



[Knowledge Base](#) > [Using Deskpro](#) > [Admin](#) > [Remove links to attachments in ticket emails](#)

Remove links to attachments in ticket emails

Christopher Nadeau - 2024-01-26 - [Comments \(0\)](#) - [Admin](#)

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

The screenshot shows the Deskpro Admin interface. On the left is a sidebar with a blue header and a list of navigation items: OVERVIEW, CONFIGURATION, CHANNELS (with a dropdown arrow), Email (with a dropdown arrow), Accounts, Templates, Settings (highlighted with a grey background), Incoming Log, Outgoing Log, Chat, and SMS. The main content area is titled 'Email Settings' and contains several configuration options. At the top, there's a section for 'Maximum overall size of an email sent by Deskpro.' with a text input set to '30' and a dropdown menu set to 'MB'. Below this is a section for 'Maximum collective file size' with a text input set to '7' and a dropdown menu set to 'MB'. The 'Disable attachment permalink list at the bottom of email message text.' toggle is highlighted with a red box. It is currently turned on (indicated by a green circle). Below this toggle is a descriptive 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.' Below the red box is the 'Email preview' toggle, which is also turned on. At the bottom, there is a note: '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".