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## Deskpro Horizon Release 2022.38.0

2022-09-20 - Lara Proud - [Commentaire \(1\)](#) - [Deskpro Releases](#)

We are pleased to announce the release of Deskpro Horizon version 2022.38.0. This release includes several new features that our team has been developing, general improvements, and bug fixes.

### New features we're introducing

- For On-Premise accounts, we have enhanced the On-Premise Controller status block on the Admin Dashboard to make it clearer when an update is needed, and to add a 'Log in' link to make checking your instances more efficient (SC 74970).
- [You can now collapse and expand User Profiles on an open ticket to help keep your workspace clear](#) (SC 87229).
- We have added the ability for Agent Apps to allow for "Generic" OAuth sign-in, to make using apps in the Deskpro interface a smoother process (SC 87473).
- [You can now set a User's organization on a ticket automatically with our new "Set Organization" Ticket Trigger](#) (SC 85307).
- [We have created two new SLA types to give you further control over time-based performance goals](#) (SC 85551).

### Improvements we've made

- We have made a number of optimization improvements to further enhance ticket opening and loading speeds (SC 86461).
- We have added a standalone Help Center page to allow users to rate their ticket responses from for Organizations where the Help Center is disabled (SC 86491).
- We have improved the behavior of the interface after an upgrade, so it will offer a maintenance message and refresh the page if a ticket is loading incorrectly (SC 86245).
- We have updated permission rules to operate in the same way as Deskpro Version 5, where Agents with 'Assign Tickets to Self' but without 'Assign Agents' permissions cannot unassign themselves from a Ticket (SC 86561).

### Bugs that have been fixed

- We fixed an issue where images loading in a lightbox for Google Chrome users would break (SC 85758).
- We fixed the bug that stopped Ticket Information from displaying after adding a custom field for Firefox users (SC 86894).
- We have fixed an issue where the content in Card view would overlap when viewing more than 50 tickets (SC 86568).
- We fixed the problem where custom Star names would revert after a refresh or logging out (SC 86947).
- We have fixed an issue that affected the sort by and group by parameters, now when tickets are grouped they will respect the sort by order (SC 85854).
- We fixed an issue where SLAs were being incorrectly calculated for exclusion dates if there was only one day

excluded (SC 87282).

☐ Fixed an error where an Agents name would be removed from the UI when a pending article was created (SC 87331).

☐ We fixed an issue where holidays were not saved in the Trigger business hours criteria (SC 87532).

☐ We fixed an issue where the notification count was displaying wrong (SC 87464).

☐ We fixed a problem where you couldn't delete Snippet attachments in the Admin interface (SC 86455).

☐ We have fixed an issue with adding actions to the 'Per Department' trigger, now it will not run on each ticket change, but only when the Department is updated (SC 87249).

☐ We have fixed the inability to access the Rule Builder menu in Firefox (SC 86391).

## **On-Premise Controller Release 2.0.37**

We're also delighted to share the latest version of the OPC.

### **Our latest improvement**

☐ We have added a problem check to ensure the host firewall is enabled and sync problem information to instance databases (SC 76149).

### **And the bug fixed**

☐ Update to validation and forwarding host headers for instances (SC 87084) - [Please ensure the OPC IP is configured correctly if accessing instances via this method.](#)