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Deskpro Horizon Release 2023.42

2023-10-17 - Lara Proud - [Comments \(0\)](#) - [Deskpro Releases](#)

We're pleased to announce the release of Deskpro Horizon, version 2023.42. This release includes several improvements and bug fixes to enhance the overall performance and usability of the helpdesk.

Latest Improvements

- We have added tooltips for the Macro options: **Add Snippet**, **Add Reply**, and **Add Note**. To improve clarity for both Admins creating Macros and Agents applying Macros, as to what action will occur depending on if an agent selects **Run Now** or **Run on Send** (SC 114429).
- Edited Help Center Templates will display an asterisk in the Help Center Design Editor to improve clarity (SC 95370).
- A warning will now display if a User tries to add a CC that is not registered on the helpdesk when registration is disabled (SC 117607).
- Updated Tooltips across product to improve performance (SC 124922).
- Improved the migration of Custom Filters when upgrading to Horizon. All Custom Filters will now become Lists so Agents retain editing permissions (SC 129655).
- We have restored the ability to view the download information for Files. You can now open a detailed view using the expand icon, which will show when a File was downloaded and by whom if the User was logged in (SC 123821).

Bug Fixes

- Fixed an issue affecting how data was returned in Reports for Toggles where null values were not counted correctly (SC 97957).
- Resolved an issue impacting scheduled Reports. Now Reports will be sent according to the specified times only (SC 115725).
- Fixed an issue where enabling Voice could create duplicate accounts (SC 108444).
- Fixed an issue where disabling Agent and User Two Factor Authentication permissions would cause interference (SC 128179).
- Restored the ability to drag and drop Queue Sets in the Admin Interface (SC 111151).
- We fixed an issue with time limit input for SLAs to allow for non-integers and increase the maximum time limit (SC 118959).
- Restored the **Disable SSL certificate validation** option for LDAP (SC 104502).
- Fixed an issue with refreshing the Outgoing Email Log page (SC 102253).
- Fixed an issue where Archived Tickets were displaying in Search Results to align the behavior with performance and clarity changes previously made (SC 127198).
- Fixed the behavior of the Discard Changes button on some settings pages in Admin (SC 104962).
- Resolved an issue with navigating the Snippet and Macros apps when a search was in progress at a lower level (SC 125351).

- Fixed an issue impacting attachment uploads for embedded forms on Safari (SC 121791).
- Help Center Link formatting tools will no longer continue to display when scrolling down a page or changing tabs (SC 109972).
- Updated the alignment of avatars on the Ticket Search interface (SC 103019).
- Fixed an issue that prevented Admins from saving edits to a Community Topic Status (SC 110418).
- Restored the upload attachment option on the Snippets menu in the Admin Interface (SC 129356).
- We restored the ability to see resolved tickets when looking at Problems, My Stars, and Labels (SC 126227).
- Fixed an issue where an error would display when loading ticket history if the ticket has a legacy status (SC 127621).
- Fixed an issue where Agents couldn't view or remove User Two Factor Authentication methods (SC 128726).
- Updated the Search Indexer performance by moving status updates to schedule instead of after every index job (SC 129886).
- Fixed an issue where links were not loading correctly when using a Mass Reply (SC 127456).
- Added the Edit hover behavior to the Reports Interface when a Stat is returned via the Navigation Panel search (SC 129977).
- Fixed an issue where Usergroups updates were not saving (SC 130037).
- Fixed an issue where the Usergroup dropdown remained open after navigating away from the tab (SC 125560).
- Fixed an issue where adding an attachment to an empty reply on the Help Center would result in a reload and appear to update the ticket (SC 124683).

On-Premise Controller Release 2.10.1

We are also delighted to announce the latest version of the On-Premise Controller which includes some improvements to enhance the OPC.

Latest Improvements

- Display sizes of the top 10 largest tables in an instance database on the database information page (SC 129944).
- Add an hourly problem check to verify that the Elasticsearch index is in sync for an instance (SC 129952).