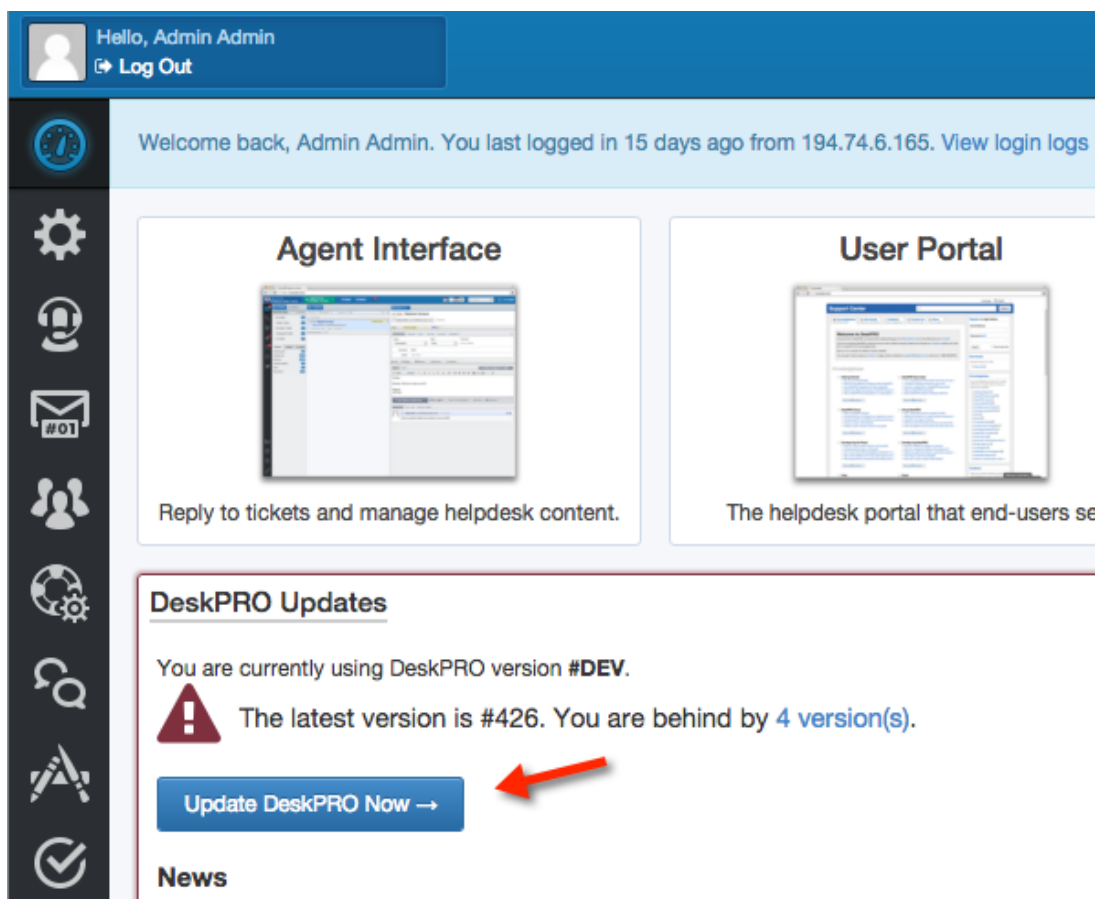


## DeskPRO Build #426 Released

Release Announcements - تعليقات (٢) - Chris Padfield - 2015-10-29

This release fixes a critical security issue that affects earlier DeskPRO On-Premise versions. It is important that you update your DeskPRO installation **immediately**

In most cases, you can update from the admin interface home page using the automatic :updater



The screenshot shows the DeskPRO Admin Interface. At the top, a blue header bar displays "Hello, Admin Admin" and a "Log Out" button. Below this, a light blue banner welcomes the user back, stating they last logged in 15 days ago from IP 194.74.6.165, with a link to "View login logs". The main content area is divided into two columns. The left column contains icons for various functions: a gear for settings, a headset for tickets, an envelope for mail, a group of people for users, a globe for settings, a magnifying glass for search, a pencil for editing, and a checkmark for status. The right column features two large tiles: "Agent Interface" with a screenshot of the ticket management interface and the description "Reply to tickets and manage helpdesk content.", and "User Portal" with a screenshot of the user-facing portal and the description "The helpdesk portal that end-users see". Below these tiles is a "DeskPRO Updates" section. It states "You are currently using DeskPRO version #DEV." and includes a red warning triangle icon. The text reads: "The latest version is #426. You are behind by 4 version(s)." Below this text is a blue button labeled "Update DeskPRO Now →". A red arrow points to this button. At the bottom of the updates section is a "News" heading.

:If that does not work, please either

.a) Use the [command-line updater](#)

.b) [Manually update your helpdesk](#)

If you have any problems updating, please immediately contact DeskPRO Support at [support@deskpro.com](mailto:support@deskpro.com)

The DeskPRO team apologies for the inconvenience caused by this urgent security release  
.but stresses the urgency of upgrading your DeskPRO installation immediately

.Note: The Cloud platform is NOT affected

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#### تعليقات (٢)

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**Stephen Pienaar**

منذ 8 سنوات

I would be helpful to know which versions of Deskpro are affected. We upgrade Deskpro fairly frequently (monthly) but not necessarily every single new version released. If we knew if our installed version was vulnerable, it would help us prioritise the upgrade

**Ben Henley**

منذ 7 سنوات

.You should assume that any version before 426 is vulnerable