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 tabls.

• 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 heaader 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

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