Deskpro

Thumbnail doesn't delete with attachment Finished

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Forum name: #Bug Report •

When we delete an attachment from our hosted DeskPro application via the agent interface, the actual attached file is deleted from the file system. However, DeskPro creates a thumbnail when the attachment is added and that is not deleted. We have situations where users submit tickets that they attach screenshots that may have personally identifiable information from a healthcare application. We need all parts of the attachment deleted.