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

2017-03-13 - Lauren Cumming - [\(0\) megjegyzés](#) - [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 a ticket interface with three messages. The top message is from John Doe, mentioning a zip file attachment. The middle message is from Haven Hermiston, and the bottom message is from Verona Hudson. A dropdown menu is open over the zip file attachment, showing a list of extracted files and folders.

AGES FULL LOG DATES & TIMES

#7 John Doe <testing@deskpro.com>

Zip file attachments

ticket-debug-5328.zip (65.29 KB) view 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)

#6 Haven Hermiston <adrain85@exam...>

Gryphon went on. 'I do,' Alice hastily r...
on "THEY ALL RETURNED FROM HIM

#5 Verona Hudson <nbogisich@examp...>

Alice. 'Come, let's try Geography. Lon...
Gryphon is, look at me like a Jack-in-t...
When they take us up.