Deskpro

Download Picture Link Does Not Work Finished

- Lenny LaRose
- **Forum name:** #Bug Report

I have tickets that include an image inserted into the message area. When I click on the image in the agent interface, it opens in a pop-out box, but there is no Link to offer "Download Image" or "Open in a new window". This feature was previously functional. I have tried this in latest versions of Chrome and Firefox, and also in Internet Explorer v.11. It does not work in any of these browsers.

Comments (1)

Zara Marchesi

7 년 전

You can right click on the image which will give you the option to Save to your computer as well as some other options, so the functionality is still available.