

## DeskPRO Build #352 Released

Chris Padfield - Comment (1) - Release Announcements - 2014-07-15

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #352

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

- FIX Fields in layout editor sometimes would not appear on agent tab •
- FIX 'add reply from snippet' macro action •
- FIX Link to edit agent from profile view in agent interface •
- FIX Missing on/off controls on escalations list •
- FIX SLA lists not auto-updating as tickets with slas are added to them •
- FIX SLAs were not using defined timezone (all SLAs were considered entered in UTC •  
(time
- FIX JS errors when running reports with placeholders •
- FIX Missing ticket log row for hidden status changes •
- FIX Feedback section in agent interface being focused when new feedback comes in •
- FIX Prevent email to users/agents trigger action would not save •
- FIX SLAs did not properly apply 'days' setting in working hour set •
- FIX Warn/fail dates on SLAs being cleared once the SLA was completed •
- FIX Applying of trusted proxy settings. This removes our custom implementation of •  
.the safe proxy handling and uses Symfony instead
- FIX Some tickets would not open due to error if someone deleted a user account who •  
authored a message within that ticket
- FIX Saving snippets where the snippet was originally created with an empty title •  
would cause an error
- FIX Running custom reports with placeholders wouldnt change the placeholders •  
when choosing new values
- FIX HTML newsletters with fixed-width could cause scrollbars in ticket view •

.This update has now been rolled out to all Cloud customers

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