Deskpro

Attached files to a ticket can't opened in Apple Mail and IOS mail Finished

- Zsolt Kiss
- フォーラム名: #Bug Report

After sending out a ticket with attached files to a user / customer, in several cases our clients complain whereas the attached files can't be opened, but they behave as a link, so clicking on the attached file, the portal site opens forcing login instead of simply downloading the file. Referring to our tests it occours using apple mail and IOS mail.

Comments (1)

Eloise Rea

10ヶ月前

Hi Zsolt, I'm just reaching out as we are doing a review of open bug reports in Deskpro since the release of Deskpro Horizon. I've taken a look into this issue and I can see this should now be fixed in Horizon by this setting in Admin > Channels > Email > Settings.

I'm very sorry for the delay in providing an update here. We have since implemented weekly release cycles and reviews to ensure you are always up to date.