

## Deskpro Horizon Release 2023.19

Lara Proud - Comment (1) - Release Announcements - 2023-05-09

We're pleased to announce the release of Deskpro Horizon, version 2023.19. This release includes several new features our team has been developing, general improvements to .product functionality and interface, and several bug fixes

### New Features

You can now minimize and expand the Ticket Reply box ☐

[We have improved the behavior of the ticket reply box by adding an icon that will let you .\(expand or minimize the reply box once it has been activated](#) (SC 108563



This change was made based on feedback we have received where the reply box expanding would cover too much of the ticket and made looking back on the thread for information difficult. This update will provide greater visibility for the ticket thread making it easier for .agents to reply to tickets quickly

We've expanded the types of objects you can search for by ID to no longer just include ☐ :Tickets and Users (SC 97526). You can now search for the following items by ID

Organization •

Knowledgebase Article •

News Post •

Guide Pages •

Files •

Community Topics •

### Latest Improvements

We have improved the behavior of the Ticket Preview menu so now when you open a ☐ .(ticket it will not remain open (SC 109272

We've enhanced our Download Email function to ensure that agents can download a .eml ☐ .(file and that the file name will be relevant to the ticket (SC 93751

We've added a standalone ticket rating page for instances where Helpcenter access is ☐   
.(restricted (SC 109407

We have added handling to ensure that if an Admin accidentally removes their ☐   
permissions to view helpdesk components such as Ticket, CRM, or Help Center they will be   
redirected to the Admin interface to restore their permissions and avoid causing errors in   
.(the helpdesk (SC 101044

## Bug Fixes

We fixed an issue on Firefox, where the Task description box would grow longer with each ☐   
.(key (SC 106832

Fixed a bug where Tickets that are assigned by a Round Robin would continue to assign to ☐   
.(offline Agents until the timeout was reached (SC 99649

We've fixed an issue where the CRM search wouldn't find a User if they already existed ☐   
when entering their email address, but would reject creating them as a new user (SC   
.(97798

We fixed an issue where Agents were unable to edit text at the bottom of a Snippet if they ☐   
.(were over 50 lines of text (SC 99168

Fixed an issue where URLs were being auto-generated incorrectly when a helpdesk has ☐   
.(more than one brand linked to it (SC 101400

We fixed an issue where Knowledgebase Articles couldn't be moved or deleted using a ☐   
.(Mass Action as they would time out (SC 90198

Fixed an intermittent issue where the status couldn't be updated when creating a new ☐   
.(Ticket via the + **New** button (SC 107690

We fixed an issue when editing Help Center content, where you would lose drafted ☐   
.(content if you switched to the Comments tab (SC 105637

Fixed the issue where the Test Account Settings function on Cloud email accounts would ☐   
.(show a fail even on successful login (SC 91618

We fixed an issue with Ticket Search where it was showing results by default before ☐   
inputting any search parameters, plus we fixed the issue with infinite scrolling not working   
now when you reach the bottom of the search window more results will be automatically   
.(fetched (SC 104826

.(We fixed an issue where search indexing could fail due to an "immense term" (SC 87833 ☐

Fixed an issue where the Welcome email would be sent from the default brand's outgoing ☐   
.(email (SC 99781

We fixed an issue where Google Fonts would load on the Messenger widget after being ☐   
.(disabled on Help Center (SC 91780

Fixed an issue with a discrepancy between the value on a Custom Date Field on a Ticket ☐

.(and in Reports (SC 101471

We fixed an error on queues following migration to a test On-Premise instance (SC 99287

Fixed a migration issue where Queues were created with labels that contained quotation (marks loaded with invalid FQL and would cause an error (SC 109838

## Patch Release 2023.19.1

Fixed a bug where editing a ticket note would occasionally turn it into a ticket message (SC 110125

We made a fix to improve the slowness that customers were experiencing with opening, closing, and loading tickets. And where having more than 5 tickets open would freeze the page (SC 107595

## On-Premise Controller Release 2.5.1

We are also delighted to announce the latest version of the OPC, version 2.5.1. This version includes new features and some general improvements that will provide an increased level of administrator capabilities

## Latest Improvements

.(Update import instance screens (SC 107961

.(Report the last few lines of the OPC job log along with other telemetry (SC 109496

Require the email address of the user to open a support session to aid identification of sessions (SC 108867

.(Allow full diagnostic report to be run from the OPC Web GUI (SC 109402

.(Perform checks against V5 instances before importing via SSH (SC 103140

.(Send telemetry for command failure in the CLI commands (SC 107940

Require the email address of the user to open a support session to aid identification of sessions (SC 108867

## Bug Fixes

Delete an Elasticsearch index when deleting an instance if it is the only instance using the index (SC 109455

.(Show migration output during instance update only on migration failures (SC 109432

Update the core.deskpro\_url in an import if an IP address was previously used (SC 108805

Stream files to zip in chunks rather than reading the entire files into memory when adding to the zip archive (SC 109380

Fix error when trying to validate an instance domain due to secure access restrictions (SC [109753](#))

.(Correctly update custom SSL certificates from the Web GUI (SC [109822](#))