

Deskpro 2021.2.0

2021-12-01 - Matthew Wray - Comment (1) - Release Announcements

We are pleased to announce the release of **Deskpro version 2021.2.0**. This includes a mixture of general improvements, bug fixes and security improvements.

General Improvements:

- CH- 41546 - Filter loading has been optimized
- CH - 46168 - Improved HTML processing for emails from outlook.
- CH - 46892 - Increased flexibility handling messages forwarded out of the helpdesk
- CH - 40234 - Improvements to email processing for emails larger than 25MB
- CH - 52215 - Improved handling of webhook JSON responses

Bug Fixes

- CH -55834 - Issue loading labels list in admin
- CH - 44954 - Task notifications are not sent if the due date is before 9am
- CH - 54742 - Add CSRF tokens to 'Like' and 'Subscribe' buttons
- CH - 30174 - Image in email signatures getting rescaled
- CH - 45147 - Inline images are being sent as hotlinks rather than as attachments
- CH - 48874 - Articles created from templates do not retain the template's HTML formatting
- CH - 51825 - Errant characters in downloaded emails
- CH - 32964 - Community topic confirmation email is formatted incorrectly
- CH - 27330 - Minor changes to CORS policy
- CH - 27662 - Reply box issue with Japanese characters.
- CH - 22747 - Out of Office replies marking users as Auto Responders
- CH - 52900 - Some forwarded emails getting rejected by Helpdesk
- CH - 53724 - Check current agent trigger criteria not working

- CH - 31964 - LDAP/AD Sync issues with self-signed cert
- CH - 19861 - Issue merging and unmerging disabled accounts
- CH - 24646 - Long file names are not displayed correctly in Outlook when sent from Deskpro
- CH - 44282 - Helpcenter theme export not working
- CH - 48948 - My Chats on the helpcenter shows all chats submitted by user regardless of the brand
- CH - 31541 - Report on working hours till first response is pulling an unknown value
- CH - 22458 - Download button in the Help Center does not work
- CH - 44466 - Contact form submission error
- CH - 43978 - dputils migrator reads mysql connection string as encoded URL
- CH - 49473 - Messenger not saving brand Id correctly
- CH - 25785 - Failure to process email due to parsing error with regex
- CH - 23801 - Issue sending replies in specific instances
- CH - 40112 - Blocking users through chat not working correctly
- CH - 39929 - Permissions are not checked for LabelsController
- CH - 30230 - Satisfaction survey does not work when SSO is enabled
- CH - 42372 - Recent activity not showing correct results
- CH - 39912 - Defaulting to primary email address for users
- CH - 33322 - Japanese characters are not supported as attachment file names in Deskpro
- CH - 37547 - Forwarded inline images appearing as agent notes
- CH - 50107 - Helpcenter search is returning article titles in incorrect language
- CH - 30739 - IP Whitelisting requirement causing issues when enforced in the API
- CH - 46807 - Ticket link in email to CC'd users is incorrect
- CH - 32777 - Leaving a comment on an article causes an issue with dates on the article
- CH - 30781 - Ansible Installer failing for CentOS 7
- CH - 39874 - Issue editing articles in some instances
- CH -40002 - Add AgentNote trigger changes user context

Security Improvements

- CH - 44270