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## **Deskpro 2021.2.0**

2021-12-01 - Matthew Wray - Kommentarer (0) - Deskpro Releases

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 flexibilty 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
- $\bullet~$  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
- $\bullet~$  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
- $\bullet~$  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
- $\bullet~$  CH 23801 Issue sending replies in specfic instances
- CH 40112 Blocking users through chat not working correctly
- CH 39929 Permissions are not checked for LabelsController
- $\bullet\,$  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
- $\bullet~$  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

- $\bullet~$  CH 30781 Ansible Installer failing for CentOS 7
- $\bullet~$  CH 39874 Issue editing articles in some instances
- CH -40002 Add AgentNote trigger changes user context

## **Security Improvements**

• CH - 44270