

Deskpro 5.15.0 Release

Colin Dunn - Comment (1) - Release Announcements - 2018-02-14

We're delighted to announce the release of Deskpro 5.15.0

Deskpro 5.15.0 includes the feature updates, improvements, and bug fixes listed below:

New Features:

- Automated Zendesk and Kayako importer in product •
- New admin webhooks •

Bug fixes and general improvements:

- DP-1034 Deskpro notification service duplicates messages •
- DP-1033 Chat modal does not close first, messages from end user appear duplicated •
- DP-988 Cancel editing custom fields errors •
- DP-966 Onboarding tooltips dont work in safari •
- DP-944 New chat modal does not close after accepting chat •
- DP-936 CustomDefPerson error causing problem when exporting reports •
- DP-934 DP notification service was not working with SSL •
- DP-933 Improved performance and error handling when rendering multi select fields •
- DP-926 Custom fields: rename custom fields used by apps when app is deleted •
- DP-919 Hide database password in server logs •
- DP-917 Default email ports aren't set •
- DP-915 Allow to personalise login dropdown •
- DP-911 LDAP synchronisation issue •
- DP-909 Add settings to control hotlinked images •
- DP-905 Change api docs request body format to 'form-data' to update custom fields •
through V2 API
- DP-899 Prevent emogrifier errors from blocking outgoing emails •
- DP-891 Enable beta features by default •
- DP-886 Exchange Fetcher -- find file size before downlaod •
- DP-864 Can't change Actions during Trigger update •

- DP-860 Problem installing trello app installing •
- DP-826 Reply sometimes does not send when applying snippet and resolving ticket •
in one action
- DP-815 Using API to create ticket as user should change to user context •
- DP-801 Add ability to remove profile picture •
- DP-797 Parse image in incoming emails •
- DP-794 Update emogrifier •
- DP-788 Fix portal search on resolved tickets •
- DP-785 Modifying department permissions on macro breaks macro •
- DP-776 Apply user notification timeout setting for IM chat Browser Notification •
- DP-775 Fix errors because of missing language group •
- DP-774 In new tickets clicking on message moves text to note •
- DP-773 Additional warning when uninstalling a language •
- DP-770 POP3 looping message if message is not deleted properly after log out •
- DP-769 Create error.log file during error reporting if doesn't exist •
- DP-768 Exporting posts to PDF doesn't retain bold text styling •
- DP-765 Calculations of total integers in DPQL reports incorrect ignoring decimals •
- DP-745 Blank page on report export •
- DP-741 Improve compatibility with outgoing email servers (e.g. Exchange) with UTF8 •
emails
- DP-740 API V2: Prop for ticket charges added •
- DP-739 Fix Snippets variable menu •
- DP-737 Agent snippets are missing •
- DP-736 Increase max CC limit on incoming emails •
- DP-734 Create task macro errors •
- DP-733 Enable beta features for new installs •
- DP-729 JSON parse error during browser notification •
- DP-728 Pusher -- user typing preview sending to all agents, should send to only •
.participating chat agents
- DP-725 Date picker issue in Follow Ups •
- DP-723 Reset password email missing any explanation text •
- DP-722 Fix deleting custom reports •
- DP-720 Fail over on regular search if no result by the email •
- DP-718 SLA counters show faded sometimes •
- DP-715 Exporting reports to CSV or PDF issues •
- DP-714 Further Zapier Zaps improvement •
- DP-711 Redirects when using voting options disabled for robots/crawlers •
- DP-709 Creating filters/macros with labels including upper case characters appears •
blank
- DP-705 Unable to set any "Ticket Created Date" apart from today •
- DP-704 File extension being changed / truncated •

- DP-703 Add ability to reference ticket by ID as well as by ref •
- DP-699 Chat transcript is sent from primary brand email address •
- DP-692 Add "emails" filter to GET /api/v2/people •
- DP-688 After logging in, all agents appear to be online for chat •
- DP-686 Improve calendar logic in followups •
- DP-674 Custom apps -- add option to define title •
- DP-673 Clean up of apps header text alignment •
- DP-672 Expand app if you click on icon in header •
- DP-671 Apps -- clicking gear while already in gear mode causes JS error •
- DP-670 Custom apps -- clicking help clears input •
- DP-622 Hide feedback and publish tab in agent interface if disabled •
- DP-619 Removed additional linebreaks in ticket email responses •
- DP-617 Chat widget translation phrases updated •
- DP-615 @mentions do not pull image from gravatar •
- DP-614 Unable to compare guide revisions •
- DP-607 Setting macro for pre-defined choice blank •
- DP-604 ticket_object_use_logs not populated in reports •
- DP-603 Include Problems table into DPQL •
- DP-602 Right click drop down menu to close tabs stuck •
- DP-601 Brand URL validation fails if primary domain contains the new domain as a •
substring
- DP-600 Applying signatures from admin side strips styling •
- DP-598 Show notice to agents about browser notifications not working on non-https •
- DP-597 User chat sending attachments twice •
- DP-575 User portal ticket list dates in US format •
- DP-509 Plaintext option for ticket notification formatting •
- DP-200 Database file size verify failing on larger files •
- DP-195 V2 Agent IM group chats to departments •
- DP-194 Updated translation phrases throughout helpdesk •
- DP-192 Wrong message when deleting whole user/tickets •
- DP-176 Intermittent issue with outgoing email processing •
- DP-175 Improve Brand and Department default selected state on agent new ticket •
form
- DP-174 Can't view files from zip file when it's bottom message •
- DP-169 Error with japanese chars in PDF •
- DP-152 Fix double encoding of utf8 characters in email subject •
- DP-128 CHAT: Closing the chat from the list doesn't pop the confirm message •
- DP-113 Serve text blobs with gzip •

This update is available to on-premise customers straight away. The cloud platform will be updated at a later date. Contact support for more information.