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Deskpro Horizon Release 2023.19

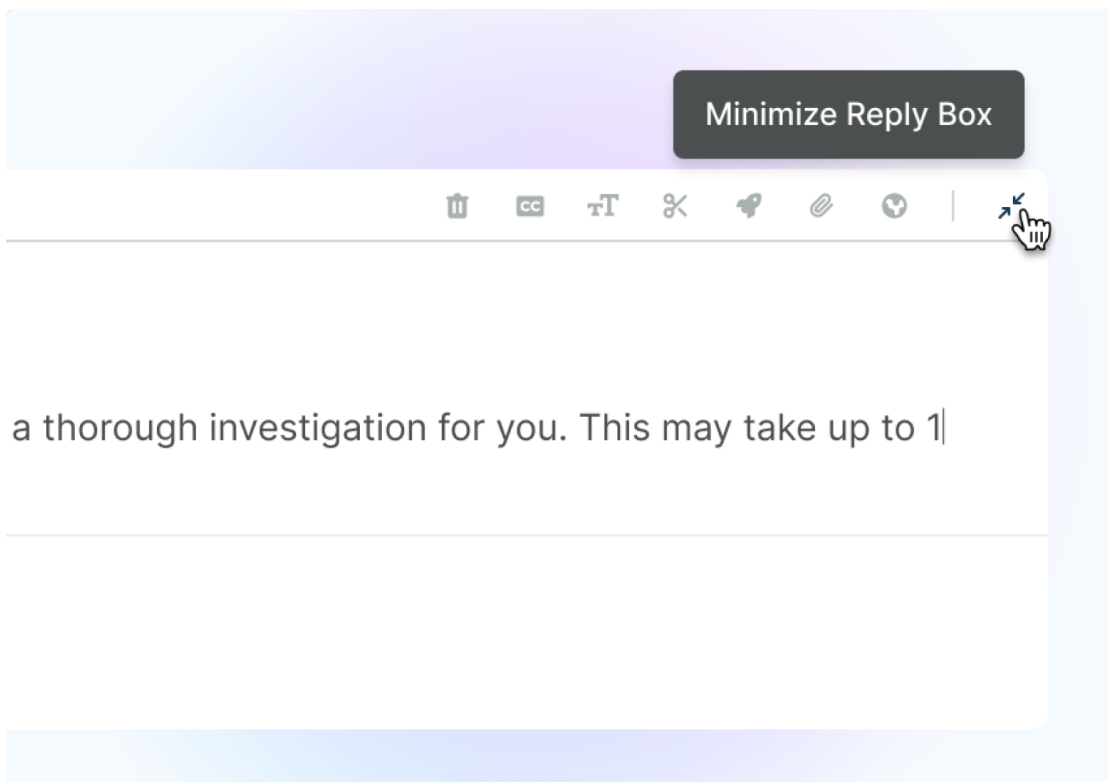
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We're pleased to announce the release of Deskpro Horizon, version 2023.19. This release includes several new features our team has been developing, general improvements to product functionality and interface, and several bug fixes.

New Features

You can now minimize and expand the Ticket Reply box

[We have improved the behavior of the ticket reply box by adding an icon that will let you expand or minimize the reply box once it has been activated](#) (SC 108563)



This change was made based on feedback we have received where the reply box expanding would cover too much of the ticket and made looking back on the thread for information difficult. This update will provide greater visibility for the ticket thread making it easier for agents to reply to tickets quickly.

We've expanded the types of objects you can search for by ID to no longer just include Tickets and Users (SC :97526). You can now search for the following items by ID

Organization •

Knowledgebase Article •

News Post •

Guide Pages •

Files •

Community Topics •

Latest Improvements

We have improved the behavior of the Ticket Preview menu so now when you open a ticket it will not remain .
(open (SC 109272

We've enhanced our Download Email function to ensure that agents can download a .eml file and that the file
(name will be relevant to the ticket (SC 93751

(We've added a standalone ticket rating page for instances where Helpcenter access is restricted (SC 109407

We have added handling to ensure that if an Admin accidentally removes their permissions to view helpdesk
components such as Ticket, CRM, or Help Center they will be redirected to the Admin interface to restore their
(permissions and avoid causing errors in the helpdesk (SC 101044

Bug Fixes

(We fixed an issue on Firefox, where the Task description box would grow longer with each key (SC 106832

Fixed a bug where Tickets that are assigned by a Round Robin would continue to assign to offline Agents until
(the timeout was reached (SC 99649

We've fixed an issue where the CRM search wouldn't find a User if they already existed when entering their
(email address, but would reject creating them as a new user (SC 97798

We fixed an issue where Agents were unable to edit text at the bottom of a Snippet if they were over 50 lines of
(text (SC 99168

Fixed an issue where URLs were being auto-generated incorrectly when a helpdesk has more than one brand
(linked to it (SC 101400

We fixed an issue where Knowledgebase Articles couldn't be moved or deleted using a Mass Action as they
(would time out (SC 90198

Fixed an intermittent issue where the status couldn't be updated when creating a new Ticket via the **+ New**
(button (SC 107690

We fixed an issue when editing Help Center content, where you would lose drafted content if you switched to
(the Comments tab (SC 105637

Fixed the issue where the Test Account Settings function on Cloud email accounts would show a fail even on
(successful login (SC 91618

We fixed an issue with Ticket Search where it was showing results by default before inputting any search
parameters, plus we fixed the issue with infinite scrolling not working now when you reach the bottom of the
(search window more results will be automatically fetched (SC 104826

(We fixed an issue where search indexing could fail due to an "immense term" (SC 87833

(Fixed an issue where the Welcome email would be sent from the default brand's outgoing email (SC 99781

We fixed an issue where Google Fonts would load on the Messenger widget after being disabled on Help
(Center (SC 91780

Fixed an issue with a discrepancy between the value on a Custom Date Field on a Ticket and in Reports (SC
(101471

.(We fixed an error on queues following migration to a test On-Premise instance (SC 99287 □
Fixed a migration issue where Queues were created with labels that contained quotation marks loaded with □
.invalid FQL and would cause an error (SC 109838

Patch Release 2023.19.1

.(Fixed a bug where editing a ticket note would occasionally turn it into a ticket message (SC 110125 □
We made a fix to improve the slowness that customers were experiencing with opening, closing, and loading □
.tickets. And where having more than 5 tickets open would freeze the page (SC 107595

On-Premise Controller Release 2.5.1

We are also delighted to announce the latest version of the OPC, version 2.5.1. This version includes new
.features and some general improvements that will provide an increased level of administrator capabilities

Latest Improvements

.(Update import instance screens (SC 107961 □
.(Report the last few lines of the OPC job log along with other telemetry (SC 109496 □
.(Require the email address of the user to open a support session to aid identification of sessions (SC 108867 □
.(Allow full diagnostic report to be run from the OPC Web GUI (SC 109402 □
.(Perform checks against V5 instances before importing via SSH (SC 103140 □
.(Send telemetry for command failure in the CLI commands (SC 107940 □
.(Require the email address of the user to open a support session to aid identification of sessions (SC 108867 □

Bug Fixes

.(Delete an Elasticsearch index when deleting an instance if it is the only instance using the index (SC 109455 □
.(Show migration output during instance update only on migration failures (SC 109432 □
.(Update the core.deskpro_url in an import if an IP address was previously used (SC 108805 □
Stream files to zip in chunks rather than reading the entire files into memory when adding to the zip archive □
.(SC 109380
.(Fix error when trying to validate an instance domain due to secure access restrictions (SC 109753 □
.(Correctly update custom SSL certificates from the Web GUI (SC 109822 □