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Ben Henley - 2023-09-11 - Comments (0) - Deskpro Legacy

There are a number of admin settings which can prevent some attachments working.

- 1. In **Setup > Settings**, the **User Attachments** settings will define what file sizes and extensions the user can submit. Check the size and type of file they are submitting is allowed.
- 2. If the control to add attachments is not showing up at the bottom of the **Contact Us** form on your portal:

Attachments

Maximum file size: 5.00 MB Upload a file



make sure that the **Attachments** field is added to the form layout in **Tickets** > **Departments** under the **Layout** tab. Drag the blue Attachments field onto the user form, and check its settings with the gear icon.

3. There may be a problem with how your Deskpro On-Premise installation is storing files. Go to **Server > File Uploads** to review the configuration and test a file upload.

Tags Legacy

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