

## DeskPRO Build #420 Released

Chris Padfield - Comment (1) - Release Announcements - 2015-10-07

.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