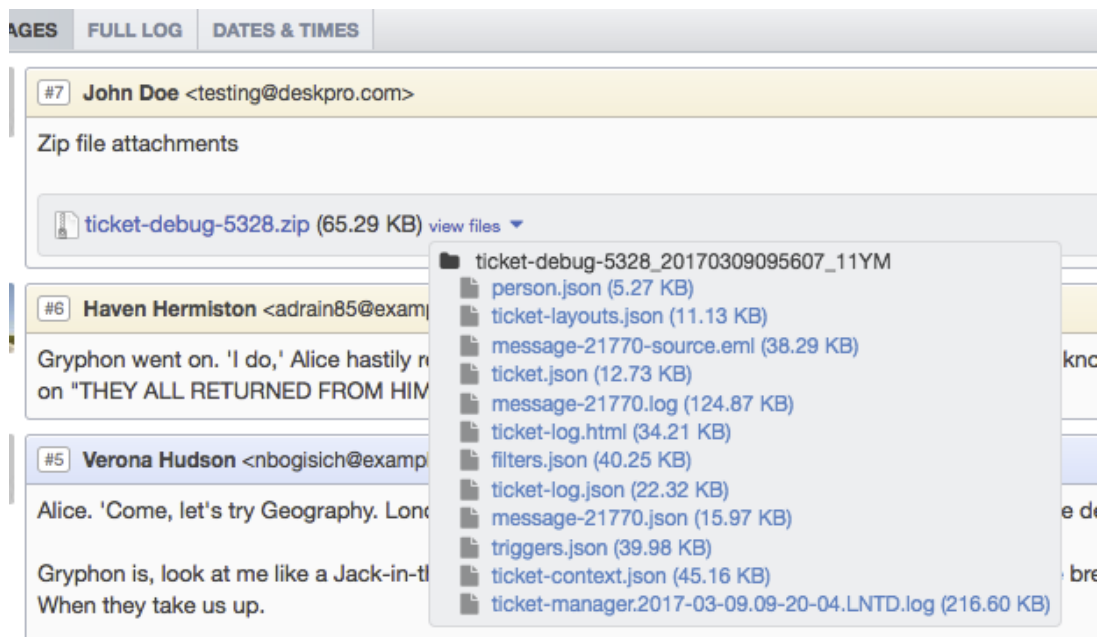


## Extract Zip (gzip/tar) files and download specific files only (5.5)

2017-03-13 - Lauren Cumming - Comments (0) - 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 a ticket interface with three messages and a zip file attachment. The attachment is 'ticket-debug-5328.zip (65.29 KB)' with a 'view files' dropdown menu open, showing a list of extracted files.

**Messages:**

- #7 **John Doe** <testing@deskpro.com>
- #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. Lonc...  
Gryphon is, look at me like a Jack-in-t...  
When they take us up.

**Zip file attachments:**

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

**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)