Deskpro 5.10 Release

2017-09-11 - Benedict Sycamore - [Comments (0)](#) - [Deskpro Releases](#)
We're delighted to announce the release of Deskpro 5.10

Deskpro 5.10 includes the feature updates, bug fixes and improvements listed below.

Features

- Escalation options introduced for 'on hold' tickets - find out more [here](#)

Improvements

- Error logs limited to 512MB
  - Automatic warning function added to admin interface if error logs exceed data limit
  - Delete log file option available with warning
- 'Ctrl+Return' now a shortcut to send replies

Bug Fixes

- Inability to tag newly added agents to tickets resolved
- Notes in PDF files no longer labelled incorrectly as messages
- User waiting times and total waiting times now displaying correctly
- Message view on smaller screens now displaying user details correctly
- Sorting by user or organization now displays lists alphabetically
- Custom apps uploaded to cloud servers working properly
- Mass actions no longer inadvertently affect ticket status
- Instant Messaging no longer creates links from relative URLs
- Knowledgebase categories now displaying content correctly
- When Gravatar is uninstalled, Gravatar logo no longer displayed as default profile picture on user profiles
- Inability to merge tickets due to locks now communicated clearly via notifications
- Trello app now uninstalls successfully
- Unnecessary cc'ing of ticket owners removed when merging tickets
- Attachments now pulled through when creating linked tickets
- 'Guides' option no longer displayed in user quickjump toolbar
- Appearance of avatars in ticket replies fixed
- Pasting images into user portal when using Internet Explorer and Edge now

working correctly
- Inserting emoticons into chat from user portal in Internet Explorer now working correctly
- User interface in 'tickets only' mode now working correctly
- Agents listed in the 'Chat Departments' admin area now linked to individual agent profiles
- Macro titles no longer accept blank characters
- Agents now only see permitted tickets when viewing ticket lists in CRM and Search
- Special characters now displayed correctly in Labels
- Performance improvements made to Pusher reduces timeouts on busy helpdesks
- Custom field data now displaying correctly in Reports
- Translator dropdown menu now displays content correctly
- Total tickets now shown correctly in CRM list view
- Update scheduler now working correctly
- Correct tickets now listed when selecting 'Awaiting User' filter
- Agent email notifications now distinguish between ticket replies and mentions
- Custom fields now updating correctly when using APIs
- 'Identifier ID' error fixed when enabling V2 Instant Messaging
- User portal disabled when every agent inactive
- Issue displaying tickets when searching for ticket IDs now resolved
- Slack integration now displays CRM name and ticket title correctly in Cyrillic script
- 'Change User' dialogue no longer disrupts search in tickets
- Missing button added to onboarding tutorial
- Draft replies no longer lost when changing user or agent in tickets
- Comments for published items showing up when comments are disabled
- Fixes to nested fields in feedback section, can now properly select child/parent fields.

V2 Snippets Improvements & Bug Fixes
- Snippets no longer duplicated after editing when using shortcode
- V2 Snippet permissions now enabled as default, including for custom groups
- Improved Snippets usage and statistics tracking

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.