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## DeskPRO Build #262 Released

Chris Padfield - 2013-05-01 - [تعليقات \(0\)](#) - [Deskpro Releases](#)

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #262

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

- (New reply codes allow agents to perform actions via email ([Read more](#))
  - Permission to validate articles/news/downloads/feedback was not being enforced
  - Usersource field mapping should allow 'path' keys in case raw data structure is deep
  - Forward cutter failed when 'From:' line was first in header list
  - Overview" reports not showing values of custom choice fields"
  - Unchecking agent option from replybox with "automatically set the status" option would change status
  - Typo causing PHP reflection errors
  - Auto-linking when links/email addresses surrounded by non-8bit ASCII characters
  - Editing working hours clearing out set holidays from previous saves
  - Re-saving article/news/download/feedback HTML content could mangle markup in certain cases
  - Implement missing touch events for IE
  - Field orders in agent newticket form not using order defined in form layouts
  - Plugin templates not being pre-cached during build
  - Reload conversation text when re-opening an agent chat after closing it/reloading the interface
  - Ability to set agent validation only on resolve
  - .You can now run a user rule against the existing database of users
  - Can set ticket fields as agent-only from editing the field, and override that default with ticket layouts
  - Editing macros/filters and adding multiple terms could cause new terms to be added out of view
  - Add missing parent prefixes to options with hierarchy in search sheet
  - Agent creating new ticket for a user would show 'new ticket by <user>' in other agent notifications
  - rather than by the agent
  - Default 'no position set' label not being returned to row when removing a member pos in org profile
  - Bad styling on members count bubble on org profile
  - KB email account showing up under ticket department linking
  - Embedded form widget can now set the email and name fields so you can embed the form for a known user
  - Embedded form not showing when portal disabled, fix showing embedded portal snippet when portal disabled
  - Initial login page on locked-down helpdesks does not have captcha in "register" section
  - Alerts not being dispatched for new feedback from overlay widget
- 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