

Deskpro 2020.2 Release

2020-07-20 - Grace Howlett - Comments (0) - Release Announcements

14th August 2020 - 2020.2.4

Bug Fixes:

- CH-17028: Possible error during sending of custom new email template
- Several improvements to template sandbox to allow more callable methods on custom templates

30th July 2020 - 2020.2.3

Bug Fixes:

- CH-16805: Instances with thousands of custom templates might break during upgrade due to a memory error during re-compiling step
- CH-16821: An agent could craft a special news article such that raw HTML got output in the News carousel, even if that agent did not have permission to use "any html".
- CH-16942: Fix cascading dropdown menu in helpcenter

28th July 2020 - 2020.2.2

Bug Fixes:

- CH-16734 - Agents with login alert email notifications would see an error after login due to new email template sandboxing.

27th July 2020 - 2020.2.1

Bug Fixes:

- CH-16740 - Relative time criteria in Filters has stopped working.

20th July 2020 - 2020.2

New Features:

The following features have been automatically available for new customers and available for existing customers to test for a few months, however, we are officially launching these today:

- New [Help Center Theme](#) for the portal.
- New [Messenger widget](#).
- [Improved Email Templates](#) (including a new template editor).

Additionally, we have some other exciting new features available from today:

- Control whether Pending status is counted in SLAs and ticket waiting times. Find out more [here](#).
- Report on user waiting time and first reply time within working hours. Find out more [here](#).
- Trigger criteria for custom date fields now support selecting a relative time in the future (e.g 2 days/months/years from now).

Bug Fixes:

- CH-15792 - Intermittent error caused when a user approves/rejects an Approval request via the portal.
- CH-6074 - Prevent Agent permissions from causing an error when an Admin tries to add an Approval type.
- CH-14658 - Ensure the default values for built-in fields (e.g. Category or Product) are displayed in the contact form when a parent/child hierarchy is being used.
- CH-14823 - If you apply a Macro from the reply button which should send a reply and unassign the ticket, the ticket is not changed to 'unassigned'.
- CH-15662 - The toggle to enable/disable Guides for the portal isn't working.
- CH-11022 - The Snippet manager closed automatically after clicking the 'Languages' menu when a language pack has been uninstalled.
- CH-15431 - Don't display the shortcut code for snippets that are removed when a language pack is uninstalled.
- CH-13738 - Fixed the "Requested unknown parameter" error which occurred when adding particular built-in stats as widgets to a dashboard.
- CH-15452 - Unable to successfully drag an attachment from a ticket to desktop.
- CH-15672 - When a cron job fails, don't retry until the next interval.
- CH-15441 - Add CSRF token on profile/emails?remove_email
- CH-15680 - InvalidArgumentException:0

(/app/src/Application/DeskPRO/Entity/Ticket.php line 4675): 50147 is not an agent.

- CH-15205 - Fixed the error "Call to a member function setDateExpire() on null".
- CH-16055 - Missing unique key in user chat queue targets.
- CH-15720, CH-15024, CH-15233, CH-15502, CH-15062 - Security enhancements and fixes.