

Deskpro 2018.2 Release

Colin Dunn - Comment (1) - Release Announcements - 2018-07-18

We're delighted to announce the release of Deskpro 2018.2

:Deskpro 2018.2 includes the updates, improvements, and bug fixes listed below

:New Reports

- DP-2054 Error displayed when trying to add report widgets via a limited-
 - .permission agent account
- DP-2053 Double clicking on a custom dashboard causes the report interface to
 - .bug/blank out, and you must refresh/re-click other tabs
- DP-2049 Sporadically when changing the variable field type in the stat builder, the
 - .change is not retained and the builder bugs out
- DP-2047 Multiple issues with the stat "Avg time till first response". Hierarchy for
 - sub-departments not shown properly. Column headings were missing. Values were .not represented as rounded decimal values, but fractions
- DP-2040 When creating new custom report dashboard, interface will result in an
 - "error when checking "All Agents View
- DP-2039 Not possible to create or save additional labels for built-in reports
 -
- DP-2032 Could not save a report in RAW DPQL editor when there was both a Order
 - By and Report By
- DP-2031 Stat builder seems to bug out when saving a custom stat with a REGEXP
 - .query
- DP-2030 Using any custom field alias does not work unless referencing the tickets
 - .table
- DP-2029 Cloning a stat, modifying it then saving it will cause the page to hang
 -
- (DP-2010 Error when using a timezone behind GMT (negative offset
 -
- DP-2002 Error exporting certain CSV files
 -
- DP-1990 Dashboards not always retaining modifications to widget layouts
 -
- DP-1986 When creating a new stat in the Stat Builder, "New Stat" replaced
 - incorrect previous "New Report" terminology
- "DP-1976 Additional unwanted HTML rendered when splitting by "Agent Name
 -
- DP-1963 Remove notification warning users about imminent decommissioning of
 - legacy reporting

- DP-1924 Unable to clone LAYERED reports •
- DP-1912 Reports V2 GUI: Layering two reports as a line graph displays one data •
output as an area graph
- DP-1904 Clickable output in tables •
- DP-1863 Improvement to how different timezone intervals are handled in •
calculations
- DP-1562 Special public URL with long authcode to view dashboards of external •
devices

:API





- DP-1973 API v2: Add an is_disabled parameter for PUT to enable/disable users •
accounts
- DP-1932 API V2: Add a date_created parameter POST /api/v2/tickets •
- DP-1918 API V2: Add a brand parameter POST /api/v2/tickets •

:General fixes and improvements

- DP-984 Inline embedded (pasted) images are not attached to emails •
- .DP-2061 Enable cloud HTTPS on all custom URLs and enable auto-correction •
- DP-2058 IMAP connections without SSL/TLS security connections will fail by default •
- DP-2057 Unable to reorder reports within a dashboard, while editing dashboard •
properties
- DP-2043 Unable to attach any files to news articles, no attachment feature post •
.creation or article
- .DP-2025 Add setting a flag for particular specific agents, instead of all or none •
- DP-2013 Certain Deskpro user sources appearing as "Disabled" entirely, preventing •
the registration of new users
- DP-2003 Licensing issues caused by bulk importing agents at once •
- DP-1996 Unregistered users email address is exposed if you attempt to access a •
follow and incorrect URL to that users ticket
- DP-1975 Refreshing the page after updating priority in a ticket is resetting the •
custom organisation field value
- DP-1970 When an Agents permissions for a chat department are toggled off, the •
Agent can still see 'Missed Chats' titles for that Department in the list
- DP-1964 Adding multiple followers to new tickets does not work and ticket •
notification emails are not sent to followers
- DP-1961 Fixes to decoded filenames in email attachments •
- DP-1958 Unable to 'delete and update people' for custom user fields when the field •
is being applied to a user profile
- DP-1940 Deleting a ticket will now purge messages from the incoming server log •

- DP-1937 Database Integrity Fix Problem: "Fix-schema: Unknown database type •
.enum requested
- DP-1923 FineDiff should be installed with composer to improve content revision •
comparison
- .DP-1922 Further errors resolved with the database integrity fixes •
- DP-1917 When a CRM user is created through AD, it will not assign the user to •
custom brands
- DP-1905 Multi-brand to email settings - Setting a default from name header for •
system generated mail
- DP-1899 Apps installer fails if server is missing ZipArchive •
- .DP-1892 Set languageID in widget code to currently selected language in portal •
- DP-1879 Validation 'Verify your email' is displayed to User submitting ticket even if •
'Agent' has confirmed User manually
- DP-1812 Fix image alignment in knowledge base articles •
- DP-1800 Error in New Email Templates - agents not receiving notifications of new •
trigger creation
- DP-1785 Code blocks (<pre> tags) causing corruption in ticket emails •
- DP-1778 Improvements to realtime events when using the "Deskpro Notification •
.Service" feature
- DP-150 Issue with communicating between two helpdesks, tickets not routing back •
.into eachother
- DP-1453 When creating a new ticket as an agent, changing the default brand does •
not automatically update the ticket properties to match the department
- DP-2084 When creating a linked ticket, the parent tickets subject line should be •
.copied into the new child ticket

:New functions

- DP-2016 Under Admin > Emails> Email Accounts > Advanced Settings > Disable •
attachment permalink list at the bottom of email message text - hide all attachment
.links in agent replies
-  DP-1954 Add checkbox to Auth & SSO > AD/LDAP to disable the ability to sync user •
.profiles
-  DP-1952 Hovering over a ticket ID brings up an icon on the right to copy an internal •
link to the ticket
-  DP-1942 Within the ticket messages view, "Download Original Email" and (delete •
"permissions required) "Delete Original Email
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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