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## Deskpro Horizon Release 2022.42

2022-10-18 - Lara Proud - [Σχόλια \(0\)](#) - [Deskpro Releases](#)

We are pleased to announce the release of Deskpro Horizon version 2022.42. This release includes several new features our team has been developing, other general improvements, and several bug fixes.

### New Features

- We added the OPC button to the Navigation Panel to provide an easy route to the On-Premise Controller. The icon changes to orange or red if there is an issue depending on severity (SC 80201).
- We now support saving phone numbers that include extensions (SC 84224).
- We added additional grouping options for ticket queues to include text, currency, and URL custom fields (SC 86707).
- We've configured a new SCIM user provisioning service using Azure AD to make synchronizing and managing User Profiles seamless (SC 85375).
- [We have released version 1.0.0 of our HubSpot app, which enables you to view Deals in the helpdesk and link Users to HubSpot contacts](#) (SC 90335).
- [We have released our Pipedrive app, version 1.0.0. You will be able to link Deskpro Users to Pipedrive contacts letting you easily view information without having to leave the helpdesk](#) (SC 90335).
- You can now use custom User and Organization fields in Deskpro apps and widgets (SC 89850).
- For On-Premise customers, we have added a checkbox that lets you choose if you use the same email credentials for incoming and outgoing messages when using Gmail or Exchange (SC 90311).

### Latest Improvements

- The Admin tab on the Navigation Bar will now turn red to notify you more effectively if any email addresses are failing (SC 87371).
- We improved how password errors display on the registration form if there is a custom password policy on the helpdesk (SC 80273).
- We restored the FQL query bar for generating Ticket Lists (SC 89505).
- We updated the icons and added tooltips to the buttons for the Knowledgebase Articles translation editor to provide additional context for the interface (SC 80030).
- We have improved the behavior of Global Search when searching by ID. The results will now show if a ticket has been deleted, or for merged tickets, it will display the ticket it has been merged into (SC 83022).
- We updated the links to the setup guides for different authentication methods and SSO routes (SC 88012).

### Bug Fixes

- We fixed a bug that meant you couldn't select items from the Help Center Content tab when inserting a link into Help Center content or tickets (SC 80215).
- The Help Center Design template editor will reload the code block when you switch brands (SC 89591).

- We have fixed issues where the value for the last User and Agent reply dates on a ticket wouldn't update for some channels (SC 79201).
- Fixed the bug where Triggers Criteria for Currency fields were not applied correctly (SC 88978).
- We have corrected the behavior of the toggle field, so if a Queue is created based on whether the toggle is active or not, it will display the tickets correctly (SC 89133).
- We have fixed the issue where removing an agent team will not block access to Lists in the Admin interface if there were Saved Lists related to that team (SC 89074).
- We have fixed real-time updates for Queues with Stars as criteria (SC 89345).
- We have fixed the clickable area on the date widget for Help Center forms (SC 84560).
- We have fixed an issue where Ticket Deflection was not working from the Help Center form's subject field (SC 88528).
- Fixed an issue with approval URLs not displaying the correct domain if the brand is not the default (SC 75079).
- We have fixed the inline image editor on Cloud instances so they will no longer error when opening the editor (SC 85590).
- We fixed an issue that stopped you from saving Help Center Templates if the theme set became corrupted (SC 80690).
- We have fixed the issue where Agent notes didn't send if they included an @ mention (SC 90079).
- We fixed a Macros validation bug that said a required field wasn't fulfilled, even when an action was selected (SC 90134).
- We have fixed the issue where the Signature button wouldn't appear and would display in the reply box (SC 90063).
- We have fixed an issue where changes to label color caused an error in Queues (SC 89882).
- We have fixed a bug where Community Forums wouldn't load when switching between them if you had some grouping or sorting enabled (SC 85962).
- We fixed a bug where the ticket signature would get duplicated in the reply box (SC 87040).
- Fixed the file upload button in the Help Center, so you can now add files via this button (SC 88830).

## On-Premise Controller Release 2.0.41

We are happy to announce the latest release of the On-Premise Controller, which includes improvements to your management of instances, additional control to the update process, and several bug fixes.

### Latest Improvements

- We will now allow enabling and disabling of specific IP addresses for an instance (SC 89942).
- We will now update the OPC during the initialization rather than after the installation (SC 89518).

### Bug Fixes

- Ensure critical services restart automatically if they are exited (SC 90149).
- Rotate logs based on size rather than age (SC 89830).