Deskpro 2021.1.2 Release

2021-03-16 - Colin Dunn - Comments (0) - Release Announcements

We are pleased to announce the release of **Deskpro version 2021.1.2**. This includes a mixture of general improvements and bug fixes.

Improvements:

- DPHC-180 - Add Glossary functionality to Guides
- DPHC-306 - Added 4 new languages to Deskpro: Gaelic, Icelandic, Macedonian, Serbian
- DPHC-301 - Added tooltip to Attachments Section on Tickets so hovering over reveals full file name
- DPHC-208 - Added tooltip when hovering over titles in Guides
- DPHC-328 - Add translatable phrase for "Subject" on ticket form

Bug Fixes:

- DPHC-250 - Custom Helpcenter themes were not saving correctly
- DPHC-295 - Switching between pages on guide leads to a blank page
- DPHC-296 - Fixed console errors related to templates being thrown in the portal
- DPHC-293 - Correct rendering of ampersand in the portal
- DPHC-278 - Agent override name was not being respected when downloading a ticket from the Helpcenter
- DPHC-261 - Remove email addresses from various URL query strings
- DPHC-251 - "Date & Time" field description is displaying in same line under field on "Contact us" form (Portal side)
- DPHC-290 - Agents could not add to per user / per organisation custom fields
- DPHC-299 - Deleted tickets could be undeleted by user email replies
- DPHC-297 - Satisfaction feedback option appeared in tickets even if satisfaction was disabled
- DPHC-308 - Initiate searches in helpcenter when the user presses enter
- DPHC-298 - Agent override name was not appearing on Ticket Feedback
- DPHC-273 - Multiple "Resolved this ticket" messages were displaying when user clicked "Resolve my ticket" button multiple times on User Side
- DPHC-304 - Agent override name not used for avatar and "Authored by" in helpcenter content
- DPHC-307 - User field logic not respected when user submits a ticket through the

helpcenter

- DPHC-52 - Subscribe button did not snap properly to the browser when scrolling
- DPHC-270 - File attachment box was disappearing of users breached attachment rate limit, this is now disabled properly
- DPHC-215 - Choose File field disappearing instead of rejecting files when file extensions do not abide by limitations
- DPHC-302 - Text in additional usersource login buttons was not centered correctly
- DPHC-303 - Ticket properties tab ion helpcenter displays date field incorrectly
- DPHC-323 - Problems with language selection in helpcenter portal
- DPHC-224 - Corrected the orientation of carets in the News Category drop down selection
- DPHC-322 - Downloads incorrectly appearing in parent categories instead of sub categories
- DPHC-309 - Multiple news notifications were getting triggered when published date is in the future
- DPHC-330 - Legacy template editor was being used in certain themes
- DPHC-333 - Theme not auto-selected when going to User Interface > Helpcenter
- DPHC-324 - Unable to view second page of search results in Helpcenter due to limited pagination
- DPMSGR-91 - Chat departments were available when no agents with permissions to that department are online
- DPMSGR-107 - Reload config to check for JWT without refreshing the page in messenger
- DPLEG-429 - Remove the delay when custom user fields display with field dependencies
- DPLEG-113 - Ticket Feedback Variable not Rendering in Email
- DPLEG-423 - Error when submitting ticket with "create task" trigger as a guest
- DPLEG-414 - An admin user could bypass forced password reset by accessing /admin/admin-interface URL
- DPLEG-379 - /login/setpassword?email=' page does not trigger password reset email
- DPLEG-443 - Deskpro emails were flagged as spam by certain filters when the emails code contains tiny sized font/white font
- DPLEG-141 - Server error when adding Cc to ticket via API
- DPLEG-354 - Attachments not sent out when forwarding message as new linked ticket
- DPLEG-534 - Allow unsafe SSL requests mPDF to improve PDF image rendering
- DPLEG-292 - Customer could rate own ticket when there is no agent response
- DPLEG-240 - 'Insert link' button in knowledgebase doesn't work for secondary brands
- DPLEG-234 - The original senders email address was not included when Forwarding messages out of tickets
- DPLEG-466 - Cron timing out after: "cleanup_hourly”

- DPLEG-112 - Clicking on '+Add' for 'Per organization custom field' for highlights '+Add' button for 'Custom fields' as well
- DPLEG-430 - Agents were receiving an empty IM email when @mention is used
- DPLEG-462 - Fixed “RoutingWithDynamicContext” error when logging in via SAML
- CH-19365 - Gmail API: Oauth token does not refresh properly, expires after 1 hour
- CH-19335 - User Language not Selectable in Triggers
- CH-19330 - Custom date fields were not consistent across time zones
- CH-19773 - Problem with language selection in helpcenter portal
- CH-19596 - [Error Report] Exception: 0 Calling "email_addres" method
- CH-14946 - Fixed HTML injection on ticket submission thank you page
- CH-22723 - Theme not auto-selected when going to User Interface > Helpcenter

2021.1.3

- [Error Report] Expected known function, got 'NOW'
- [Error Report] syntax error, unexpected '='