Improve error messages when failing to view attachments Collecting Feedback

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- **Forum name:** #Feature Request

Improve the error messages to include more detail on why an agent is unable to open an attachment.
If you try to open an attachment that cannot be opened (e.g. a ZIP file with Chinese characters or a password-protected file), you receive a 500 server error. More detail should be added to this message so that the agent knows exactly why the attachment cannot be opened.