

## Deskpro 2020.2 Release

Grace Howlett - Comment (1) - Release Announcements - 2020-07-19

### **16th November 2020 - 2020.2.12**

Fixed Messenger code widget sometimes not working on external domains •

### **5th November 2020 - 2020.2.11**

Fixed input sanitization on a public portal API •

### **30th October 2020 - 2020.2.10**

.Fixed CSRF errors for non-https helpdesks •

### **21st October 2020 - 2020.2.9**

- Messenger] Chat messages covering up user info in agent interface] •
- Messenger] Agent 'display name' not being used] •
- Messenger] A prompt to submit a new ticket might appear in the middle of an active] •  
chat
- Messenger] Added "DeskProMessenger.loaded" event that the parent page can] •  
listen on to be notified of when messenger widget is loaded
- Messenger] Added "window.DeskProMessenger" object to the parent page with] •  
.methods: open, penChat, openNewTicket, and toggle
- Messenger] Added messenger option "disableButton" that may be set to false in the] •  
widget code to hide the default button (normally would be used in conjunction with  
(custom code to pen the widget on some other custom event
- Messenger] Numerous tweaks to messenger task router and locking mechanism to] •  
fix possible conflicts or lag with locks
- CH-17997 - Fix deleting ticket blobs via mass actions •
- Multiple fixes and tweaks to Guides •

### **19th October 2020 - 2020.2.8**

Security fix: Fixed an issue that could allow a specially crafted URL to trick some •  
Windows hosts into serving files that reside outside the web root if the path on the  
filesystem was known and the file ended with a common user file extension (html, js,  
.css, txt, log, pdf, doc, yml, ini, json etc. but NOT .php  
DPLEG-20 - Fixed issue with News subscriptions not sending on categories that only •  
had "Registered" usergroup permission  
Fixed issue with Guides helpcenter API returning too-big payloads •

## **5th October 2020 - 2020.2.7**

Fix Estonian flag •  
CH-18005: 'Undefined index: token' for some customers using Exchange email •  
account type

## **29th September 2020 - 2020.2.6**

### **:Improvements**

CH-17842-OAuth 2.0 support for Office365 (you can read more about this [in our news](#) •  
• ([post](#)

### **:Bug Fixes**

.CH-17813 - Error saving Messenger settings if Knowledgebase is disabled •  
.CH-15671 - Unable to change permissions in Messenger for non-default brands •  
.CH-17709 - Problem creating new chats in Messenger from widget •  
.CH-15285 - Knowledgebase search showing on Messenger when it is disabled •  
CH-15420 - Category and product fields showing incorrectly on the user form if no •  
.options are available for the user  
.CH-17851- Some agents are unable to accept incoming phone calls •  
CH-17668 - Certain changes to the Helpcenter theme can cause an issue with CSS •  
.and styles  
CH-11941 - Some images are not loading correctly when they were added to the •  
.Helpdesk via copy/paste method  
CH-17944 - Embedded ticket form fails on Chrome with CSRF error •

## **1st September 2020 - 2020.2.5**

## :Bug Fixes

- .CH-17482 - Escalation criteria sometimes won't save •
- CH-17447 - Ensure the portal templates fallback mechanism is working if there is an •  
.issue flagged by the sandbox feature
- CH-17177 - When custom logic is applying to a field in a department layout, the field •  
.cannot be set/edited
- CH-16250 - Ensure the correct default email addresses are being used for each •  
.brand
- CH-17452 - Email Templates editor is broken when Deskpro is installed in a •  
.subfolder
- CH-16979 - The 'Ticket New Reminder' email template preview displays a 500 server •  
.error
- CH-4240 - Ensure the new email templates editor detects all phrases and displays •  
.them in a blue box appropriately
- CH-16517 - The wrong timezone conversion is being used for datetime fields in •  
.reports
- .CH-17482 - Fix the missing ticket deflection translation strings on the Help Center •
- CH-14512 - Calendar widget used for the date field on the Help Center doesn't •  
.update when the user manually types in a date
- .CH-14886 - Fix Facebook authentication on Help Center •
- CH-17381 - When an organization field is being used in a ticket form layout, the •  
.ticket properties cannot be edited via the portal for an existing ticket
- .CH-16980 - Attempt to limit user-supplied host names from using internal services •
- .CH-17506 - Fix typo in table name which can cause a helpdesk reset to fail •
- .CH-16842 and CH-15783 - Unable to save rate limits on API keys •
- CH-14661 - Distinguish between a negative and no rating for Chat satisfaction in API •  
.V2
- .CH-17210 - RuntimeException:0 Failed to send Pusher events •
- CH-17234 - The form's view data is expected to be an instance of class •  
.Application/DeskPRO/Entity/Blob, but is a(n) string
- CH-17382 - Fix error: Call to a member function getId() on null •  
./app/src/Application/AgentBundle/Controller/NewsController.php:514
- CH-17316 - Fix error: [EXCEPTION] Exception:0 DateInterval::\_\_construct(): Unknown •  
.or bad format (P900S
- CH-17209 - Fix error: [EXCEPTION] InvalidArgumentException:0 Attempt to save a •  
blob without authcode (/app/src/Application/DeskPRO/Entity/Blob.php:935) -  
. count()=1.0
- CH-17135 - Fix error: [EXCEPTION] •  
Symfony\Component\Debug\Exception\FatalThrowableError:0 Call to a member  
function getId() on null  
. (/app/src/Application/AgentBundle/Controller/KbController.php:1168) - count()=3.0

CH-17107 - Fix error: [EXCEPTION] •

Application\DeskPRO\RefGenerator\RefGeneratorException:0 Cannot find unique ref after 101 attempts with pattern DISX-<###>. Aborting.

((/app/src/Application/DeskPRO/RefGenerator/CustomRef.php:182

.CH-17123 - Promote a read-only filesystem •

.CH-16869 - Prevent memory exhaustion when resizing images •

## **14th August 2020 - 2020.2.4**

### **:Bug Fixes**

CH-17028: Possible error during sending of custom new email template •

Several improvements to template sandbox to allow more callable methods on •  
custom templates

## **30th July 2020 - 2020.2.3**

### **:Bug Fixes**

CH-16805: Instances with thousands of custom templates might break during •  
upgrade due to a memory error during re-compiling step

CH-16821: An agent could craft a special news article such that raw HTML got output •  
."in the News carousel, even if that agent did not have permission to use "any html

CH-16942: Fix cascading dropdown menu in helpcenter •

## **28th July 2020 - 2020.2.2**

### **:Bug Fixes**

CH-16734 - Agents with login alert email notifications would see an error after login •  
.due to new email template sandboxing

## **27th July 2020 - 2020.2.1**

### **:Bug Fixes**

.CH-16740 - Relative time criteria in Filters has stopped working •

## **20th July 2020 - 2020.2**

### **:New Features**

The following features have been automatically available for new customers and available for existing customers to test for a few months, however, we are officially launching these today

- New [Help Center Theme](#) for the portal
- New [Messenger widget](#)
- [Improved Email Templates](#) (including a new template editor)

Additionally, we have some other exciting new features available from today

- Control whether Pending status is counted in SLAs and ticket waiting times. Find out more [here](#)
- Report on user waiting time and first reply time within working hours. Find out more [here](#)
- Trigger criteria for custom date fields now support selecting a relative time in the future (e.g 2 days/months/years from now)

### **:Bug Fixes**

- CH-15792 - Intermittent error caused when a user approves/rejects an Approval request via the portal
- CH-6074 - Prevent Agent permissions from causing an error when an Admin tries to add an Approval type
- CH-14658 - Ensure the default values for built-in fields (e.g. Category or Product) are displayed in the contact form when a parent/child hierarchy is being used
- CH-14823 - If you apply a Macro from the reply button which should send a reply and unassign the ticket, the ticket is not changed to 'unassigned'
- CH-15662 - The toggle to enable/disable Guides for the portal isn't working
- CH-11022 - The Snippet manager closed automatically after clicking the 'Languages' menu when a language pack has been uninstalled
- CH-15431 - Don't display the shortcut code for snippets that are removed when a language pack is uninstalled
- CH-13738 - Fixed the "Requested unknown parameter" error which occurred when adding particular built-in stats as widgets to a dashboard
- CH-15452 - Unable to successfully drag an attachment from a ticket to desktop
- CH-15672 - When a cron job fails, don't retry until the next interval
- CH-15441 - Add CSRF token on profile/emails?remove\_email
- CH-15680 - InvalidArgumentOutOfRangeException:0

./app/src/Application/DeskPRO/Entity/Ticket.php line 4675): 50147 is not an agent  
."CH-15205 - Fixed the error "Call to a member function setDateExpire() on null" •  
.CH-16055 - Missing unique key in user chat queue targets •  
CH-15720, CH-15024, CH-15233, CH-15502, CH-15062 - Security enhancements and •  
.fixes