Deskpro

Deskpro 5.14.0, 5.14.1, 5.14.2 Released

2017-12-18 - Christopher Nadeau - Comments (0) - Release Announcements

We're pleased to announce the availability of 5.14.0.

Features

- DP-232 — Add ability to sign chat widget with JWT token (see docs here).
- DP-247 — New apps: Custom HTML, Custom JS, Custom JSON Service, Github, Mailchimp

Improvements and Changes

- DP-127 — Improve ticket log entry when follow up is executed
- DP-166 — Quick user selector: When query input is an exact email address, only search email
- DP-209 — Show notice to agents viewing non-public content in portal
- DP-219 — SLA counters in sidebar update too infrequently
- DP-223 — Add event to widget loader so page knows when widget is ready
- DP-224 — Reduce volume of client messages sent for common actions

Fixes

- DP-126 — Log entry when agent creates a followup
- DP-167 — E_WARNING Language.php substr() expects parameter 1 to be string
- DP-168 — Error: preg_match() expects parameter 2 to be string, array given
- DP-184 — Error in some reports: non-numeric value encountered
- DP-206 — Invalid API doc on organization APIs
- DP-211 — Brand ID not included in API tickets response
- DP-212 — Get rid of user.portal_tabs_order
- DP-213 — Picture in top-right does not use gravatar
- DP-214 — Some department selection boxes in admin are limited to 10
- DP-215 — Some agent notifications are inactive
- DP-216 — Invalid default value for date field
- DP-218 — Default value for port isn't set on new email accounts if left blank
- DP-220 — Usergroup search terms for 'Everyone' and 'Registered' don't work as expected
- DP-222 — Error on new topic with no guide
- DP-225 — E_NOTICE SearchController.php Undefined index

- DP-226 — Keyboard events in ticket message box interrupt typing non-English characters (e.g. diacritics)
- DP-228 — Ticket mode in chat widget when portal is disabled causes a timeout
- DP-229 — Exception: 0 Unauthorized guide
- DP-230 — Date/time field incorrect on portal when timezone not UTC
- DP-231 — Add status filter to /user_chats API
- DP-233 — Internal server error while creating new linked ticket when blobs are missing from the filesystem
- DP-234 — Agent interface freezes when attempting to split ticket when using Cloudflare injected scripts
- DP-235 — Promoting a user to an agent sometimes doesn't go through billing logic
- DP-236 — Server error when exporting reports to CSV
- DP-237 — Follow-ups don't trigger appropriate triggers (e.g. sending email notifications for replies)
- DP-238 — Trying to view a draft results in server error
- DP-239 — API doc is outdated since adding online_for_chat
- DP-240 — Reports dashboard bug dropdowns not responding
- DP-241 — Adding multiple tasks via macro only adds single task
- DP-250 — Trello app 'frame' is different from all others
- DP-251 — Trello App: New card created end-point not detected
- DP-252 — Trello is broken
- DP-254 — Apps pane does not scroll
- DP-255 — Apps need to be flex width
- DP-256 — Mailchimp: Unable to proceed past account authentication
- DP-626 — Error during setting permissions for Guide
- DP-630 — Guides not showing on the portal
- DP-660 — Triggers get disabled when disabling Chat RR
- DP-667 — Scrollbar continues to grow indefinitely
- DP-668 — Trello style looks messed up
- DP-669 — Change title of "Custom Javascript"
- DP-682 — Problems querying ticket_object_use_logs

Specific build hotpatches:

- (5.14.0.31837) DP-690 — JWT user source failures
- (5.14.0.31850) DP-701 — Real-time updated based on polling could be delayed by up to five seconds for own actions

5.14.1

- This build was released to address a regression (DP-710) whereby some instances of Deskpro would not deliver user chat messages properly.

5.14.2

- DP-659 — Add nofollow to portal subscription links
- DP-702 — API allows viewing ticket filter lists in departments without permissions
- DP-721 — Reset password not sending link

This release is available to on-premise customers immediately. The update will begin rolling out to cloud customers soon (please note that due to the time of year, it may not be fully available for a couple of weeks).