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Deskpro Horizon Release 2022.43

2022-10-25 - Lara Proud - [Comments \(0\)](#) - [Deskpro Releases](#)

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, respectively (SC 90898).

□ [We have improved the functionality of Global Search to improve the results that are returned](#) (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).

□ We have updated the OAuth forms for different Email Accounts in the Admin interface to 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 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 (SC 90814).
- We have fixed the issue where scroll bars were not displaying correctly for the Properties Pane (SC 88944).
- We have restored the missing Admin Queue Set and Messenger custom field drawers that 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 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).
- Show interstitial pages to enable users to choose between test and production instance imports (SC 90339).
- Create a problem check to ensure S3 credentials have changed since import if S3 storage is in use (SC 90598).

Bug Fixes

- Do not auto-detect S3 credentials if importing a test instance (SC 91254).
- Fix the documentation link on the Support page (SC 90617).