

What is the size limit on attachments within Deskpro?

Ben Henley - 2017-11-09 - 0 Comments - in Using Deskpro

Question:

We sometimes need to send large attachments to our users. What is the biggest file you can attach to a ticket?

Answer:

Deskpro Cloud supports attachments up to about 50MB.

The size limit for Deskpro On-Premise depends on two factors:

1. The Attachments settings you choose in **Setup > Settings**. Note that there are separate limits for users and agents.
2. The maximum file size supported is affected by your server configuration. See **Admin > Server > File Uploads** for details. You may be able to change settings in your PHP configuration to increase the limit.

Note that when attachments are sent via email, the email systems they pass through may have lower size limits, or reject certain types of attachments.

If you want to provide a non-image file to your users, it's more reliable to upload it to the [Downloads](#) section of your portal, then send a link. Note that you can [restrict access to download categories](#) if you don't want to make the file publically available.

Tags
2018