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2018-07-30 - Christopher Nadeau - Comments (0) - Release Announcements

We're delighted to announce the release of Deskpro 2018.2.1

Deskpro 2018.2.1 is a minor update including a handful of useful patches to fix up some final issues noticed after the last release earlier in the week. We recommend patching up your helpdesk to take advantage of these fixes as soon as you can.

- DP-1274 Thursday renders as "Thur" when abbreviated, rather than "Thu"
- DP-1913 Cannot switch it DPQL builder when using extended query syntax
- DP-2015 No result displayed if 'Agent' try to filter 'Stat' by custom label created with special characters for new Report
- DP-2044 Resetting agent password when automatic JWT is enabled for the CRM
- DP-2065 Issue with SSO not taking you to last page you were on
- DP-2104 Can't copy ticket ID anymore
- DP-2106 Escalations are running when ANY of the criteria is matched in the 'IF the following conditions are met' criteria selection rather than when ALL criteria is matched
- DP-2109 Display the relevant 'AND' / 'OR' operators when configuring Escalation or SLA criteria
- DP-2111 The 'Online Agents' counter that displays in the built-in 'Ticket Insights' dashboard shows as 0 even when agents are online
- DP-2114 Multibrand active directory not automatically setting brand in user CRM
- DP-2115 Agent' have to refresh screen in order to use new created 'Snippet'
- DP-2116 Unable to apply new created 'Snippet' only for 'Chats', selecting snippets from auto suggestion does nothing
- DP-2130 [FK FIX] An exception occurred while executing 'CREATE UNIQUE INDEX....
- DP-2131 [FK FIX] SQLSTATE[42S02]: Base table or view not found:
- DP-2133 The Copy Ticket ID icon sometimes disappears when you move your mouse to hover over it
- DP-2134 Change the tooltip for the copy permalink function to 'Copy Permalink URL'
- DP-2138 Restyled DB schema warning in admin

- DP-1409 DPQL (legacy) cannot query custom_data prop properly in chat_conversations
- DP-1755 No 'Calender widget' appears if user click on 'Date' field of 'Showing Agent Hours' to filter