

= - - > **Deskpro Releases** > Deskpro 5.16.x Release

Deskpro 5.16.x Release

2018-03-19 - Benedict Sycamore - Comments (0) - Deskpro Releases

We're delighted to announce the release of Deskpro 5.16

Deskpro 5.16 includes the product updates, feature updates, improvements, and bug fixes listed below:

Feature Updates:

DP-949: Linking existing feedback to tickets: It's now possible to link tickets to one or more feedback items

DP-865: New knowledgebase article editor: It's now easier than ever to edit articles using Froala

Bug Fixes

DP-691: Broken avatar link on top right of agent interface fixed DP-851: Users now no longer able to remove agent followers from portal DP-904: Opening existing ticket tab in two-pane view no longer overwrites content of a new ticket DP-942: Snippet dropdown auto selector in Safari 11 now working correctly DP-943: Hijri calendar now appearing in correct order DP-947: Deleting brands now working correctly DP-963: Issues with 'Undefined index' error now resolved DP-979: Results from webhook calls now displaying correctly DP-992: Editing knowledgebase article slugs now working correctly DP-993: Ticket timer reset bug fixed DP-1000: Organization hierarchy names now displaying correctly in search DP-1004: Embedding ticket submission form when portal is disabled now enabled DP-898: Elastic Search version displayed correctly in interface DP-994: Attachment filenames now indexed correctly in Elasticsearch DP-1021: Admins can no longer delete all helpdesk email accounts, at least one is required DP-1080: Clicking on a ticket displayed in the list multiple times in Firefox now closes that ticket DP-1084: Max width on message content in Agent IM now set DP-1088: Snippets mass actions now applying correctly DP-1091: Attachments from portal can no longer be double-attached

DP-1105: Usersource to custom field mapping now working correctly DP-1108: Clickatell app now using Deskpro proxy DP-1111: Filter real-time updates now working correctly DP-1112: DPQL now detecting custom field results properly DP-1113: Creating knowledgebase articles in multi-brand now working correctly DP-1120: Option for user to resume chat across domains added DP-1122: Error when selecting agent whilst creating Follow Up now resolved DP-1124: Infinite login/redirect issue after deleting user resolved DP-1128: Users now sent to login page instead of 'set password page' if Deskpro Auth enabled DP-1133: Error notice issues during email processing now resolved DP-1134: Default account selection now displaying correctly DP-1136: Errors caused by headers being stripped in client messages resolved DP-1149: Operators for datalist now behaving correctly DP-1160: API: follow location now passing query parameters correctly DP-1176: Requirements check updated to reflect correct information regarding PHP

Improvements:

DP-1089: Admins are now able to specify global custom field aliases

DP-1123: SSO redirect behaviour now improved

DP-1126: Email validation link shows more information if expired

DP-1223: Subject/assignment now displayed at top of new ticket forms

5.16.1

DP-1350: Fixes some broken reports for some customers

DP-1293: Fixes Elastic indexing when Apache Tika is enabled

5.16.2

DP-1358: Fix double-loading some resourcing, causing poor loading time for agent interface

DP-1363: Try to avoid fatal errors during csv import when data contains invalid UTF8 characters

DP-1368: Apps failing to install in some server configurations due to server-side path rewriting

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.