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Improve error messages when failing to view attachments Collecting Feedback

Christoph Strauss •

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