

## Deskpro 2019.4 Release

Emily Booth - Comment (1) - Release Announcements - 2019-04-15

We are happy to announce the release of **Deskpro version 2019.4**. Included in this release is a time limit on the 'Re-Open Ticket' Permission, as well as many other .improvements and bug fixes

**[Re-open time limit](#)** - You can now specify how much time a user has to re-open a • .ticket that has been resolved

### Other Improvements

- DP-3304 Admin status clashes with limited Permissions •
- DP-178 Turkish character searching improved •
- DP-3264 Allow to log snippet usage on ticket message API •
- DP-3064 Add ticket log entry for TicketCharge deletion through the API V2 •
- DP-3242 Slow ticket form render with many options •
- DP-3239 Optimisation of realtime UI behaviour when sending replies/notes into • .tickets

### Bug Fixes

- DP-3194 Check API key criteria •
- DP-2121 Emojis' section are displayed below Chat make it difficult to select any • Emojis
- DP-2825 The email address field title on the contact form should not overlap the • 'Manage your email addresses' link
- DP-3300 /api/v2/organizaitons form fixes •
- DP-3199 Cannot enable API logging •
- DP-2346 No value in admin User Interface select box •
- .DP-2560 Typing new message in IM should scroll down to it •
- DP-3281 Pending Status Not Updated •
- DP-3282 API | Unable to handle api request when trying to fetch large number of • records
- DP-3266 Custom CSS changes made to Brand A also appear in the portal editor for • Brand B
- DP-2923 It shouldn't be possible to use an agent email as a gateway account •

- DP-2622 IM overflow bug •
- DP-3265 \_dp\_csrf\_token need to be secured •
- DP-3196 Feedback properties shows "votel" next to the "Votes" count •
- DP-3142 Missing sub-status in various places •
- DP-3259 Call to a member function getDisplayNameUser() on null •
- DP-3262 Render context values in snippet render endpoint •
- DP-3260 JSON Service app doesn't use authentication field •
- DP-3042 KB article improvements •
- DP-3195 Clicking on "Copy Permalink" for a Feedback doesn't actually provide a •  
permalink
- DP-3150 'Create Ticket' button in an ended chat is obstructed from view •
- DP-2885 Text editor on portal side is obfuscating/truncating HTML/XML •
- DP-3258 Call to a member function setPassword() on boolean •
- DP-3234 Blank emails from UPS •
- DP-3197 When merging tickets, the remaining ticket isn't opened •
- DP- 3095 EWS\_exception [35] - Curl SSL error - causes failed emails to not attempt •  
.any retries
- DP-3318 Ticket crashes or blocks browser in some rare cases •
- DP-3324 Cannot search on a Download filename •
- DP-3275 User is able to create "Ticket" without adding any message on message •  
field
- DP-3316 When adding a ticket note, the ticket status changes to awaiting user and •  
then changes back to awaiting agent
- DP-3297 User is able to create content (Article, News) without adding a message •
- DP-3293 Images with (.bmp, .log, .tiff) extension are not displaying after upload in •  
the "Agent IM" section
- DP-3334 A new agent cannot join and existing live chat using the "Join Chat" button •
- DP-3233 Further and continued improvements to inline images and email attachment •  
behaviour
- DP-3366 Stat using "Pending" status shows tickets as resolved but they are not •  
resolved