

## Deskpro 2021.2.0

Matthew Wray - Comment (1) - Release Announcements - 2021-12-01

We are pleased to announce the release of **Deskpro version 2021.2.0**. This includes a .mixture of general improvements, bug fixes and security improvements

### **:General Improvements**

- CH- 41546 - Filter loading has been optimized •
- .CH - 46168 - Improved HTML processing for emails from outlook •
- CH - 46892 - Increased flexibility handling messages forwarded out of the helpdesk •
- CH - 40234 - Improvements to email processing for emails larger than 25MB •
- CH - 52215 - Improved handling of webhook JSON responses •

### **Bug Fixes**

- CH -55834 - Issue loading labels list in admin •
- CH - 44954 - Task notifications are not sent if the due date is before 9am •
- CH - 54742 - Add CSRF tokens to 'Like' and 'Subscribe' buttons •
- CH - 30174 - Image in email signatures getting rescaled •
- CH - 45147 - Inline images are being sent as hotlinks rather than as attachments •
- CH - 48874 - Articles created from templates do not retain the template's HTML •  
formatting
- CH - 51825 - Errant characters in downloaded emails •
- CH - 32964 - Community topic confirmation email is formatted incorrectly •
- CH - 27330 - Minor changes to CORS policy •
- .CH - 27662 - Reply box issue with Japanese characters •
- CH - 22747 - Out of Office replies marking users as Auto Responders •
- CH - 52900 - Some forwarded emails getting rejected by Helpdesk •
- CH - 53724 - Check current agent trigger criteria not working •

- CH - 31964 - LDAP/AD Sync issues with self-signed cert •
- CH - 19861 - Issue merging and unmerging disabled accounts •
- CH - 24646 - Long file names are not displayed correctly in Outlook when sent from Deskpro •
- CH - 44282 - Helpcenter theme export not working •
- CH - 48948 - My Chats on the helpcenter shows all chats submitted by user regardless of the brand •
- CH - 31541 - Report on working hours till first response is pulling an unknown value •
- CH - 22458 - Download button in the Help Center does not work •
- CH - 44466 - Contact form submission error •
- CH - 43978 - dputils migrator reads mysql connection string as encoded URL •
- CH - 49473 - Messenger not saving brand Id correctly •
- CH - 25785 - Failure to process email due to parsing error with regex •
- CH - 23801 - Issue sending replies in specific instances •
- CH - 40112 - Blocking users through chat not working correctly •
- CH - 39929 - Permissions are not checked for LabelsController •
- CH - 30230 - Satisfaction survey does not work when SSO is enabled •
- CH - 42372 - Recent activity not showing correct results •
- CH - 39912 - Defaulting to primary email address for users •
- CH - 33322 - Japanese characters are not supported as attachment file names in Deskpro •
- CH - 37547 - Forwarded inline images appearing as agent notes •
- CH - 50107 - Helpcenter search is returning article titles in incorrect language •
- CH - 30739 - IP Whitelisting requirement causing issues when enforced in the API •
- CH - 46807 - Ticket link in email to CC'd users is incorrect •
- CH - 32777 - Leaving a comment on an article causes an issue with dates on the article •
- CH - 30781 - Ansible Installer failing for CentOS 7 •
- CH - 39874 - Issue editing articles in some instances •
- CH -40002 - Add AgentNote trigger changes user context •

## Security Improvements

CH - 44270 •