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Renaming of downloaded files Collecting Feedback

- Philipp Bartsch
- **Forum name:** #Bug Report

I noticed that files are being renamed during the download. For example spaces are replaced by hyphens and hashes are not transmitted (see attached image). The latter case is important because the subsequent data processing needs those hashes. I already have a ticket about files being renamed during the upload in Deskpro. Maybe this is a related issue.

Comment (1)

Zara Marchesi

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Thanks for your feedback!

Our Development Team have had a look at this and we have determined that at this time we won't making a change to this process.

File names are currently changed to avoid corruption in files which could cause potential issues with the whole Helpdesk.

Please contact our Support Team if you have any further queries!