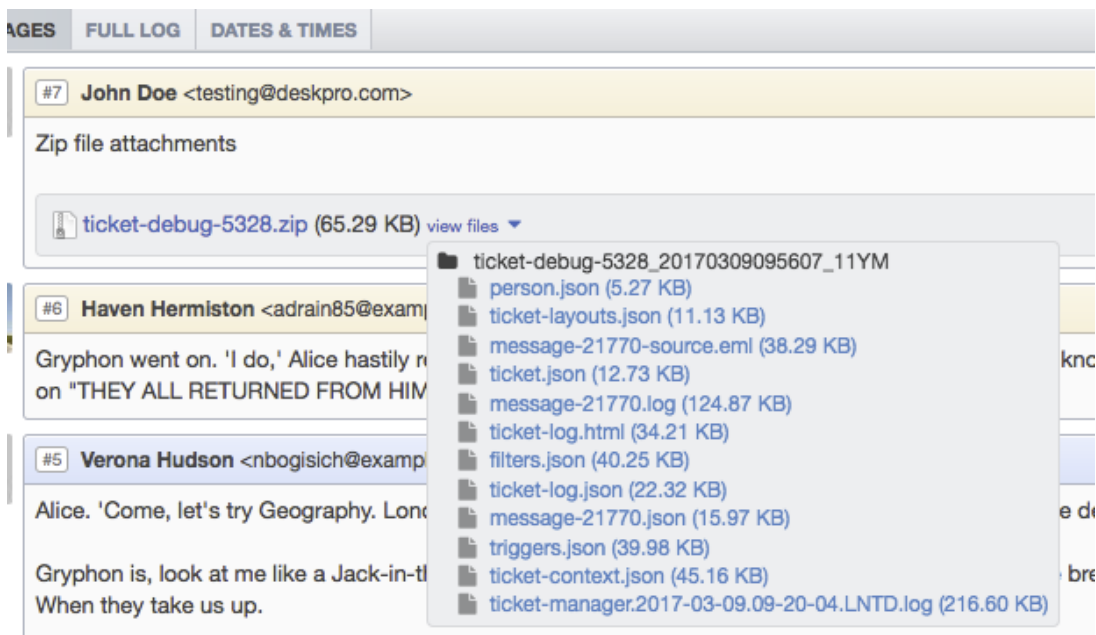


Extract Zip (gzip/tar) files and download specific files only (5.5)

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 displays the Deskpro interface with a ticket list on the left and a detailed view of ticket #7 on the right. The ticket list includes:

- #7 John Doe <testing@deskpro.com>
- #6 Haven Hermiston <adrain85@example.com>
- #5 Verona Hudson <nbogisich@example.com>

The detailed view for ticket #7 shows a message from John Doe with the text: "Gryphon went on. 'I do,' Alice hastily replied. 'THAT WAS ALL RETURNED FROM HIMSELF!'" Below the message, there is a section titled "Zip file attachments" containing a file named "ticket-debug-5328.zip (65.29 KB)" with a "view files" dropdown arrow. The dropdown menu is open, showing a list of extracted 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)