

Deskpro 2018.1.3 Release

Colin Dunn - Comment (1) - Release Announcements - 2018-06-14

We're delighted to announce the release of Deskpro 2018.1.3

:Deskpro 2018.1.3 includes the updates, improvements, and bug fixes listed below

:General fixes and improvements

- DP-1862 Fix default values for custom fields in new ticket form if invalid data •
provided
- DP-1845 Zendesk importer app stuck with error "missing parameters: 'start time •
- DP-1840 Improvements and fixes to a legacy feature of embedding the entire •
helpdesk in a frame
- DP-1823 Improvements to agent interface loading performance by improving •
snippets loading
- DP-1820 Single department hides field on new ticket agent, but causes validation •
error asking to select department
- DP-1809 cURL error 60: SSL certificate error causing issues when attempting •
updates and other commands
- DP-1804 Error when setting Default email account under Admin > Setup > Settings •
- DP-1790 Trailing slashes in URLs suddenly have become sensitive and cause issues •
loading pages
- DP-1788 Order by "date of last reply" label missing in drop down menu •
- DP-1785 <pre> HTML tag in ticket responses (usually used for code blocks) not •
rendering properly in emails
- DP-1600 API v2: Remove any hard coded API result limitations when exporting a •
.dataset sorted by ID, to allow for easier ticket exports/crm
- DP-1551 Widget override code improved to fix a bug with pre-setting the •
department ID
- DP-1498 @mentions dropdown not functioning directly after following an /agent/go •
link
- DP-1462 [Snippets V2](#): Mass actions to change snippet properties function not •
responding fully
- DP-1424 Adding attachments through to a ticket when submitting through the chat •
widget causes a glitch

- DP-1397 Further improvements and expansion to pre-upgrade system checks of •
(database integrity (Foreign Keys
- DP-1362 Standard routine maintenance to update the php framework/libraries •
- DP-1354 Agent permissions when “Can use Public” now limit agents to read-only •
permissions unless further edit permissions are added
- DP-1342 Improvements to the daily cleanups to include checks of database •
(integrity (foreign keys
- DP-1114 Active Directory and LDAP app now synchronizes over profile pictures •
- DP-859 Emojis in a trigger action text editor would corrupt the overall trigger, text •
would appear blank
- DP-730 Improvements when importing emails with different types of formatting •
- DP-185 If all chat departments were removed, this would cause certain glitches •
.throughout the admin interface. Checks in place to prevent this
- DP-179 Fix to IP whitelisting email behaviour to prevent accidental flooding of •
validation email
- DP-170 Improvements to text editor within a ticket to better handle pasting in code •
block styled text
- DP-147 Option added to LDAP/AD SSO app to disable certificate validation, so •
.internal or self signed certificates can be used

:Fixes and improvements to [V2 Reports](#)

- DP-1859 Reports v2: Some reports in the Stat builder are not able to load and show •
.a blue loading circle
- DP-1857 Reports v2: Overly large spacing between the different styles of output in •
.a report compressed
- DP-1856 Reports v2: GUI improvement to the CSV export icon, this has been made •
more prominent
- DP-1855 Reports v2: Remove default “support” label selection when adding •
widget, and display all widgets
- DP-1854 Reports v2: Improvent/Feature: Add dashboard auto-refresh feature •
- DP-1853 Reports v2: Billing statistics and insights now included •
- DP-1852 Reports v2: You now have the option to delete custom stats •
- DP-1851 Reports v2: New icon to directly export stat results •
- DP-1842 Reports v2: Reports using "value from report" are broken •
- DP-1821 Reports v2: Sporadically a widgets on default dashboards do not complete •
loading
- DP-1813 Reports v2: Further improvements to admin control over agent edit/view •
permissions to a dashboard
- DP-1733 Reports v2: Improvements to scheduled reports not working, and GUI •
issues of configs not saving

DP-1717 Reports v2: By default stats will output 50 results now •

DP-1651 Reports v2: Lines in the DPQL builder would not wrap, and previously ran •
off the side of the page

Thanks for reading

.If you are using Deskpro Cloud, we will be releasing this update shortly to you

If you are using Deskpro On-Premise, you can update your helpdesk to the latest version
.from your Admin Interface