# Deskpro 5.16.x Release

2018-03-19 - Benedict Sycamore - Comments (0) - Release Announcements

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.