

## Deskpro 2018.3 Release

Christopher Nadeau - Comment (1) - Release Announcements - 2018-10-11

### New and Improved in 2018.3

- DP-2195 — New setting (Admin > Tickets > Settings) to require authentication to view ticket attachments. This currently only works for DB and FS storage; S3 support .is coming soon
- DP-2625 — On cloud, you can now enable social logins for agents easily (Admin > .Agents > Auth & SSO). User support coming soon
- DP-2105 — Pasting a URL into agent search box will show that thing first in the .result
- DP-2348 — Import jobs now show a summary of the last job in the admin interface
- DP-2462 — On-premise includes a new CLI command to find invalid email addresses • ((dp:utility:invalid-emails
- "DP-2481 — New Zapier trigger for "ticket updated"
- DP-2561 — Language packs updated; enabled new packs for Czech and Indonesian
- DP-2048 — Google auth source now allows you to filter by multiple domains

### Defects fixed

- DP-1865 — Active Directory auth source now updates user primary email address if it • changes in AD
- DP-1246 — API | Attachments details are not coming in the response of Article • endpoint query
- DP-1367 — JWT Login | Null Loign is displayed when you set up login with JWT
- DP-1514 — Ticket notifications based on filter which uses 'Brand' in the criteria are • not working
- DP-1573 — Clicking on an article vote count causes the agent interface to freeze
- DP-2188 — Phone number matching
- DP-2242 — DB being down shows install\_incomplete error to user
- DP-2258 — API Logging Tweaks
- DP-2267 — A ticket can be assigned to a chat department by default by the system
- DP-2280 — Portal styling changes are saving in the portal editor but the changes are • not rendered in the live portal
- DP-2288 — Email rate limiting not applying properly

DP-2316 — email@example.com should be a phrase •

DP-2323 — Recent Activity list -- appending instead of prepending •

DP-2335 — Prevent html entities from being converted in Snippets •

DP-2347 — Reset Helpdesk Brand Issues •

DP-2349 — Importer shouldn't modify permissions of existing users/agents •

DP-2351 — Blob could potentially have empty filename if user filename contains invalid chars

DP-2355 — Knowledge base articles titles are not translated in various places •

DP-2379 — Deleted agents appear as normal profiles on agent side •

.DP-2380 — Phone numbers are not added to ElasticSearch in real time •

DP-2382 — Schema tool should detect MyISAM tables •

DP-2400 — Enable admin lang translations •

DP-2401 — Cannot set default team from agent preferences •

DP-2409 — Removing attachment from a field not working •

DP-2441 — Disabled agent causing request flood somehow •

DP-2443 — Exception when visiting ticket as a user •

DP-2444 — Add image button to guides •

DP-2453 — Lightbox issues •

DP-2463 — Add some more info to server report file •

DP-2464 — Cannot add note if last attachment was added by a drag and drop from the ticket

DP-2465 — Handle empty last date activity in user chat round robin •

DP-2470 — Call to a member function getId() on null •

DP-2471 — Undefined property: •

DeskPRO/Bundle/ReportBundle/Dpql2/Statement/Part/FunctionCall::\$rhs

DP-2488 — V2 API: Add date\_created parameter to POST /api/v2/ticket\_messages •

DP-2489 — API V2: Add date\_resolved parameter to POST /api/v2/tickets •

DP-2518 — "0 Unknown type `topic` error" when deleting topics •

DP-2519 — Error when internal exception render widget •

DP-2539 — Undefined index: category •

DP-2540 — UniqueConstraintViolationException sometimes when submitting ticket from widget

DP-2549 — API issues: Exception: 0 Method `getagentteamids` is undefined •

DP-2554 — Error: Function mcrypt\_create\_iv() is deprecated •

DP-2555 — Fix icons in Admin / Apps •

DP-2562 — Cannot use object of type SplitResult as array •

DP-2566 — Ticket attachments blobs stay in temp status •

DP-2570 — Server error during QuickSearch •

DP-2573 — Cannot fully deselect checkbox choices when saving •

DP-2592 — Chat filter queries being run against main db •

DP-2597 — A network error while downloading remote images in emails can result in •

an error being logged

DP-2612 — Download blob is marked as is\_temp •

DP-2613 — Guide topics do not display if you are browsing a brand through a /brand- •  
.xyz/ preview address

DP-2363 — 'Agent Names' are missing in front of 'Registration' & 'Ticket Creation' •  
records in 'Activity Stream' when two Agent is merged

DP-189 — Refresh ticket log after forwarding a ticket message •

DP-2621 — When logged into one brand, you can access other brand portals through •  
their preview links even if you don't have access or the brands are disabled

### **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