

Actualités > Deskpro Releases > Deskpro 2018.1 Release

Deskpro 2018.1 Release

2018-05-21 - Benedict Sycamore - Commentaire (1) - Deskpro Releases

We're delighted to announce the release of Deskpro 2018.1

Deskpro 2018.1 includes the product updates, new features, bug fixes, and additional company updates listed below:

New Release Numbering

We've changed how we number Deskpro versions and release announcements. You can read more about why and what that means **here**.

SSL Available as Standard

We've enabled SSL for all cloud customers. Find out more about that here.

New Reports

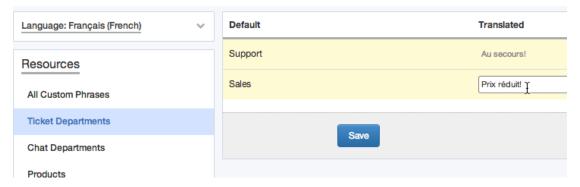
We've completely updated Deskpro Reports with new features, functionality, interface and more. You can read $\underline{\text{this post}}$ to discover everything you need to know about new reports.

Multibrand Update

We've made a number of significant changes and improvements to the way multibrand works in Deskpro. Check them out here.

Improvements

DP-1620: It is now possible to translate custom field choice items



DP-999: New field type added: File

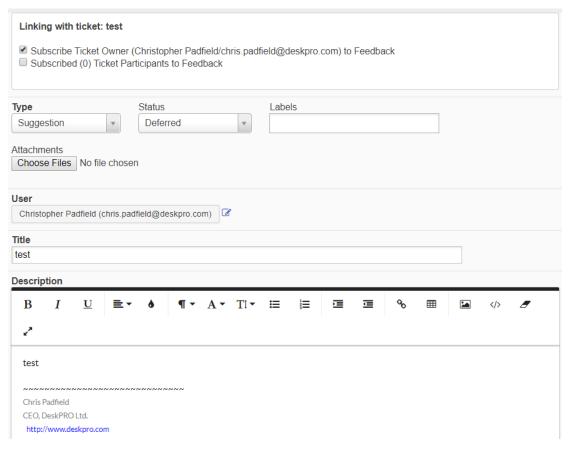
DP-997: New field type added: Currency

DP-1001: New field type added: URL

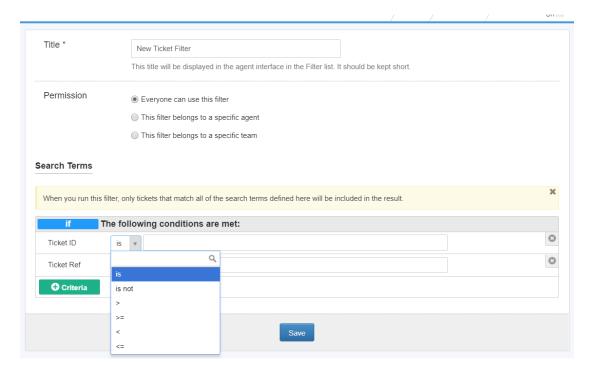
○ Url		
This is a url field le	s you enter any url links.	
- Curronov		
Currency		
This is a currency	eld lets you enter any money values.	
File		
This is a file field le	ts you attach any files.	
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DP-1412: Added skip-re-index option for the dp:import-apply command

DP-1304: Creating linked feedback from ticket display now improved



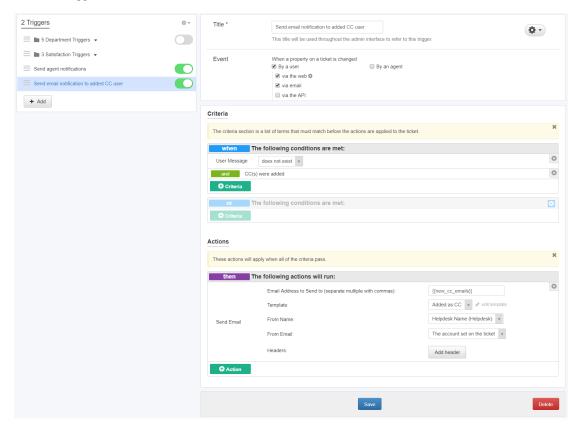
DP-975: Options added to filter tickets based on ticket ID and person ID



DP-1634: Deskpro brand on login updated

Feature Updates

DP-1079: Trigger criteria now available for "CC added"



Bug Fixes

- DP-1520: List of agents in Instant Messaging now displayed in alphabetical order
- DP-167: Adding CC when "Notify new CC" trigger is enabled now working correctly
- DP-1625: Ticket variables in new ticket snippets now working correctly
- DP-1511: Portal search logging no longer saving type-ahead searches
- DP-1597: Text attachments no longer recognised as text version of email
- DP-1535: Agent with 'view only' permission is no longer able to change ticket followers
- DP-786: Active Directory no longer fails to sync if login actions set
- DP-1430: Data Saver in Google Chrome prevented from causing errors
- DP-1437: React-timeago package updated resulting in improved relative date and time display
- DP-1571: Bug with triggers in Email Templates working resolved
- DP-793 Mcrypt extension now listed in recommendations for on-premise documentation
- DP-1152: New User registration no longer fails if Deskpro exists in a subfolder
- DP-1451: Bugs with Agent IM message input resolved
- DP-1478: Editing custom choice field no longer places integer into search box
- DP-1348: Create new Note button updated with new language
- DP-1518: Removed unnecessarily rounded percentages
- DP-1499: Asset path configurations now working correctly
- DP-1457: Note menu now displaying correctly
- DP-1359: Follow-ups calendar showing days of the month correctly
- DP-1396: Error when selecting brand in a new guide topic from a different brand resolved
- DP-1205: Follow-ups now working correctly with translation and languages
- DP-1197: Agents can no longer use "set as normal message" function without permissions
- DP-1042: Attachments now sending when forwarding messages from a ticket $\ensuremath{\text{CP}}$
- DP-991: Old instances of 'DeskPRO' replaced with 'Deskpro'
- DP-962: HTML bug in emails creating blank tickets resolved
- DP-1360: Global API limits enforced based on admin settings
- DP-1355: Bug creating inability to set helpdesk URL resolved
- DP-1300: API user validation improved
- DP-1234: Entries in usersource sync log now cleared after 30 days
- DP-1214: Reports cross referencing snippet use and tickets now working correctly
- DP-173: PDF files now sent through Deskpro now working correctly
- DP-1245: Bug causing implementation of react-intl instead of agentPhrases in LegacyAgent now resolved
- DP-1353: Global API limits removed from database
- DP-1357: CSV reader in importer tools fixed
- DP-1281: Attachments are no longer duplicated on outgoing emails

- DP-1301: Tooltip added to Agent IM avatars
- DP-849: Bug disallowing Monday as valid weekday in custom fields resolved
- DP-1225: Converting built-in field to custom field now working correctly
- DP-1210: Editing guide category now working correctly
- DP-1199 Unchecking a checkbox field through macros now working correctly
- DP-1137: Snippet attachments are now updated properly for other agents
- DP-781: Now possible to change urgency of an open ticket even if a required field is not satisfied
- DP-616: Browser notifications no longer showing escaped HTML entities
- DP-191: Browser notification duration now working correctly
- DP-1206: Date input widget now using locale of selected interface language
- DP-1233: Additional number now not shown when seeing groups listed in IM
- DP-995: Option to unset value in radio field added
- DP-1694: Issue with reports showing legacy snippets resolved
- DP-1692: Bug causing error with split messages to new ticket now resolved
- DP-1638: Brand default email accounts now displaying correctly
- DP-1228: Trigger/Escalation filter error with "Date Archived" criteria fixed
- DP-1484: Links no longer removed from articles when using Froala editor
- DP-1485: Froala Editor | When you insert tables and add format to it in articles and visit the html and save the formatting is removed

Thanks for reading

If you are using Deskpro Cloud, we will roll out this update to your helpdesk soon.

If you are using Deskpro On-Premise, you can update your helpdesk to the latest version from your Admin Interface.