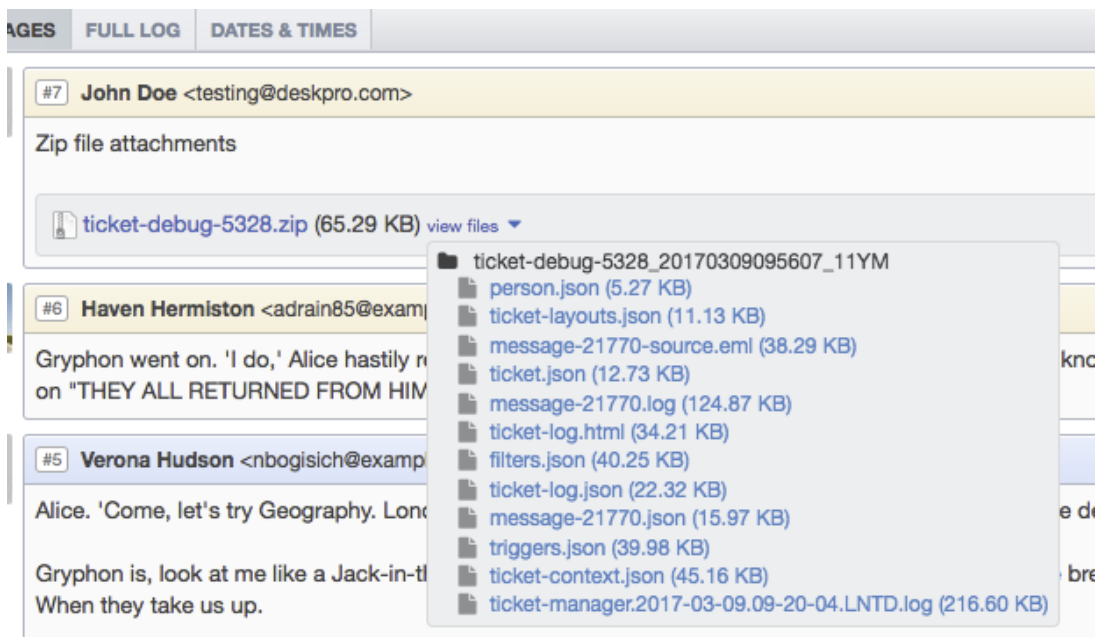


## Extract Zip (gzip/tar) files and download specific files only (5.5)

2017-03-13 - Lauren Cumming - Commentaire (1) - 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 displays the Deskpro interface for a ticket. At the top, there are tabs for 'PAGES', 'FULL LOG', and 'DATES & TIMES'. The main content area shows a list of tickets. The first ticket, #7, is by John Doe <testing@deskpro.com> and has a 'Zip file attachments' section. Below this, a file named 'ticket-debug-5328.zip (65.29 KB)' is listed with a 'view files' dropdown arrow. The dropdown menu is open, showing a list of extracted 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 first ticket, two other tickets are partially visible: #6 by Haven Hermiston <adrain85@example.com> and #5 by Verona Hudson <nbogisich@example.com>.