

Deskpro Horizon Release 2024.25 & Deskpro OPC v2.18

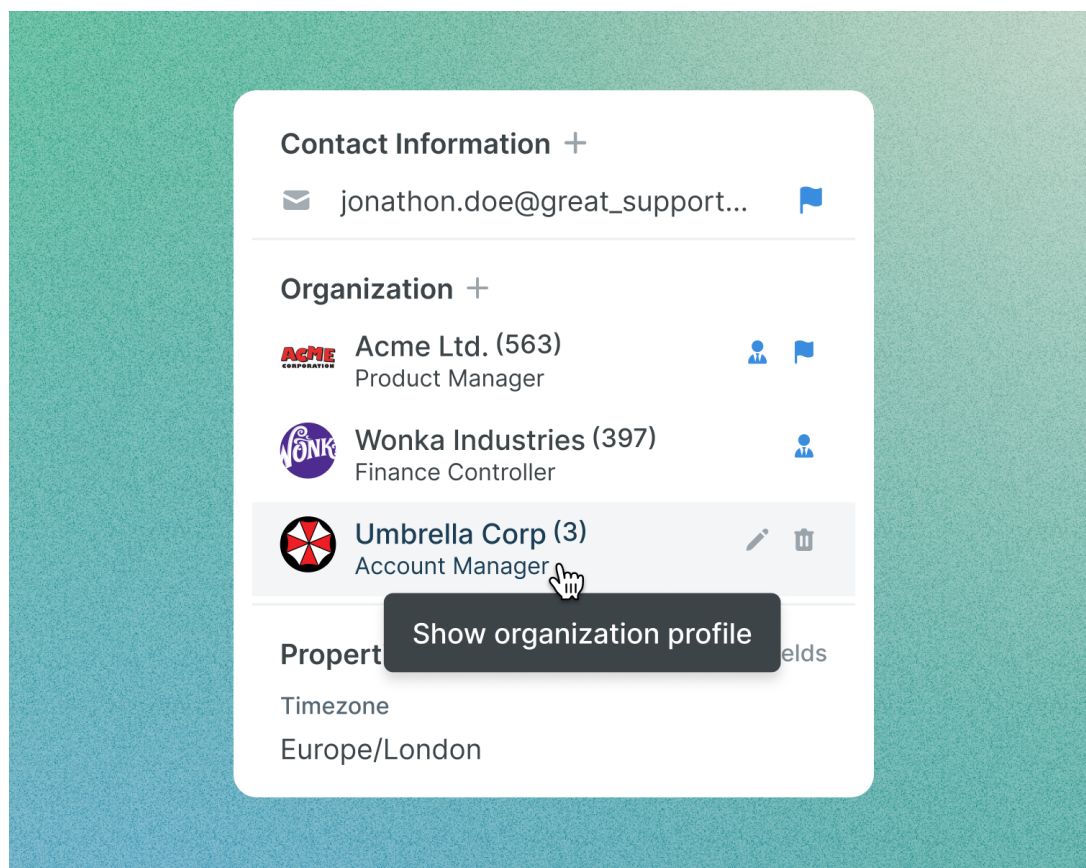
James Godwin - Comment (1) - Deskpro Releases - 2024-06-18

We're pleased to announce the release of Deskpro Horizon, version 2024.25.0. This release includes several new features our team has been developing, general improvements to .product functionality and interface, and several bug fixes

Latest Improvements

(Overhaul of the Organization section on User profiles (SC 150415 □

We have revamped the Organization section in User Profiles to provide agents with a more streamlined view of user's affiliations to help manage their roles within each organization .more effectively



We have added support for mapping parent Organizations using the CSV importer (SC □ (148747

To make it easier to download and share attachments by adding the ability to drag and □

drop ticket message attachments straight onto your desktop or into the reply box (SC 138504)

.(Added unassigned as an option for the Team field on the Ticket Templates (SC 151469

Bug Fixes

We have fixed the ticket satisfaction survey for multi-brand help desks so users can now
.(submit feedback for tickets associated with secondary brands (SC 149223

We have removed duplicate message checks for API requests so duplicate messages can
.(be added to tickets using the API (SC 142543

When users with billing and time charges are merged the charges for both users will now
.(be displayed on the resulting user profile (SC 148397

Creating a new user now respects the admin's choice to select "Send welcome email" (SC
.(152290

We have resolved an issue with the search indexer so in-progress chat conversations can
.(be indexed (SC 148098

An issue with the Approvals feature has been resolved to ensure when an approval is
.(automatically added to a ticket, the approvers receive an email notification (SC 145952

The tickets API V2 endpoint has been fixed so when a user or agent reply is added via the
.(API the Last User Reply and Last Agent Reply dates are set correctly (SC 149092

.(PHP deprecated warnings in the chat manager class have been silenced (SC 151750

Security Fixes

On-Premise) The Deskpro product container was updated with PHP 8.3.8 to address)
.(several Medium and High severity CVEs

Recently, several High and Medium severity CVEs were reported for PHP (the programming language used by parts of the Deskpro backend). We don't believe any of these vulnerabilities would be applicable to Deskpro but we've updated all containers anyway out of an abundance of caution

Customers running Deskpro On-Premise (with or without the OPC) are encouraged to update to get these important security fixes. Cloud customers can ignore this because our platform has already been updated

Patch Release 2024.25.3

We have fixed an email processing issue caused by the Organisation feature Associated
.(Domains (SC-155433

On-Premise Controller Release v2.18

We have released Deskpro OPC v2.18.2 to on-premise customers. This is primarily a security update. We recommend all customers using Deskpro OPC to update

We have introduced a new way for Deskpro OPC to regularly download important notices and alerts. This enables the OPC to raise Problems (and surface those problems to administrators) for things like security advisories

The OPC web GUI container was updated with PHP 8.3.8 to address several High and Medium severity CVEs

This release also includes other important security fixes to the OPC system that affected customers running OPC $\geq 2.15.1$