

## Deskpro 2018.2 Release

2018-07-18 - Colin Dunn - Comments (0) - Release Announcements

We're delighted to announce the release of Deskpro 2018.2

Deskpro 2018.2 includes the updates, improvements, and bug fixes listed below:

### **New Reports:**

- DP-2054 Error displayed when trying to add report widgets via a limited-permission agent account.
- DP-2053 Double clicking on a custom dashboard causes the report interface to bug/blank out, and you must refresh/re-click other tabs.
- DP-2049 Sporadically when changing the variable field type in the stat builder, the change is not retained and the builder bugs out.
- DP-2047 Multiple issues with the stat "Avg time till first response". Hierarchy for sub-departments not shown properly. Column headings were missing. Values were not represented as rounded decimal values, but fractions.
- DP-2040 When creating new custom report dashboard, interface will result in an error when checking "All Agents View"
- DP-2039 Not possible to create or save additional labels for built-in reports
- DP-2032 Could not save a report in RAW DPQL editor when there was both a Order By and Report By
- DP-2031 Stat builder seems to bug out when saving a custom stat with a REGEXP query.
- DP-2030 Using any custom field alias does not work unless referencing the tickets table.
- DP-2029 Cloning a stat, modifying it then saving it will cause the page to hang
- DP-2010 Error when using a timezone behind GMT (negative offset)
- DP-2002 Error exporting certain CSV files
- DP-1990 Dashboards not always retaining modifications to widget layouts
- DP-1986 When creating a new stat in the Stat Builder, "New Stat" replaced incorrect previous "New Report" terminology
- DP-1976 Additional unwanted HTML rendered when splitting by "Agent Name"
- DP-1963 Remove notification warning users about imminent decommissioning of legacy reporting

- DP-1924 Unable to clone LAYERED reports
- DP-1912 Reports V2 GUI: Layering two reports as a line graph displays one data output as an area graph
- DP-1904 Clickable output in tables
- DP-1863 Improvement to how different timezone intervals are handled in calculations
- DP-1562 Special public URL with long authcode to view dashboards of external devices

### **API:**





- DP-1973 API v2: Add an is\_disabled parameter for PUT to enable/disable users accounts
- DP-1932 API V2: Add a date\_created parameter POST /api/v2/tickets
- DP-1918 API V2: Add a brand parameter POST /api/v2/tickets

### **General fixes and improvements:**

- DP-984 Inline embedded (pasted) images are not attached to emails
- DP-2061 Enable cloud HTTPS on all custom URLs and enable auto-correction.
- DP-2058 IMAP connections without SSL/TLS security connections will fail by default
- DP-2057 Unable to reorder reports within a dashboard, while editing dashboard properties
- DP-2043 Unable to attach any files to news articles, no attachment feature post creation or article.
- DP-2025 Add setting a flag for particular specific agents, instead of all or none.
- DP-2013 Certain Deskpro user sources appearing as "Disabled" entirely, preventing the registration of new users
- DP-2003 Licensing issues caused by bulk importing agents at once
- DP-1996 Unregistered users email address is exposed if you attempt to access a follow and incorrect URL to that users ticket
- DP-1975 Refreshing the page after updating priority in a ticket is resetting the custom organisation field value
- DP-1970 When an Agents permissions for a chat department are toggled off, the Agent can still see 'Missed Chats' titles for that Department in the list
- DP-1964 Adding multiple followers to new tickets does not work and ticket notification emails are not sent to followers
- DP-1961 Fixes to decoded filenames in email attachments
- DP-1958 Unable to 'delete and update people' for custom user fields when the field is being applied to a user profile
- DP-1940 Deleting a ticket will now purge messages from the incoming server log

- DP-1937 Database Integrity Fix Problem: "Fix-schema: Unknown database type enum requested.
- DP-1923 FineDiff should be installed with composer to improve content revision comparison
- DP-1922 Further errors resolved with the database integrity fixes.
- DP-1917 When a CRM user is created through AD, it will not assign the user to custom brands
- DP-1905 Multi-brand to email settings - Setting a default from name header for system generated mail
- DP-1899 Apps installer fails if server is missing ZipArchive
- DP-1892 Set languageID in widget code to currently selected language in portal.
- DP-1879 Validation 'Verify your email' is displayed to User submitting ticket even if 'Agent' has confirmed User manually
- DP-1812 Fix image alignment in knowledge base articles
- DP-1800 Error in New Email Templates - agents not receiving notifications of new trigger creation
- DP-1785 Code blocks (<pre> tags) causing corruption in ticket emails
- DP-1778 Improvements to realtime events when using the "Deskpro Notification Service" feature.
- DP-150 Issue with communicating between two helpdesks, tickets not routing back into eachother.
- DP-1453 When creating a new ticket as an agent, changing the default brand does not automatically update the ticket properties to match the department
- DP-2084 When creating a linked ticket, the parent tickets subject line should be copied into the new child ticket.

### **New functions:**

- DP-2016 Under Admin > Emails> Email Accounts > Advanced Settings > Disable attachment permalink list at the bottom of email message text - hide all attachment links in agent replies.  

- DP-1954 Add checkbox to Auth & SSO > AD/LDAP to disable the ability to sync user profiles.  

- DP-1952 Hovering over a ticket ID brings up an icon on the right to copy an internal link to the ticket  

- DP-1942 Within the ticket messages view, "Download Original Email" and (delete permissions required) "Delete Original Email"  


**Thanks for reading**

If you are using Deskpro Cloud, we will be releasing this update shortly to you.

If you are using Deskpro On-Premise, you can update your helpdesk to the latest version from your Admin Interface.