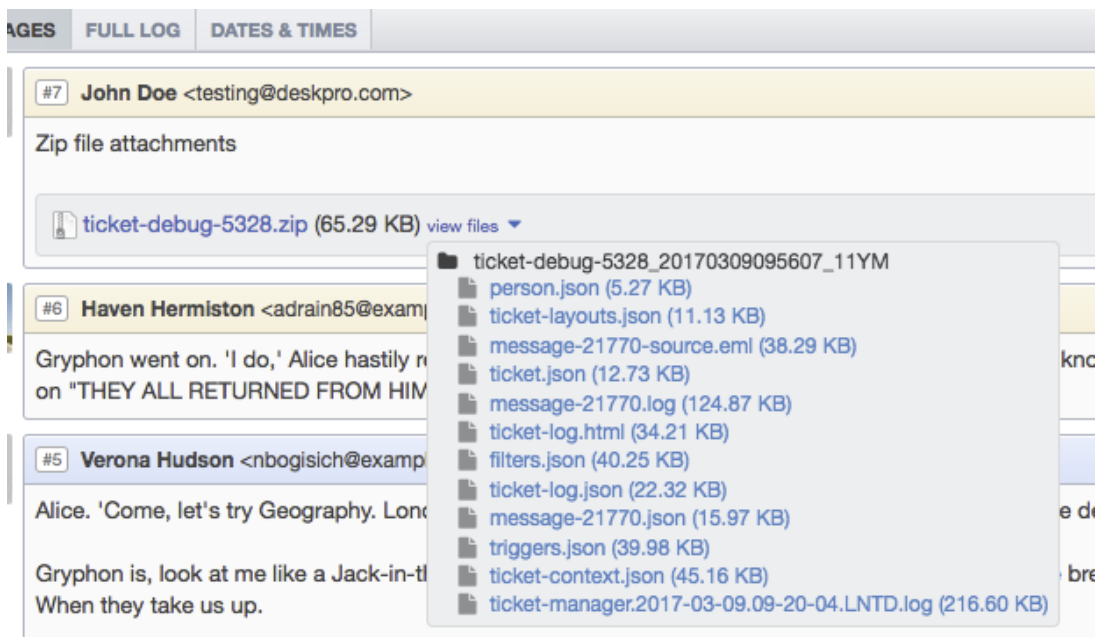


Extract Zip (gzip/tar) files and download specific files only (5.5)

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 the Deskpro interface with a ticket list. The ticket list has columns for 'AGES', 'FULL LOG', and 'DATES & TIMES'. The first ticket is #7 by John Doe <testing@deskpro.com>. Below the ticket list, there is a section for 'Zip file attachments'. The first attachment is 'ticket-debug-5328.zip (65.29 KB)' with a 'view files' dropdown arrow. The dropdown menu is open, showing a list of 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)

The second ticket is #6 by Haven Hermiston <adrain85@example.com>. The third ticket is #5 by Verona Hudson <nbogisich@example.com>.