

## DeskPRO Build #187 Released

[Deskpro Releases](#) - [تعليقات \(٠\)](#) - Chris Padfield - 2012-11-23

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #187

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

- Adjust updating a ticket status to ensure that all fields are set correctly and that totals are updated as needed
- .Need to force DPQL queries to UTC for date manipulations to always be correct
- Fix calculation of total user waiting time in reports and ensure that certain date ticket fields are only set when in the correct status
- .Take the host and request scheme into account for caching
- Ensure that client channel subscriptions are not deleted too quickly and that they are refreshed while the chat is open
- Add a user group permission that can prevent people from re-opening resolved tickets. (If they respond via email, a new ticket will be created)
- When copying and pasting multiple lines from and to the RTE, ensure that line the line breaks are correct
- .Fix alignment of urgency in selects across all browsers
- .Fix being unable to remove an agent
- Move the new ticket action to the end of the triggers, as otherwise a trigger to change the name on the email won't work correctly
- .Change request confirmation to not use php://input as this may not be usable on all platforms
- 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