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2017-12-18 - Christopher Nadeau - (0) megjegyzés - Deskpro Releases

We're pleased to announce the availability of 5.14.0.

Features

- DP-232 Add ability to sign chat widget with JWT token (see docs here).
- DP-247 New apps: Custom HTML, Custom JS, Custom JSON Service, Github, Mailchimp

Improvements and Changes

- DP-127 Improve ticket log entry when follow up is executed
- DP-166 Quick user selector: When query input is an exact email address, only search email
- DP-209 Show notice to agents viewing non-public content in portal
- DP-219 SLA counters in sidebar update too infrequently
- DP-223 Add event to widget loader so page knows when widget is ready
- DP-224 Reduce volume of client messages sent for common actions

Fixes

- DP-126 Log entry when agent creates a followup
- DP-167 E WARNING Language.php substr() expects parameter 1 to be string
- DP-168 Error: preg match() expects parameter 2 to be string, array given
- DP-184 Error in some reports: non-numeric value encountered
- DP-206 Invalid API doc on organization APIs
- DP-211 Brand ID not included in API tickets response
- DP-212 Get rid of user.portal tabs order
- DP-213 Picture in top-right does not use gravatar
- DP-214 Some department selection boxes in admin are limited to 10
- $\bullet~$ DP-215 Some agent notifications are inactive
- DP-216 Invalid default value for date field
- DP-218 Default value for port isn't set on new email accounts if left blank
- DP-220 Usergroup search terms for 'Everyone' and 'Registered' don't work as expected
- DP-222 Error on new topic with no guide
- DP-225 E_NOTICE SearchController.php Undefined index
- DP-226 Keyboard events in ticket message box interrupt typing non-English characters (e.g. diacritics)
- $\bullet~$ DP-228 Ticket mode in chat widget when portal is disabled causes a timeout
- DP-229 Exception: 0 Unauthorized guide
- ullet DP-230 Date/time field incorrect on portal when timezone not UTC
- DP-231 Add status filter to /user chats API
- DP-233 Internal server error while creating new linked ticket when blobs are missing from the filesystem
- DP-234 Agent interface freezes when attempting to split ticket when using Cloudflare injected scripts
- DP-235 Promoting a user to an agent sometimes doesn't go through billing logic
- DP-236 Server error when exporting reports to CSV
- DP-237 Follow-ups don't trigger appropriate triggers (e.g. sending email notifications for replies)
- DP-238 Trying to view a draft results in server error
- DP-239 API doc is outdated since adding online_for_chat
- $\bullet~$ DP-240 Reports dashboard bug dropdowns not responding
- DP-241 Adding multiple tasks via macro only adds single task
- DP-250 Trello app 'frame' is different from all others
- DP-251 Trello App: New card created end-point not detected
- DP-252 Trello is broken
- DP-254 Apps pane does not scroll
- DP-255 Apps need to be flex width
- DP-256 Mailchimp: Unable to proceed past account authentication
- DP-626 Error during setting permissions for Guide

- DP-630 Guides not showing on the portal
- DP-660 Triggers get disabled when disabling Chat RR
 DP-667 Scrollbar continues to grow indefinitely
- DP-668 Trello style looks messed up
- DP-669 Change title of "Custom Javascript"
- DP-682 Problems querying ticket object use logs

Specific build hotpatches:

- (5.14.0.31837) DP-690 JWT user source failures
- \bullet (5.14.0.31850) DP-701 Real-time updated based on polling could be delayed by up to five seconds for own actions

5.14.1

• This build was released to address a regression (DP-710) whereby some instances of Deskpro would not deliver user chat messages properly.

5.14.2

- DP-659 Add nofollow to portal subscription links
- DP-702 API allows viewing ticket filter lists in departments without permissions
 DP-721 Reset password not sending link

This release is available to on-premise customers immediately. The update will begin rolling out to cloud customers soon (please note that due to the time of year, it may not be fully available for a couple of weeks).