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## DeskPRO Build #184 Released

[Deskpro Releases](#) - [تعليقات \(.\)](#) - Security Test - 2012-11-22

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #184

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

- Fix weird height issues in portal editor when CSS height on body is set to a percentage ●
  - Correct template name ●
- .When adding a holiday to an SLA, give the option of adding it to all (existing) SLAs ●
  - .Fix applying or removing multiple SLAs via a ticket trigger ●
  - Fix priority display in ticket trigger criteria ●
  - Fix saving template editor saving wrong name ●
- Fix filename of welcome template. Would cause error on case-sensitive filesystems if cache was not ●
  - .writable ●
  - Dont fatal error on include tag in custom templates ●
  - .Add support for splitting ticket messages into new tickets ●
- Remove loadOneToManyCollection hack which fixes various weird issues of collections not being fully ●
  - init ●
- Fix when email is banned, all email processed afterwards will be in a non-closed transaction that is ●
  - rolled back ●
  - .Change the editor interface for how SLAs are applied to be more user friendly ●
  - .Prevent race condition DB errors when marking tickets for deletion via mass actions ●
  - .Deleting a ticket or marking it as spam no longer requires the ticket be fully reloaded ●
  - .When displaying urgency in a ticket, use the color coding ●
  - Fix transaction log traces, make indentation clearer ●
  - .Allow users to "remember me" when logging in via the user interface ●
  - .Move signature editing into a separate tab in the agent interface ●
  - .If logging page cache hits, log the time of the request and the length of time it took to process ●
    - Save a general log of when mail uploading fails ●
    - .Add flags to language selects in the agent interface ●
- Show flag when grouping by language in the ticket section or displaying the language field in a list of ●
  - .tickets ●
  - .Fix display/editing of alerts for being unassigned from a ticket ●
  - .Show the trigger/escalation ID in the list so that it can be traced back from the ticket logs ●
    - Change how consuming a request is done to not use security tokens ●
  - .If caching is enabled for user guest pages, we need to disable some request token checking ●
- Fix ticket merging when tickets have SLAs, and ensure that SLAs are moved to the target ticket if ●
  - .possible ●
  - .Fix IE chat display oddities in the agent interface ●
  - .Allow a user to be created when changing the owner of a ticket ●
  - .Small speed increase when serving files by using PHP's readfile() directly ●
  - .Cache calls to user-lang.js/agent-lang.js to speed up loading ●

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