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Attached files to a ticket can't opened in Apple Mail and IOS mail Collecting Feedback

- File not found error message
- **Forum name:** #Bug Report

After sending out a ticket with attached files to a user / customer, in several cases our clients complain whereas the attached files can't be opened, but they behave as a link, so clicking on the attached file, the portal site opens forcing login instead of simply downloading the file. Referring to our tests it occurs using apple mail and IOS mail.