



[News](#) > [Deskpro Releases](#) > [Deskpro Horizon Release 2023.37](#)

## Deskpro Horizon Release 2023.37

2023-09-12 - Lara Proud - [Comments \(0\)](#) - [Deskpro Releases](#)

We're pleased to announce the release of Deskpro Horizon, version 2023.37.1. This release includes several new features our team has been developing, as well as some general improvements and bug fixes.

### New Features

- We have made language pack IDs visible in their menu in **Admin > Languages & Locales** (SC 107433).
- We've added the ability for Agents to Group and Sort Tickets by single and multi-line custom text fields (SC 109913).

### Latest Improvements

- We've made it clearer what fields are required in the Approval Templates menu to make it easier for Admins to create templates (SC 110425).

### Bug Fixes

- Reporting Widgets created using the SPLIT BY function will now display correctly on your Custom Dashboards, and won't get cut off out of view (SC 99548).
- Fixed an issue where Exchange couldn't read calendar invite messages (SC 100588).
- We've fixed an issue with accessing Email Templates when there are numerous custom templates to make it easier when using the dropdown menu to select the right template (SC 118355).
- Fixed the issue where Split Tickets wouldn't show as being created via splitting in the Ticket History tab (SC 97535).
- Restored the ability for an End User submitting a Ticket via Messenger to select a child value on a multi-select custom field (SC 93448).
- Fixed an issue where all fields were showing up as required fields on Messenger, even if they were not required on the Ticket Form (SC 118795).
- Fixed select fields not reopening when submitting a ticket via the messenger widget (SC 118794)
- Restored the ability to delete Community Topics via Mass Action (SC 106695).
- Fixed an issue where the Last Updated date wouldn't display correctly on Files after creation (SC 113193).
- Fixed an issue where updates to User custom fields wouldn't show in the User History log (SC 98675).
- Disabled the option to convert a user to an agent if the user has no email address linked to their profile (SC 87233).
- Fixed a problem where Agents could not be assigned to Usergroups via the CRM interface (SC 112340).
- Aligned text on the deletion menu for Macro Categories (SC 105803).
- Fixed some UI issues that impacted the alignment of select fields and updating of date fields on the Messenger widget (SC 118794)

- Fixed an issue where creating a ticket via URL wouldn't populate the Ticket's CC properties (SC 124844).
- We have fixed the SLA with the **Time until criteria match** type that wouldn't stop running after it was first completed (SC 123334).
- We fixed an issue with Ticket Lists where you couldn't run a query for Tickets with a hidden status, such as deleted or spam (SC 123881).
- We've corrected the functionality of Linked Tickets, so now the Ticket Subject and Department will be carried over to any linked tickets (SC 95642).
- Fixed an issue that occurred with Agents being unable to log in with 2FA if there was a grace period set (SC 125413).
- We added missing titles on the Trigger Criteria and Action options menu (SC 121424).
- Restored the missing Deskpro logo on the Help Center (SC 125506).
- Fixed several UI issues with the Tasks menu which impacted the ability to edit and re-assign Tasks (SC 122938).

## **Patch Release 2023.37.1**

- We have fixed an issue that was causing an error to occur when Out of Office emails were sent to Deskpro via Exchange (SC 126617).

## **On-Premise Controller Release 2.9.1**

We are also delighted to announce the latest version of the OPC, which includes some bug fixes to improve overall performance.

## **Bug Fixes**

- Ensure decision links are correct for previously made decisions (SC 125605).
- Ensure instance updates are only reported if the latest available version is greater than the current version (SC 125611).