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# Deskpro 2018.1 Release

2018-05-21 - Benedict Sycamore - Komentarjev (0) - Deskpro Releases

We're delighted to announce the release of Deskpro 2018.1

Deskpro 2018.1 includes the product updates, new features, bug fixes, and additional company updates listed below:

### **New Release Numbering**

We've changed how we number Deskpro versions and release announcements. You can read more about why and what that means **here**.

#### SSL Available as Standard

We've enabled SSL for all cloud customers. Find out more about that here.

## **New Reports**

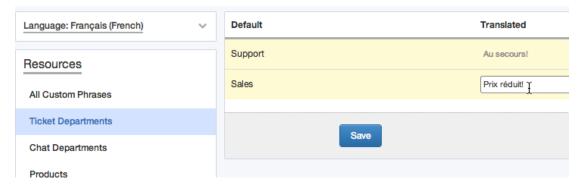
We've completely updated Deskpro Reports with new features, functionality, interface and more. You can read <u>this post</u> to discover everything you need to know about new reports.

# **Multibrand Update**

We've made a number of significant changes and improvements to the way multibrand works in Deskpro. Check them out <a href="here">here</a>.

### **Improvements**

DP-1620: It is now possible to translate custom field choice items



DP-999: New field type added: File

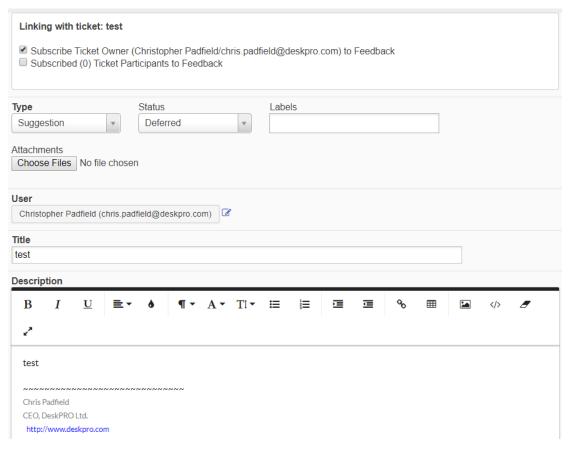
DP-997: New field type added: Currency

DP-1001: New field type added: URL

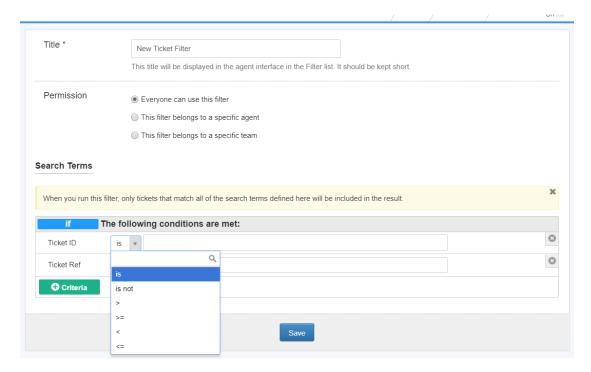
○ Url		
This is a url field le	s you enter any url links.	
- Curronov		
<ul><li>Currency</li></ul>		
This is a currency	eld lets you enter any money values.	
<ul><li>File</li></ul>		
This is a file field le	ts you attach any files.	
THIS IS A THE HEID R	is you allacit any mes.	

DP-1412: Added skip-re-index option for the dp:import-apply command

DP-1304: Creating linked feedback from ticket display now improved



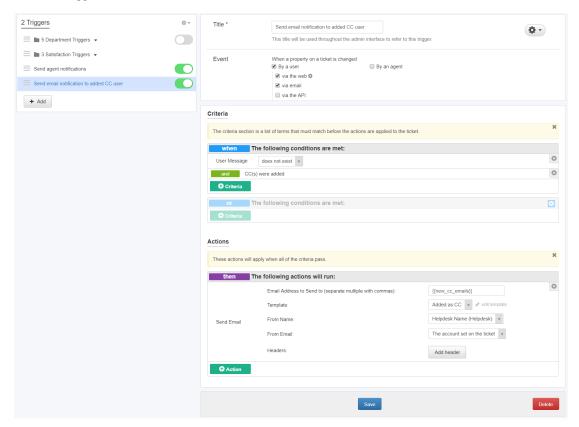
DP-975: Options added to filter tickets based on ticket ID and person ID



DP-1634: Deskpro brand on login updated

# **Feature Updates**

DP-1079: Trigger criteria now available for "CC added"



#### **Bug Fixes**

- DP-1520: List of agents in Instant Messaging now displayed in alphabetical order
- DP-167: Adding CC when "Notify new CC" trigger is enabled now working correctly
- DP-1625: Ticket variables in new ticket snippets now working correctly
- DP-1511: Portal search logging no longer saving type-ahead searches
- DP-1597: Text attachments no longer recognised as text version of email
- DP-1535: Agent with 'view only' permission is no longer able to change ticket followers
- DP-786: Active Directory no longer fails to sync if login actions set
- DP-1430: Data Saver in Google Chrome prevented from causing errors
- DP-1437: React-timeago package updated resulting in improved relative date and time display
- DP-1571: Bug with triggers in Email Templates working resolved
- DP-793 Mcrypt extension now listed in recommendations for on-premise documentation
- DP-1152: New User registration no longer fails if Deskpro exists in a subfolder
- DP-1451: Bugs with Agent IM message input resolved
- DP-1478: Editing custom choice field no longer places integer into search box
- DP-1348: Create new Note button updated with new language
- DP-1518: Removed unnecessarily rounded percentages
- DP-1499: Asset path configurations now working correctly
- DP-1457: Note menu now displaying correctly
- DP-1359: Follow-ups calendar showing days of the month correctly
- DP-1396: Error when selecting brand in a new guide topic from a different brand resolved
- DP-1205: Follow-ups now working correctly with translation and languages
- DP-1197: Agents can no longer use "set as normal message" function without permissions
- DP-1042: Attachments now sending when forwarding messages from a ticket  $\ensuremath{\text{CP}}$
- DP-991: Old instances of 'DeskPRO' replaced with 'Deskpro'
- DP-962: HTML bug in emails creating blank tickets resolved
- DP-1360: Global API limits enforced based on admin settings
- DP-1355: Bug creating inability to set helpdesk URL resolved
- DP-1300: API user validation improved
- DP-1234: Entries in usersource sync log now cleared after 30 days
- DP-1214: Reports cross referencing snippet use and tickets now working correctly
- DP-173: PDF files now sent through Deskpro now working correctly
- DP-1245: Bug causing implementation of react-intl instead of agentPhrases in LegacyAgent now resolved
- DP-1353: Global API limits removed from database
- DP-1357: CSV reader in importer tools fixed
- DP-1281: Attachments are no longer duplicated on outgoing emails

- DP-1301: Tooltip added to Agent IM avatars
- DP-849: Bug disallowing Monday as valid weekday in custom fields resolved
- DP-1225: Converting built-in field to custom field now working correctly
- DP-1210: Editing guide category now working correctly
- DP-1199 Unchecking a checkbox field through macros now working correctly
- DP-1137: Snippet attachments are now updated properly for other agents
- DP-781: Now possible to change urgency of an open ticket even if a required field is not satisfied
- DP-616: Browser notifications no longer showing escaped HTML entities
- DP-191: Browser notification duration now working correctly
- DP-1206: Date input widget now using locale of selected interface language
- DP-1233: Additional number now not shown when seeing groups listed in IM
- DP-995: Option to unset value in radio field added
- DP-1694: Issue with reports showing legacy snippets resolved
- DP-1692: Bug causing error with split messages to new ticket now resolved
- DP-1638: Brand default email accounts now displaying correctly
- DP-1228: Trigger/Escalation filter error with "Date Archived" criteria fixed
- DP-1484: Links no longer removed from articles when using Froala editor
- DP-1485: Froala Editor | When you insert tables and add format to it in articles and visit the html and save the formatting is removed

# Thanks for reading

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.