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DeskPRO Build #152 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #152

:The following is an automatically generated list of changes in this release

- Prevent calling refresh on object that isnt loaded yet
- Handle error when bad string passed to escapeHtml
 - Fix usergroup trigger matching
 - Fix 'allow lower' option of set urgency trigger
- Dont show fixed term about 'ticket is active' is archiving not enabled
- Improve cron errors a bit. - Reset cron timer on shutdown to prevent long waiting if a crash happens -
- Log 'unclean' shutdowns (crashes), and attempt to log the last error. We can sometimes get the last .error even if it was suppressed
 - Log but dont report smtp connection errors
 - Prevent some linked objects getting flushed after a dupe ticket detection
 - Make sure proper helpers are loaded on agents when sending notifications
 - Fix possible empty tmp when decoding attachment
 - Fix possible out of order deletes when deleting user
 - Fix bug decoding attachment filename header if client sends extra whitespace
 - Try to fix invalid links when using Strings::linkifyHtml
 - Reset glossary dlg when adding new
 - Move cmd.php to root
 - Fix adding parts from massactions not logging
 - Show filesize of backups when showing path in upgrade watcher
- Tweaks around converting agent to user. - Dont delete agent records that dont matter - Prevent filters for deleted/old agents from being considered for update checks. Running them is useless. - Log an error if a notification tries to send to a non-agent - Make sure users listed in 'always notify agents' triggers are still agents when the trigger runs
- Lowercase core.helpdesk_emails when saving setting
- Remove POSIX collation element start. [.] which we want to mean 'dot', in newer versions of posix is the .start of a collating element and causes errors
 - Fix missing agent_team 'changed' term in triggers
 - Fix merging with a deleted ticket causing exception
 - Add option to turn agent back to normal user
 - Update cloud license expired page
 - Add new ticket defaults options
 - More spacing under heading to prevent clipping
 - Option to disable billing timer auto-start
 - Fix missing bullets on posts
 - Fix workflow in triggers
 - Ability to remove department using layout editor on user interface
- Fix serialize error when chat has multiple agent parts and a sync is performed
 - Finish off some separation of chat/ticket departments
 - Fix all kinds of issues with macros
 - Add upgrade to fix case where chat perms werent copied properly
 - Restore open snippet viewer when returning to tab
 - Handle case where email contains multiple <body> tags
- Prevent ticket snippet editor for one ticket tab being used on another. Bindings are different so results .in unexpected results
 - Fix URL to version check used from importer
 - Save raw body on replies like we do with new tickets
 - time_created criteria uses timezone of person who created it
 - Ticket fields in agent notification emails should follow same layouts as elsewhere
 - Fix escalations using date_agent_waiting
 - Prevent double-submit tickets which can cause races

If you are using the cloud version of DeskPRO, your account will have already been updated or will be updated
.within the next 24-48 hours

.If you are using DeskPRO download, you can update your installation from the admin interface