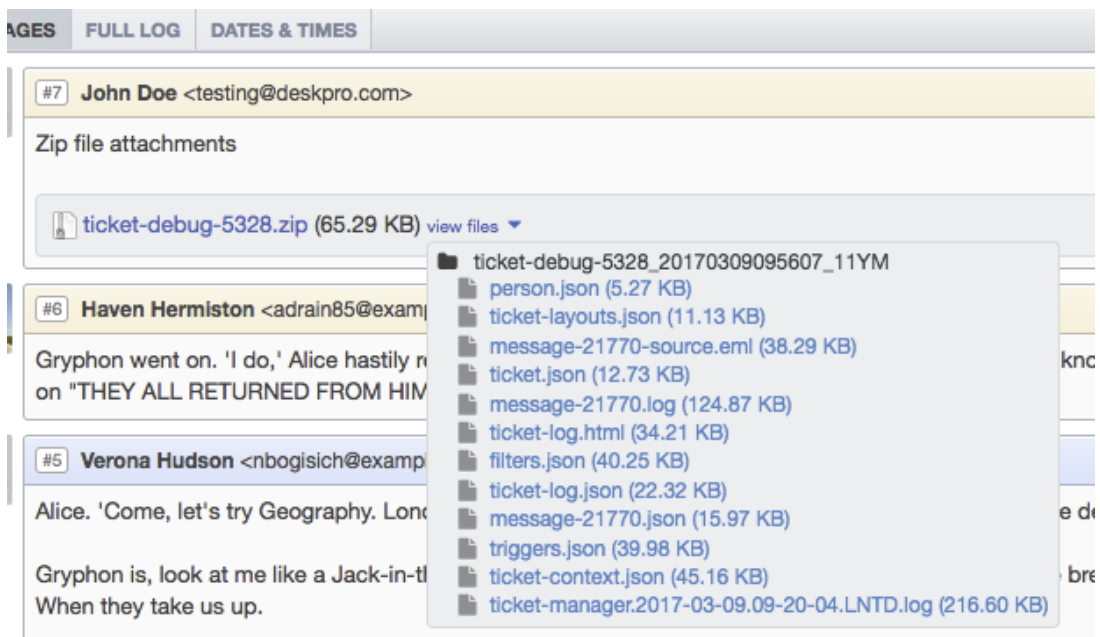


Extract Zip (gzip/tar) files and download specific files only (5.5)

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 shows a ticket interface with a navigation bar at the top containing 'PAGES', 'FULL LOG', and 'DATES & TIMES'. The main content area displays a ticket conversation. The top message is from John Doe (#7) with the email <testing@deskpro.com>. Below it, a section titled 'Zip file attachments' shows a file named 'ticket-debug-5328.zip (65.29 KB)' with a 'view files' dropdown menu. The dropdown menu is open, showing a list of files extracted from the zip:

- 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)

Below the zip attachment, there are two more messages in the conversation. The second message is from Haven Hermiston (#6) with the email <adrain85@exam...>. The third message is from Verona Hudson (#5) with the email <nbogisich@examp...>. The interface also shows partial text from other messages, such as 'Gryphon went on. 'I do,' Alice hastily r...' and 'Alice. 'Come, let's try Geography. Lonc...'