

## DeskPRO Build #297 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-09-11

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #297

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

- IMPROVEMENT Improved handling of agent forwarded messages (specifically, •  
(Postboxapp and Thunderbird-based clients
- FIX Fix handling of CC's in a forwarded message •
- FIX Weirdness with saving smtp account during installer. You would sometimes need •  
.to refresh the page before saving the account worked
- FIX If you have a long team title, clicking the agent name in ticket reply box would •  
open the team menu instead
- FIX shift+p shortcut to open profile on ticket tab •
- FIX Missing counters on custom widget tabs in Chrome •
- FIX When a ticket has missing required fields and you changed the department, the •  
.option would look like it changed but the department change did not actually save
- FIX When switching departments, the required fields would not update in the UI, you •  
.would need to close/reopen the ticket to see the new required fields
- FIX Hierarchy with custom checkbox fields •
- FIX Searching on a message and sorting by urgency would cause an error •

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