



[Deskpro Releases](#) > [DeskPRO Build #316 Released](#) < [الاخبار](#)

DeskPRO Build #316 Released

[Deskpro Releases](#) - (0) [تعليقات](#) - Security Test - 2014-03-04

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #316

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

- IMPROVEMENT Custom field data is available on more user notification emails (for use if you customise (email templates)
 - 'IMPROVEMENT Add 'Person ID' criteria to filter search, and allow -1 to represent 'me
 - IMPROVEMENT Custom field data is available on more user notification emails (for use if you customise (email templates)
 - FIX Reduce superfluous log lines in ticket logging. For helpdesks with many agents and/or filters, the logging could increase the processing time for messages and increase storage space needed to store .logs
 - FIX Language titles in grouping vars
 - FIX Possible PHP warning to do with non-object property access if a user rates an article after coming to a search and that search was cleaned up
 - FIX PHP warning when using api to search for tickets with id_min
 - 'FIX "Feedback Rating" trigger criteria always reverted to 'set
 - FIX Handle 'not' ticket search criteria on nullable fields
 - FIX Uploading a file from the user interface into a chat would result in 'forbidden' message
 - FIX Bullet location in user portal KB lists in IE
 - FIX PHP warning when validating people from agent interface
 - FIX Double-encoding entities in custom fields
 - FIX Wrapper HTML not being placed around custom choice fields
 - FIX Using admin sidebar to mass-add agents would cause an error if an email address entered already existed on a user
 - FIX If an agent used the #user code with a new ticket and they sent the email from a secondary email (address, the email address would be set on the ticket (overriding the users real email address
 - FIX Fix user ticket reply form in IE7
 - FIX Errors creating new tickets with attachments. Blobs must be read outside of the main transaction .because flush()'ing from blob storage fires off the ticket post-save events prematurely
 - FIX Agent forward cutter would fail to parse if there was only one header line
 - FIX Auto-response for invalid agent forwarded messages had a blank message.eml attachment (it sholud (be the original email
 - FIX Deleted publish content (articles/news/downloads/feedback) would prevent deleting the category they were in
 - FIX Reduce superfluous log lines in ticket logging. For helpdesks with many agents and/or filters, the logging could increase the processing time for messages and increase storage space needed to store .logs
 - FIX Language titles in grouping vars
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- 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