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Remove links to attachments in ticket emails

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Go to Admin > Channels > Email > Settings > Disable attachment permalink list

Deskpro

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Maximum overall size of all email sent by Deskpro.

30 MB

Maximum collective file size

Maximum collective size of attachment in outgoing emails sent by Deskpro.

7 MB

Disable attachment permalink list at the bottom of email message text.

This means users will not be able to download files that were not sent as attachments in the email itself. For example, if an attachment exceeds the max outgoing size limit above (resulting in the file not being sent in the email), then the user will have no way to access it.

Email preview

When enabled preview text will appear in user's email client.

Warning

Note that if you disable links to file attachments, then for a user to receive an attachment, it must be small enough to send as a normal email attachment. The max filesize of attachments is defined under Admin > Channels > Email > Settings > "Maximum collective file size" and "Maximum email size".