

## Deskpro Horizon Release 2022.43

Release Announcements - تعليقات (٠) - Lara Proud - 2022-10-25

We're delighted to announce the release of Deskpro Horizon 2022.43 which includes several improvements to our interface and new features, and bug fixes that will improve your user experience.

### New Features

We have upgraded our [Pipedrive](#) and [HubSpot](#) apps to versions 1.0.1 and 1.0.3, [\[more\]](#) (respectively (SC 90898

[We have improved the functionality of Global Search to improve the results that are returned](#) [\[more\]](#) (SC 81590 & 81597

### Latest Improvements

We've added the ability to control if an agent has access to Billing and, if relevant, the On-Premise Controller product interfaces (SC 70468

[We have improved the helpdesk's performance through several loading and optimization enhancements](#) (SC 87618

We optimized the loading speed of the user profile on a ticket, it will now be pre-cached to ensure it loads instantly •

We've improved tab closing time, in instances where 8+ tabs are open and/or there are many messages rendered on a ticket •

We've enhanced the speed that ticket action updates display in the UI, now setting Agent, Team, Follower, or Status will update instantly •

We have improved the loading speed of the ticket preview for the Global Search and Notifications apps •

We have also improved the loading speed for messages in a ticket thread so you can easily scroll through the thread and messages will be fetched faster •

(We've improved how links are detected in ticket messages (SC 86748 [\[more\]](#)

We have updated the OAuth forms for different Email Accounts in the Admin interface to [\[more\]](#)

.(make setup easier (SC 85601

## **Bug Fixes**

We have fixed the issue where Knowledgebase and News templates would be inserted as ☐  
.(an HTML block if they contained inline images (SC 87017

Fixed the issue where Agent IM messages were not loading correctly if you closed and ☐  
.(reopened the app (SC 80146

We have restored the missing 'Test settings' button in the SAML user source and stopped ☐  
.(the duplication of surnames (SC 81446

We have removed the unsupported criteria have been removed from new ticket triggers ☐  
.(SC 84509

.(We have restored the missing Norwegian flag for the language pack (SC 89408 ☐

We have fixed the issue where there was an error when saving brands for accounts with ☐  
.(more than 10 brands (SC 85899

We have fixed the issue where Queues page in Admin wouldn't load if there was an empty ☐  
.(Queue Set (SC 83179

We have fixed the issue where Live Chats were getting stuck in live status after the chat ☐  
.(had ended (SC 89018

We have fixed an issue where Webhook Triggers couldn't be edited following migration ☐  
.(SC 88276

We fixed an issue for Firefox users where permission groups were being duplicated (SC ☐  
.(87097

We've fixed the issue that affected uploading inline images in follow-ups would remain in ☐  
.(a loading state (SC 85413

We have fixed an issue where content was being turned into HTML blocks for Files and ☐  
.(News Posts (SC 87608

We fixed a problem where Snippet usage was not being logged if the Snippet was used by ☐  
.(a Macro (SC 55326

.(We have fixed the issue where you couldn't preview email templates (SC 85807 ☐

We have resolved issues where some Twitter Compliance logs couldn't be created (SC ☐  
.(90655

We have fixed an issue where disabled numbers were still displaying as a call from option ☐  
.(on tickets (SC 86783

We have fixed an issue where dates were displaying incorrectly in the ticket form if there ☐

.(was only one weekday enabled (SC 89003

We have fixed an issue where Billing charges were not being referenced correctly in the [Billing](#)  
.(reporting interface (SC 89099

We have fixed the problem where image alignment was not being displayed correctly for [Help Center content and Ticket replies](#) (SC 90136

We fixed a bug where @ mention alerts were being sent again when a ticket was merged [Ticket replies](#)  
.(SC 90814

We have fixed the issue where scroll bars were not displaying correctly for the Properties [Properties](#)  
.(Pane (SC 88944

We have restored the missing Admin Queue Set and Messenger custom field drawers that [Admin Queue Set and Messenger custom field drawers](#)  
.(were affected by the upgrade to React18 (SC 90999 & 91121

We fixed the bug where the Signature Box was not loading in ticket tabs, other than the [Signature Box](#)  
.(first one opened (SC 91055

On-Premise Controller Release 2.0.42

We are also pleased to announce the latest release of our On-Premise Controller which  
.(includes several improvements to its functionality and bug fixes

## Latest Improvements

.(We have added an import option for SSH pull for V5 instances (SC 79070 [SSH pull for V5 instances](#)

Show interstitial pages to enable users to choose between test and production instance [Interstitial pages](#)  
.(imports (SC 90339

Create a problem check to ensure S3 credentials have changed since import if S3 storage [S3 credentials](#)  
.(is in use (SC 90598

## Bug Fixes

.(Do not auto-detect S3 credentials if importing a test instance (SC 91254 [S3 credentials](#)

.(Fix the documentation link on the Support page (SC 90617 [Support page](#)