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## DeskPRO Build #396 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #396

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

- FIX Error message when procesing emails to resolved tickets but permission to reopen is off •
- FIX Agent: Validating a new account might fail if user had multiple validating tickets in queue •
- FIX Agent: In some cases, the new ticket form would complain of empty message even when a message was provded
  - FIX adding multiple usersources was broken •
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  - FIX Application of days in working hours using wrong format •
  - FIX saml usersource now reads response attributes correctly •
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  - FIX Triggers on labels did not handle non-lowercase labels properly •

. This update has been rolled out to all Cloud customers

. If you are using DeskPRO Download, you can update your installation from the admin interface