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## DeskPRO Build #427 Released

2015-10-30 - Chris Padfield - [Comments \(0\)](#) - [Deskpro Releases](#)

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #427.

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

- FIX: In some configurations, creating a new ticket from the agent interface might clear custom user fields from the users profile

This update has been rolled out to Cloud helpdesks.

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