



[News](#) > [Release Announcements](#) > [DeskPRO Build #435 Released](#)

---

## DeskPRO Build #435 Released

2016-01-20 - Chris Padfield - Comments (0) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #435.

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

- FIX Agent: Creating new ticket would re-open another newticket form
- FIX Agent: New ticket by new user might cause two new tickets being created (where the first one looked like nothing happened)

We will begin rolling out this update to the Cloud soon. This post will be updated once all Cloud sites have been updated.

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