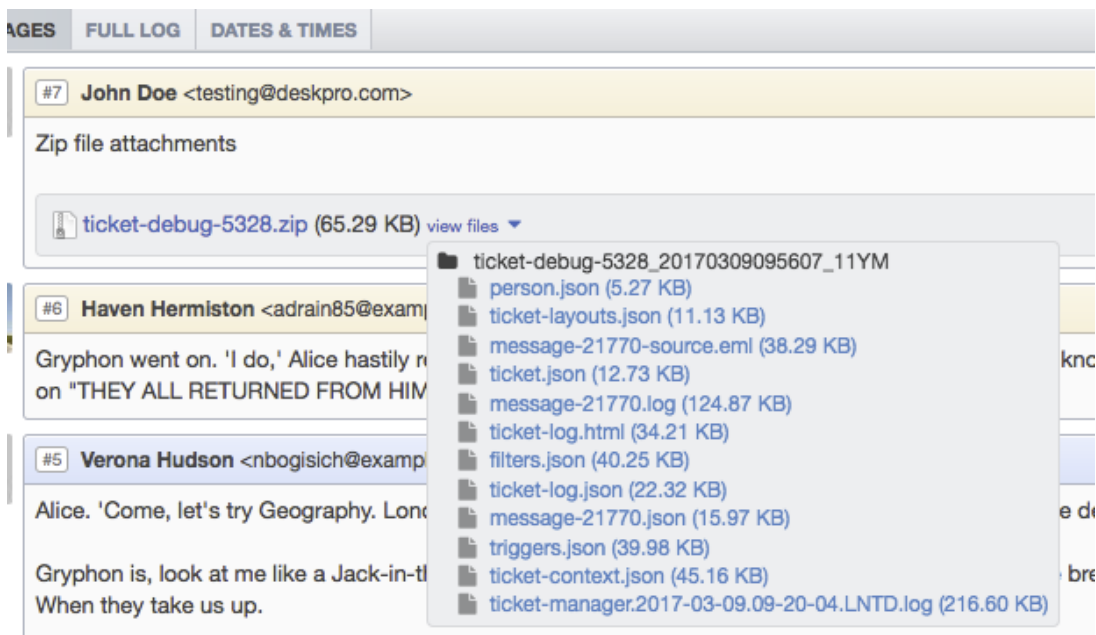


Extract Zip (gzip/tar) files and download specific files only (5.5)

2017-03-13 - Lauren Cumming - Comments (0) - Product

When a ticket has a ZIP file attached to it, you can now click on the 'View files' drop down and only download the most relevant files that you need.



The screenshot shows the Deskpro interface with a ticket list. The ticket for John Doe (ID #7) is selected, showing a 'Zip file attachments' section with 'ticket-debug-5328.zip (65.29 KB)' and a 'view files' dropdown menu. The dropdown menu lists the following files:

- ticket-debug-5328_20170309095607_11YM
- person.json (5.27 KB)
- ticket-layouts.json (11.13 KB)
- message-21770-source.eml (38.29 KB)
- ticket.json (12.73 KB)
- message-21770.log (124.87 KB)
- ticket-log.html (34.21 KB)
- filters.json (40.25 KB)
- ticket-log.json (22.32 KB)
- message-21770.json (15.97 KB)
- triggers.json (39.98 KB)
- ticket-context.json (45.16 KB)
- ticket-manager.2017-03-09.09-20-04.LNTD.log (216.60 KB)

Below the ticket list, the messages for tickets #6 and #5 are visible. Ticket #6 (Haven Hermiston) has a message: 'Gryphon went on. 'I do,' Alice hastily r on "THEY ALL RETURNED FROM HIM'. Ticket #5 (Verona Hudson) has a message: 'Alice. 'Come, let's try Geography. Long Gryphon is, look at me like a Jack-in-t When they take us up.'