

Deskpro 2018.3 Release

2018-10-11 - Christopher Nadeau - Comments (0) - Deskpro Releases

New and Improved in 2018.3

- DP-2195 New setting (Admin > Tickets > Settings) to require authentication to view ticket attachments. This currently only works for DB and FS storage; S3 support is coming soon.
- DP-2625 On cloud, you can now enable social logins for agents easily (Admin > Agents > Auth & SSO). User support coming soon.
- DP-2105 Pasting a URL into agent search box will show that thing first in the result.
- DP-2348 Import jobs now show a summary of the last job in the admin interface
- DP-2462 On-premise includes a new CLI command to find invalid email addresses (dp:utility:invalid-emails)
- DP-2481 New Zapier trigger for "ticket updated"
- DP-2561 Language packs updated; enabled new packs for Czech and Indonesian
- DP-2048 Google auth source now allows you to filter by multiple domains

Defects fixed

- DP-1865 Active Directory auth source now updates user primary email address if it changes in AD
- DP-1246 API | Attachments details are not coming in the response of Article endpoint query
- DP-1367 JWT Login | Null Loign is displayed when you set up login with JWT
- DP-1514 Ticket notifications based on filter which uses 'Brand' in the criteria are not working
- DP-1573 Clicking on an article vote count causes the agent interface to freeze
- DP-2188 Phone number matching
- DP-2242 DB being down shows install_incomplete error to user
- DP-2258 API Logging Tweaks
- DP-2267 A ticket can be assigned to a chat department by default by the system
- DP-2280 Portal styling changes are saving in the portal editor but the changes are not rendered in the live portal
- DP-2288 Email rate limiting not applying properly

- DP-2316 email@example.com should be a phrase
- DP-2323 Recent Activity list -- appending instead of prepending
- DP-2335 Prevent html entities from being converted in Snippets
- DP-2347 Reset Helpdesk Brand Issues
- DP-2349 Importer shouldn't modify permissions of existing users/agents
- DP-2351 Blob could potentially have empty filename if user filename contains invalid chars
- DP-2355 Knowledge base articles titles are not translated in various places
- DP-2379 Deleted agents appear as normal profiles on agent side
- DP-2380 Phone numbers are not added to ElasticSearch in real time.
- DP-2382 Schema tool should detect MyISAM tables
- DP-2400 Enable admin lang translations
- DP-2401 Cannot set default team from agent preferences
- DP-2409 Removing attachment from a field not working
- DP-2441 Disabled agent causing request flood somehow
- DP-2443 Exception when visiting ticket as a user
- DP-2444 Add image button to guides
- DP-2453 Lightbox issues
- DP-2463 Add some more info to server report file
- DP-2464 Cannot add note if last attachment was added by a drag and drop from the ticket
- DP-2465 Handle empty last date activity in user chat round robin
- DP-2470 Call to a member function getId() on null
- DP-2471 Undefined property:
 - DeskPRO/Bundle/ReportBundle/Dpql2/Statement/Part/FunctionCall::\$rhs
- DP-2488 V2 API: Add date_created parameter to POST /api/v2/ticket_messages
- DP-2489 API V2: Add date resolved parameter to POST /api/v2/tickets
- DP-2518 "0 Unknown type `topic` error" when deleting topics
- DP-2519 Error when internal exception render widget
- DP-2539 Undefined index: category
- DP-2540 UniqueConstraintViolationException sometimes when submitting ticket from widget
- DP-2549 API issues: Exception: 0 Method `getagentteamids` is undefined
- DP-2554 Error: Function mcrypt_create_iv() is deprecated
- DP-2555 Fix icons in Admin / Apps
- DP-2562 Cannot use object of type SplitResult as array
- DP-2566 Ticket attachments blobs stay in temp status
- DP-2570 Server error during QuickSearch
- DP-2573 Cannot fully deselect checkbox choices when saving
- DP-2592 Chat filter queries being run against main db
- DP-2597 A network error while downloading remote images in emails can result in

an error being logged

- DP-2612 Download blob is marked as is temp
- DP-2613 Guide topics do not display if you are browsing a brand through a /brandxyz/ preview address.
- DP-2363 'Agent Names' are missing in front of 'Registration' & 'Ticket Creation' records in 'Activity Stream' when two Agent is merged
- DP-189 Refresh ticket log after forwarding a ticket message
- DP-2621 When logged into one brand, you can access other brand portals through their preview links even if you don't have access or the brands are disabled

Thanks for reading

If you are using Deskpro Cloud, we will be releasing this update shortly to you.

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