Fixes

Chat

- Number of connected agents on live chat were not linking correctly with chat departments by brand •
- Under Admin > Site Widget & Chat Settings > Chat Settings, usergroup permissions were not allowing you to select custom usergroups
 - Ability to delete chat transcripts from the agent interface has been added $\, ullet \,$
 - Issue with reopening a chat resolved could not reopen after ending •

- Improvements made to using chat on landscape mode on mobile devices •
- Disabling the user portal made removed ability to use chat widget on external sites
 - Left edge of proactive chat widget pop up was missing •
- Chat was only working if 'Ask for more information before chat commences' was turned on
 - IP ban on live chat was not working •
 - Missing translations in chat widget fixed •
- If you view a chat as an agent but don't join, incorrect notification messages were appearing e.g 'Agent 'X joined/left the chat

Admin

- When viewing an agent an error will display if they have access to 'Can create new tickets' but do not have access to any departments
- New department or email account was showing a warning that triggers were disabled (when they were
 - You could not create automations or filters based on child fields •
 - Lockout time for ticket 'lock' feature was not displaying options
 - CSV import timeout error •
 - Audit logs added to track when an agent is deleted and turned into a user •
 - If users names are not provided in a CSV import, create based on their email addresses
 - When you add a new brand it was automatically adding it to all departments •
 - Email templates were not picking up when portal was disabled and hiding the links to portals accordingly
 - Notice added to department and email account secions when trigger groups are disabled
 - CRM CSV importer was not importing/ mapping phone numbers •

Agent

- When creating News/Knowledgebase articles with the status Unpublished, an automatic publish date was being added for the same day
 - Waiting time grouping for tickets was incorrect for >6 month category •
 - mention notifications are always accessible to agents even when setting to prevent notification@ changes is turned on in Admin
 - Creating linked tickets was not bringing across the first user message •
- Time Log and Billiing issue with the Dutch language pack- minutes and seconds charges were not saving
 - Custom user fields were not appearing on agent ticket properties form in some cases
 - Could not edit per org custom fields on agent ticket layout using click-to-edit •
 - When tasks have a long title, gets wrapped and hard to see all of the text you can now hover over it to see full text.
 - Mass actions were remaining selected •
 - Issue with browser notifications appearing in language set of other agents
 - Improvements to agent reset password permalink •
 - Ticket date field before 2002 will not allow ticket resolution •
 - Snippet shortcut codes not working in agent interface for mass actions •

User Interface

- Prevented bots from clicking vote buttons on content •
- Search from the search box in 'Tickets' was not returning results by ID or REF code
 - Calendar widget was not working in ticket edit mode in the user portal
 - Downloads file type was lost after the latest version •
 - Fixed poor perfromance on ticket list on some large helpdesks Sidebar with disabled news caused portal to fail to render •
 - Upload picture phrase from 'Your Account' was missing •
- Counts of knowledgebase articles for the first category were displaying incorrect counts Contact form submission error 'expired' on intranet account •

Usersource, Apps & API

- API login does not enforce rate limits •
- Inability to create organization properties tab via Widget creator ullet
 - Usersource syncing was broken Active Directory
 - Fixes to the Magento app •
 - SAML auth with Azure and Office365 were not working •
- Usersource login action to add label was failing with duplicate error ullet
- 'Updating organization data was failing on 'Phone Number' and 'Country
 - Issue with SSO not taking you to the last page you were on •
 - Creating a ticket through API v2 was not adding SLAs automatically •

On-Premise Errors

- File integrity check was failing on last build •
- DBVerify was failing with a negative file size •
- Logging warning when cleanup was failing on cron •
- Exception: 0 An exception has been thrown during the rendering of a template
 - A non-numeric value encountered •
 - Maximum execution time of 40 seconds exceeded •
 - Admin > Server > Incidents > View Incident was returning HTTP 500 errors •

.If you are using DeskPRO Cloud, we will roll out this update to your helpdesk soon

If you are using DeskPRO On-Premise, you can update your helpdesk to the latest version from your .admin interface