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## DeskPRO Build #184 Released

Chris Padfield - 2012-11-22 - [تعليقات \(0\)](#) - [Deskpro Releases](#)

.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