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## DeskPRO Build #420 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #420

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

- NEW Macros can be sorted into hierarchy by using '->' in the title ●
- NEW New reports showing uses of snippets and macros ●
- NEW Ability to set a 'draft' status on snippets ●
- FIX fix I.E. from crashing on agents page in admin area ●
- FIX Agent: Searching for ID of a deleted ticket didn't search delete log ●
- FIX Agent: Some filters on custom date fields might cause SQL error when a value was not selected ●
- FIX Agent: You couldn't create new labels in publish content ●
- FIX Agent: You couldn't create new labels when defining a macro ●
- FIX Agent: Splitting a ticket wouldn't update the ticket you're currently viewing, you had to refresh ●
- FIX Importing users from CSV didn't update ElasticSearch index ●
- FIX Reports: Agent selector on agent activity didn't always function as expected ●
- FIX Reports: Date selector on agent activity didn't always function as expected ●
- FIX Agent: Missing filter criteria for custom date fields ●
- FIX Admin: Timeout detection on import process ●
- FIX Admin: Invalid icons on some import apps ●
- FIX Agent: Unexpected behaviour with display of snippet viewer when multiple languages are defined ●
- FIX Admin: "Can modify" permission didn't properly apply to problems/incidents ●
- FIX API: Tickets didn't correctly set the 'has\_attachments' flag ●
- FIX Agent: Creating a linked ticket didn't add your signature ●
- FIX Admin: System 'problem' filters would appear in email notifications settings ●

.This update has been rolled out to all Cloud customers

.If you are using DeskPRO On-Premise, you can update your installation from the admin interface